



Expect more from us.

What do you look for in a Property Management team?

An agency with proven Property Managers.

An agency with a reputation that precedes them.

An agency that knows Goulburn Valley better than anyone.

We offer all three.

Our objective, always, is to lease your property promptly, to high calibre tenants, and maximise your rental return.

Property management is about people; those who manage your valuable investment, and those who live in it.

We get that.



LOCAL LEADERS.

Approachable.
Dedicated.
Diligent.

We are honest communicators, passionate about property and bursting with market expertise.

We constantly strive for the best possible outcome for you. We like to build a relationship so that we can consult and work with you to ascertain your requirements and maintain an open communication.

We will instil you with confidence by being the best at what we do.

Setting the rent.

The difference between a vacant property and one with tenants? Setting the appropriate rent.

One of our first tasks will be to assess your investment and determine the rental income you can expect to receive.

This will reflect the property's condition, supply and demand, economic conditions, and local market trends.

We may recommend some improvements to attract quality tenants.

Choosing a tenant.

It's simple; we do not enter into tenancy agreements with anyone who doesn't meet our strict criteria.

We undertake a diligent tenant selection which includes detailed reference checks with previous agents and employers and supporting identification documents as part of our comprehensive application.

Tenants are always chosen in consultation with you. We have worked hard to earn our reputation for finding excellent tenants, and we want to protect that, always.



Our approach.

1. GAGLIARDI SCOTT APPOINTED.

We set up the leasing process.

2. MARKETING.

We execute our marketing process (see overleaf).

3. PRESENTING YOUR PROPERTY.

Your property needs to look its best. We can co-ordinate any cleaning or maintenance on your behalf.

4. TENANT SELECTION.

Our diligent tenant selection process is undertaken and recommendations to yourself are made.

5. SUCCESSFUL TENANT SELECTION.

We take care of all the details; paperwork, signing of lease and bond payment.

6. HANDING OVER OF KEYS.

We provide tenants with keys upon lease commencement.

7. TENANT INFORMATION.

We notify tenants of our zero tolerance on rent arrears, routine inspection processes and vacating process plus if applicable, any responsibilities of the tenant, depending on the property.

Services we provide.



The Lease.

We prepare all documentation, including the Lease Agreement along with any extra negotiated terms, and the Condition Report. Any additional documentation that may be required under the Residential Tenancies Act will also be prepared.

- We meet with the tenants to sign the lease.
- We collect the bond and rental payment for the first period of the lease agreement (Money Order or Bank Cheque only for the bond).
- Advise the tenants of their rights and responsibilities under the Residential Tenancies Act.
- Lodge the security deposit with the Residential Tenancies Bond Authorities in accordance with the Residential Tenancies Act.
- Administer rental and lease renewals as agreed. We encourage our landlords and tenants to renew the lease whenever both parties are happy to do so; it gives everyone far greater security.

Protecting & Maintaining.

We take the care and protection of your investment property seriously. It needs to stay in good condition to retain your current tenants and to attract future quality tenants.

- We establish and maintain the property and tenant records
- Have a list of quality tradespeople OR we can use your preferred tradespeople
- Respond to all maintenance issues on your behalf
- Deduct maintenance costs from rent with your approval
- Conduct bond inspections and organise any repairs and claims

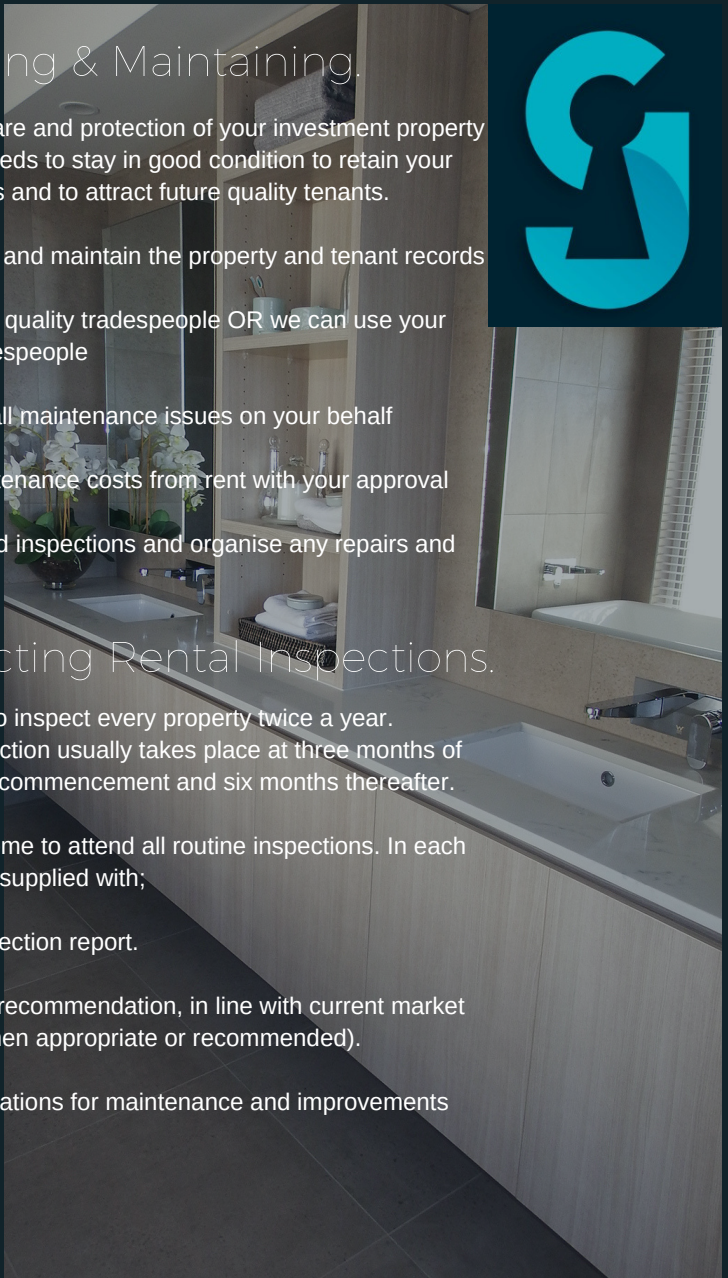


Conducting Rental Inspections.

Our policy is to inspect every property twice a year. The first inspection usually takes place at three months of the first lease commencement and six months thereafter.

You are welcome to attend all routine inspections. In each case, you are supplied with;

- Routine Inspection report.
- Rent review recommendation, in line with current market conditions (when appropriate or recommended).
- Recommendations for maintenance and improvements



Rental Statements.

Your rental statements will be sent out twice a month and funds are deposited into your preferred bank account.

- We pay all disbursements for our clients, including property maintenance invoices, council rates and water rates, if required.

- Original invoices are attached to your statement for tax purposes

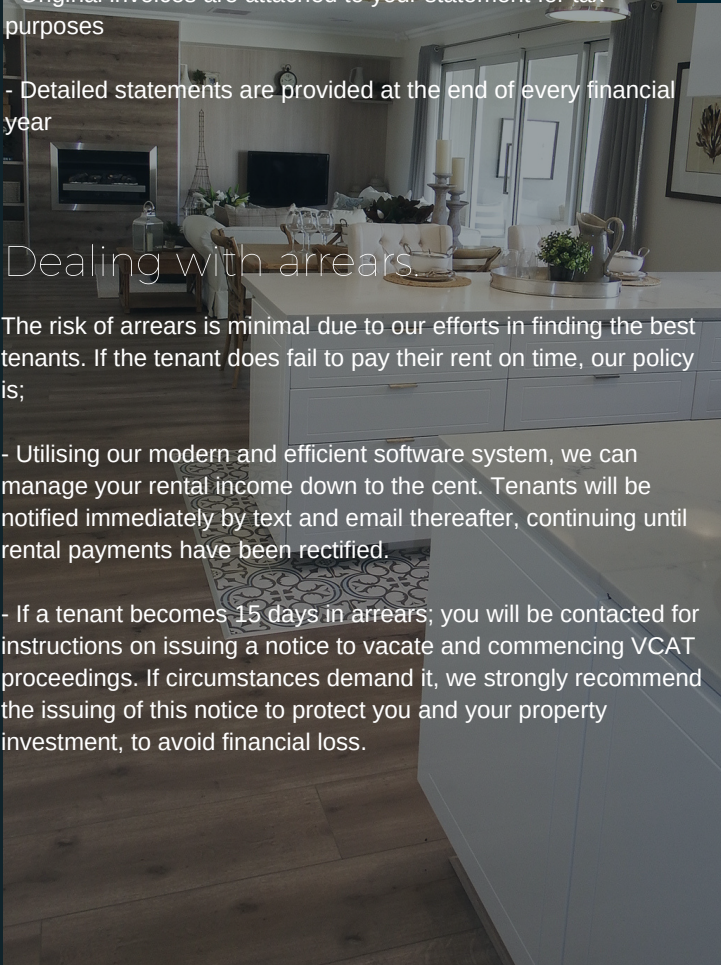
- Detailed statements are provided at the end of every financial year

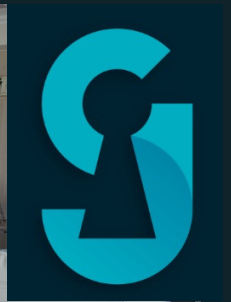
Dealing with arrears.

The risk of arrears is minimal due to our efforts in finding the best tenants. If the tenant does fail to pay their rent on time, our policy is;

- Utilising our modern and efficient software system, we can manage your rental income down to the cent. Tenants will be notified immediately by text and email thereafter, continuing until rental payments have been rectified.

- If a tenant becomes 15 days in arrears; you will be contacted for instructions on issuing a notice to vacate and commencing VCAT proceedings. If circumstances demand it, we strongly recommend the issuing of this notice to protect you and your property investment, to avoid financial loss.





Transferring from another agent.

Changing from another agent is a simple process and hassle free for you. All you need to do is contact us and we will take care of everything;

- We will arrange the transfer of management of your investment property or properties. This can be done even when a fixed term lease is in place.
- No costs are involved in a transfer.
- Your current management cannot apply penalties unless you agreed to them in your management agreement. Talk to us if you are unsure.
- We arrange for all relevant paperwork and keys to be collected from your previous agent, including transfer of the bond. We will contact the tenants that there will be little disruption, arrange an inspection and start the process of delivering the level of service you would expect.

HOW WE MARKET.



Online.

Your property will be seen by more people wanting to lease in your area.

Our market share and marketing expertise increases your property exposure and is key to our leasing success.

We generate many enquiries from prospective tenants every month.

Around 90% of people wanting to lease search for a property online. We advertise on the following websites:

- www.gagliardiscott.com.au
- www.realestate.com.au
- www.domain.com.au
- www.rent.com.au
- www.homely.com.au
- www.realestateview.com.au

We also have the strongest social media presence in the local area and effectively utilise three separate social media platforms (Facebook, Instagram, and Twitter) for our rent roll. We implement targeted campaign posts to connect with potential tenants, increasing exposure for your property.



Newspaper.

Newspapers are still a vital part of our media culture, and newspaper adverts is powerful exposure for the lease of your property. We advertise our current rental properties in the Shepparton News every week.

Our weekly Rental List.

Every currently available and forthcoming property is detailed on our weekly rental list. This list is prominently presented in both our Shepparton and Numurkah offices; open from Monday through to Saturday, we are able to deal with any walk-in enquiries promptly.

Following on from enquiries we also conduct group inspections until we successfully lease your property.