



Welcome Landlords!

Thank you for allowing us to provide you with our company profile and our services to assist you with your Property Management needs.

To arrange a market rental appraisal, or to discuss your needs further, call our team on (08) 9408 0511 or email frances@oneagency.com.au .



Why Choose Us?

- We are a boutique family owned and run agency. The business owners Richard and Frances Sullivan are personally involved in the day to day running of the business.
- We have personal experience as both tenants and landlords so we understand what's important to both.
- As a boutique family business we've chosen to restrict the number of properties we manage to under 200 which enables us to be closely involved and hands on with your property.
- Utilising our life experience and combined 16 years' knowledge in the industry we are practical about maintenance and wary of unnecessary cost to you. Often a phone call to the relevant trusted tradesperson can provide us with the necessary advice or answer, alleviating minor problems before they become issues.
- Our Property Manager's - Frances & Hollie have been with One Agency Kingsway from the start and know and understand the history of your property. When you phone One Agency Kingsway you will always hear a friendly familiar voice on the other end of the phone. In other words, staff turnover is minimal in our business.

- Our database of potential tenants can assist to facilitate a quick tenancy for your property, sometimes without having to advertise. This minimises the vacancy period reducing the cost to you.
- We are dedicated to maintaining your property from a compliance perspective. This includes insurance, smoke alarms & RCD's, blind cord compliance and pool safety. We actively look out for potential issues that may affect your property at routine inspections and advise you accordingly. We have procedures in place for ensuring your property is compliant with all building, health and safety laws.
- We have invested significantly in cutting edge technology such as our 24 hour booking system, 24 hour landlord portal access and detailed electronic inspection reporting, to name a few. This enables us to manage your property more efficiently and provides you unrestricted access to certain information on your property at the click of a mouse.
- We have built relationships with a trusted network of qualified service providers across almost every area of property maintenance. Our network of tradespeople all are qualified, licensed and appropriately insured.
- Our Property Management team works seamlessly with our sales department so at any given time you can be provided an unbiased sales appraisal and trusted advice on when is a good time to sell your investment property.

Testimonials

What our clients say about us

“I was very pleased with the level of care and prompt maintenance provided by Hollie as well as Richard and Frances. Hollie provided information promptly and followed through on all requests. Richard provided insights and updates on the property market from a rental and sale perspective, whilst Frances reviewed the progress of the contract ensuring all was in order. I experienced friendly and competent service from the team at One Agency Kingsway Realty.”

- Mr & Mrs Brown, Kingsley

“Hollie and Frances are the best property managers we have ever had. In the past, we were treated like a number or even at times a nuisance landlord. The services provided by Hollie and Frances are beyond excellent. They are contactable and friendly. More importantly they show that they are ‘willing’ to help.”

- Patt, Marangaroo

“We have found One Agency Kingsway Realty to be nothing but professional and friendly.”

- Madeley

“I have always found the property management team at One Agency Kingsway Realty to strive for excellence in all they do. In all personal dealings with them they are friendly and efficient and I would have no hesitation in recommending them to look after your rental property, or any other real estate needs that you have.”

- Mrs Davies, Marangaroo

Landlord Requirements

Our non-negotiables

1. We require all properties to be *professionally vacate cleaned* prior to the first lease. This includes inside of property, carpets and windows. A professional vacate clean entails more than a standard domestic clean. A professional vacate clean ensures no surface is left untouched. We can provide a list of preferred cleaners, or we can arrange the cleaning on your behalf.

Our Lease Agreement states that the tenant is required to employ a professional vacate cleaner at the end of the tenancy. Therefore, your property needs to be handed to the tenant in pristine condition. This sets a good standard for the tenant at the beginning of their lease and ensures the property is in top condition for the Property Condition Report to be carried out.

2. Each property must be adequately insured and covered for all of the following: Landlord, Public Liability, Building & Contents and Workers Compensation.
3. We require three full sets of keys and any remotes for the property. One set of keys for our office to be used for inspections by property manager, one set for our contractors when carrying out maintenance and the third set for successful tenant.



Preparing Your Property for Lease

Ensuring that your rental property is maintained is very important. Some landlords make the mistake of allowing their property to deteriorate, which in the long run will only produce problems and the property will be harder to rent out.

By maintaining your property, you are going to attract tenants who will also respect, appreciate and maintain your property to the same standard.

The Department of Commerce instructs that it is the Landlords responsibility to ensure that the premises is kept in a reasonable state of repair during the tenancy and complies with building, health and safety regulations.

Landlords are responsible for the maintenance and upkeep of the property.

- Plumbing faults
- Electrical faults
- Gutter cleaning
- Reticulation system maintenance
- Pruning back of larger trees, palms and/or hedges
- All electrical appliances including stoves, ovens, fridges

Many of the expenses you incur will become a tax deduction. Speak with your Tax Accountant for advice on deductions.

We are happy to provide you with our preferred contractors details if you would like suggestions for tradespeople including cleaners, plumbers, lawn and garden maintenance.

The Process to Secure a Suitable Tenant

1. After the initial viewing/appraisal of the property, we will discuss your expectations, answer any questions and show you the processes we have implemented for finding a suitable tenant and managing your property and the tenants.
2. Once we have finalised a **Management Authority** we will arrange a suitable time for professional photographs for advertising.
3. We prepare a descriptive advertisement of your property for our website and all the main Real Estate websites including the following: reiwa.com.au, realestate.com.au, domain.com.au, rentfind.com.au, homely.com.au & westrealestate.com.au
4. After completion of **professional vacate cleaning** we will arrange for a Property Condition Report to be conducted.
5. Viewings of your property will be conducted until the property is leased (subject to access provided to us by current occupant). All property viewings will be carried out by one of our representatives. We do not give out keys to prospective tenants.
6. Updates on the status of enquiries and prospective tenants will be provided to you at least once a week during the advertising campaign.
7. All checks on applications provided by prospective tenants will be actioned within 48-72 hours of submission.
8. Unless you instruct otherwise, all potential tenancy applicants will be referred to you for final approval.
9. Subject to the tenancy commencement date and the successful applicants availability, we will prepare the tenancy documentation within two working days of tenancy approval.

Please note: We will lease your property for the agreed rental amount and the property will not be leased for a lower amount without your approval.