



Rental Division
Property Management Profile
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The Ascot Group Company Profile

Ascot Real Estate is one of Bundaberg's most successful real estate agencies with a team of experienced, professional property specialists who offer a complete real estate service comprising of;

- Residential – Land, Homes & Investments
- Rural residential and acreage's
- Commercial and Industrial properties
- Sales & Leasing
- House and Land Packages
- Appraisals of Market Value
- Auctions of all types of properties
- Property Management Services

Ascot Real Estate consultants have achieved their high standing in the industry by putting in more time, effort and commitment to producing quality customer service and honesty to all their clients in a personalized manner.

Ascot is a family owned company based in Bundaberg. The Ascot Homes Division has won numerous H.I.A and Q.M.B.A. Awards for its housing and is also heavily involved in the construction of sheds, industrial building and commercial buildings. It has become one of the major construction companies in Central Queensland.

The intention of the company and its employees (with now over 100 people employed full-time) is to continue to give its customers the very best support possible.

The Property Management Team

Kate Young – Office Manager / Business Development

Kate has been a property manager with Ascot Real Estate since 2001 and has seen substantial changes in the way the industry has developed.

In this time Kate has built solid relationships with her landlords and tenants.

She prides herself on giving all her clients the best possible service, understanding the need to give the investor the best possible return on their investment.



Lauren Smith – Administration Officer/Assistant Property Manager

Lauren joined Ascot Real Estate in 2009 as receptionist/secretary in the sales division. Her various duties included assisting sales professionals, advertising and drawing up contracts. While in this position she completed the property management course and is now fully licensed.

Lauren transferred to the rental department in 2012. Her current position is an administration officer but assists the property managers and looks after their portfolio when they are absent. Additionally she looks after letting and advertising.

Robyn Morgan – Property Manager

Robyn joined Ascot Real Estate, in January 2015. She had previously worked in the real estate industry for over 4 years acquiring a wealth of experience.

She enjoys working with her landlords and tenants alike, providing a very thorough service.



Elisha Pershouse – Property Manager

Elisha has recently joined us as a property manager. She comes to us with a good understanding of the property industry, having been one of our landlords since 2006.

Elisha has a genuine interest in the real estate industry and she strives to provide exceptional customer service to be both tenants and landlords.

Dianne Peall – Property Manager

With many numbers of years in the legal, health & not-for-profit industries, as well as most recently, 4 years' experience in the real estate industry, Dianne has smoothly transitioned into portfolio management.

Dianne joined the Ascot Team in August 2016 and has quickly settled into her new role. She enjoys striving to ensure solid and successful tenancies are secured for both tenants and landlords.



Engaging a Property Manager

The Property Management division has become one of the largest and most successful in Bundaberg. This has been achieved through introducing strong business principles and offering excellent service to investors and tenants.

The fully licensed team comprises of 3 Property Managers, a Property Management Assistant and Administration Manager.

With such a team all the landlords are assured of first class quality service with attention paid to maintaining the asset value of their investments. Alex Ferguson, Principal of Ascot Real Estate maintains that *“by having such an experienced team, not only are the landlords being provided with good quality service but they also have access to a great sales team at any point in time if they wish to sell their asset or purchase again in the Bundaberg and surrounding areas”*.

There are many advantages for the owner or investor who engages a Property Manager to supervise their rental property and the information following outlines some of the more important reasons for utilising the services provided by Ascot Real Estate’s Property Management Department.

Knowledge of Legislation

All agents involved in Property Management and indeed the property owner, must act within the guidelines of certain Acts of Parliament, the main Acts being:

- ***Property Occupations Act 2014***
- ***Residential Tenancies and Rooming Act***
- ***Property Law Act***
- ***Anti Discrimination Act***
- ***Privacy Act (Public Sector)***

With constant changes to the Property Occupations Act 2014 & the Residential Tenancies and Rooming Act, it is very important for landlords, tenants and agents themselves to be fully briefed in the changes to the acts. Our staff continually upgrade their skills and knowledge via property management courses run by the Real Estate Institute of Queensland, Real Estate Dynamics, Residential Tenancy Authority and Real Estate Excellences, which enable our property management personnel to be kept up to date with current legislation, rules and policies.

Tenant Selection

One of the most important aspects of Property Management is the selection of a suitable tenant. Ascot Real Estate's local profile and extensive advertising and marketing ensure that we maintain an extremely high level of enquiry.

We are particularly discerning when it comes to maintaining the quality of tenants for our managed properties.

Prospective tenants are carefully selected through both an application and interview process. Previous rental and employment history checks are conducted. The greatest care is taken to ensure that the correct tenant is chosen for your property.

Our philosophy is to always be critically selective with tenants, as our aim is for you and us to have a worry free tenancy.

Ascot Real Estate is a member of both the Tenancy Information Centre of Australia (TICA) and also Landlord's Assistance Plan. This gives us more scope to check previous rental records of prospective tenants.

We arrange viewings for rental properties on request. We find that this is a great time to get to know the prospective tenant and their intentions. We also endeavor to process the applications within 24-48 hours to help secure a good tenancy.

Routine Inspections

Inspections form a major part of the monitoring of your property. We will ensure that inspections are carried out on a regular basis as well as those performed when a tenancy commences and ends.

Your Property Manager will carry out routine inspections of your investment property quarterly.

These routine inspections will protect your investment in that major repairs and maintenance will be brought to your attention. After each routine inspection you will receive a report, with regard to the overall condition of the property. These reports will assist you to keep up to date with the condition and the value of your property.

Neglect of minor repairs can often lead to major repairs and expenditure, this can at times result in the loss of a good tenant. Our comprehensive maintenance program will ensure that problems are resolved quickly – with photos provided to help understand any maintenance required.

Ascot Real Estate engages the services of qualified trades people at a reasonable price. Should you wish to use your own trades people, you must ensure that they are licensed and comprehensively insured. They will also need to complete a contractor appointment form with our agency.

In addition, under the Property Agents and Motor Dealers Act 2014 – sections 133 & 134, lessors may be penalised for not keeping their property adequately repaired and maintained.

Ascot Real Estate gives assurance that at all times we will be acting in your best interests, legally, ethically and financially.

An overview of our services to you:

- Your property will be placed on our rental list and internet sites Realestate.com.au Domain.com.au, rent.com.au, ascot.net.au, & our Facebook page as soon as you entrust it to us to locate a suitable tenant, or as soon as a notice to vacate has been received from an existing tenant following your instructions.
- We will access our existing prospective tenant database and arrange inspections by tenants who are looking to rent within your property's price range and location.
- We will conduct thorough checks on tenants applying for your property as permitted by law, to ensure that to the best of our knowledge the information given to us is accurate and that the tenant will fulfil all obligations as per the tenancy agreement.
- We will present to you all applications obtained from prospective tenants for your approval, if this is your instruction.
- We will conduct thorough internal and external regular inspections of your property and provide you with a written report following each inspection.
- We will seek your instructions for all maintenance repairs as quickly as reported as per the management agreement. We will advise or suggest any ongoing maintenance requirements, to keep your property in a good condition, which will assist to retain its optimum market value.
- On a daily basis, we will carry out rental arrears checks and immediately follow up on any outstanding monies owing. Prompt action in accordance with the Residential Tenancies Act will be taken.
- On your behalf, we will negotiate another tenancy agreement with the current tenants including rental reviews where applicable to save the search for a new tenant before the lease expires. We will prepare, lodge and complete insurance claims for your property.
- Deposit rental funds into your nominated bank account either at mid month and/or end of month and provide you with a detailed statement of income and expenditure. We will also provide you with an end of year financial statement for taxation purposes.
- Collect bonds from tenant and lodge with the Residential Tenancies Authority.

Fees for Management Services

Our fees for the leasing and management of residential property reflect quality and level of service we offer to you.

<i>Rent Collection & Management Fee</i>	<i>8.8 % inc GST</i>
<i>Tenant Selection & Letting Fee</i>	<i>1.1 weeks rent inc GST</i>
<i>Renegotiation of Renewal Tenancy Agreement with Rent Review</i>	<i>\$40.00 inc GST</i>
<i>Owner Representation at Court</i>	<i>\$55.00 inc GST per hour + Court Lodgement Fees</i>
<i>Administration Fee</i>	<i>\$5.50 Per Month inc GST</i>
<i>Sales Appraisal</i>	<i>No Charge</i>
<i>Smoke Alarm Servicing</i>	<i>\$22.00 inc GST per attendance + Smoke alarm and/or new battery if required</i>