



PROPERTY MANAGEMENT INFORMATION PACK

DONALD PROPERTY GROUP

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Meet the TEAM



ROB DONALD - LICENSEE

Having been in the property industry since 1987, Rob understands the industry front to back and back to front. Rob has sold property and managed some of the largest companies in Western Australia. This wealth of experience is one of the driving factors to the success of DPG.



REBECCA DONALD - DIRECTOR

Rebecca is a sales success in the field of Real Estate. Her honesty, enthusiasm and knowledge is infectious as continues to defy market trends for her clients. A real estate pocket rocket, Rebecca has a wealth of sales knowledge and know how to sell homes for top dollar fast.



ANNA SZCZYPczyk - DIRECTOR OF PROPERTY MANAGEMENT

Anna brings over 10 years of Property Management to DPG, promoting efficiency through systems and procedures. Your property will be in great hands from start to finish. Anna was with DPG at the beginning as she built the rent roll with Rebecca from the ground up.

WHO ARE WE?

Donald Property Group came together as a result of a vision that we had to create an agency with a strong customer focus and an exceptional calibre of staff with a dedicated client focus.

At Donald Property Group we strive for excellence but above all, we value the discretion and confidentiality of our clients. These are the attributes that make DPG successful and our success is your success.

We don't just sell houses and manage properties, we are building our business on relationships that last for the long term. We offer comprehensive services to assist our clients whatever stage of life they may be in whether it be renting, selling, buying, investing, developing or building.

We draw on over 30 years' experience in the industry with a well-rounded knowledge in Property Management, Real Estate Sales, New Home Sales and Land Sales.

Our mission is to combine our knowledge and experience with technical expertise and friendly support to enable your property portfolio regardless of its size to prosper into a creator of wealth.

We embrace the latest technology whilst retaining a very personal touch, which is so often lacking in business dealings today.



THE COMPLETE PACKAGE

We have it all handled...

- ✓ Market Appraisals
- ✓ Advertising & Marketing
- ✓ Home Opnes
- ✓ Tenant Screening
- ✓ Lease Sign Up & Renewal
- ✓ Tenant Queries & Requests
- ✓ Routine Inspections with Reports
- ✓ Rent Collection
- ✓ Bond Lodgement & Disposal
- ✓ Maintenance & Emergency Maintenance
- ✓ Invoice Payments
- ✓ Monthly Owner Statements

Why use a Property Manager?

Property Management isn't just about collecting rent. It is about ensuring your property is always rented with the shortest turnover times to optimise your rental return, ensuring you have the best possible tenants, and ensuring you are getting the best possible rental rates in the market.

It is also about keeping the property well maintained, preventing avoidable issues and damage, tracking expenses and income, and dealing with the legalities of leases as well as the rights of both you, the owner and the tenants.

Save Valuable Time

By letting DPG manage your property you will not have spend time making phone callas, posting ads, interviewing prospective tenants, speaking with your tenants, collecting rent, organising tradesmen and so on.

If your rental property is located far from where you live, hiring a Property Management company can be invaluable in dealing with the many issues that you will not be able to handle from afar.

Know Your Market

Property Managers make their living out of knowing the rental marketplace and they know how much your property is worth. They know the best ways to reach your targeted market and they have the resourses to do it.

Know your Rights

Rental legislation is constantly changing. It is important that you know your rights as well as the rights of your tenants. Our property managers work with the Residential Tenancies Act every day. They are experiences in all aspects of lease negotiation- from bond, to maintenance agreements, to evictions.



General Information FOR OWNER

Tenants

Tenants are responsible for arranging the following services for the duration of their tenancy:

- Electricity (unless there is a common meter)
- Gas (unless there is a common meter)
- Telephone / Internet Services / Cable Television

Water Consumption

Water accounts remain in the owner's name to ensure that the service is never disconnected. We invoice tenants for consumption and then reimburse the owner upon the receipt of the payment made by the tenant.

Routine Inspections

The first routine inspection occurs 6 weeks after the commencement of the lease and approximately every 3 months thereafter unless agreed otherwise.

Property Condition Report

The Property Condition Report is designed to document the condition of the property, fixtures and fittings, and any inventory if furnished. This report is completed at the commencement of the tenancy.

Should there be any disputes, damages or issues during the tenancy or at the final inspection, this report can be used as proof of the property condition at the beginning of tenancy. An update of the report is required at the commencement of each new tenancy.



Landlord Insurance

Please consider obtaining Landlord Protection Insurance. For more information you call EBM Insurance on 1300 755 112 or Terri Scheer Insurance Brokers on 9471 1511 to discuss a range of covers available.

Please note:

- It is our duty to inform you that Landlord Insurance exists and is available to you.
- Due to the Financial Services Reform Act, we cannot arrange insurance on your behalf. You must therefore contact a service provider to arrange cover yourself, if desired.

Marketing Options ONLINE MARKETING

Research tells us that most people are looking for their next property online. We use a number of different websites to gain maximum exposure for your property.

We confidently use www.realestate.com.au which is Australia's largest residential real estate site. Over 80% of Australian residential real estate agents advertise more than 350,000 properties for sale and for rent on the site. Each month this site is visited by over 2.8 million people from Australia and around the world.

www.reiwa.com.au is a leading Western Australia Real Estate site and is fast, easy to use and attracts more than 450,000 visits per month, generating 7,500,000 page impressions. In fact, REIWA attracts so much traffic that it is the 7th biggest Real Estate site Australia wide.

www.domain.com.au provides residential, commercial and rural property marketing solutions and search tool, plus information for buyers, investors, sellers, renters and agents Australia wide.

www.rent.com.au is Australia's #1 website dedicated to rental property and delivers a single marketplace for renters, agents and landlords.

www.homely.com.au was founded as an alternative to Australia's other real estate websites. They've created Homely to be different, to buck the trend of your average real estate search portal and make renting your property easy, fast and enjoyable.



Professional PHOTOGRAPHY

A picture truly tells a thousand words, with most renters self qualifying properties online it has never been more essential to ensure that your property stands out. We recommend professional photography for each property because the results speak for themselves. It is not as expensive as you may think either.



As you can see below, the same property comes across very differently in the professional photos VS the DIY.

Do It Your Self VS Professional Images

DIY



PRO



Repairs and maintenance are necessary consequences of owning a property.

Attending to repairs and maintenance proactively is good economics for an astute property investor as it keeps the property in good condition and attractive to prospective, good quality tenants.

How repairs and maintenance is managed is dependant on:

- Who is responsible? i.e. wear & tear, wilful damage, storms ect
- Repair or replace? Which is more viable in your circumstance?



There have been several changes to the Residential Tenancies Act over the last few years in reference to compliance :

- Hard wired smoke alarms (and their consequent annual testing)
- RCD installation
- Minimum levels of security as per RTA regulations

We ensure that your investment is up to code in all aspects.

Over the last 8 years we have been building a pool of trusted, reliable contractors to maintain the properties under our management.

You will receive the benefit of VIP contractor rates and prompt service from our group of recommended service providers.

Please find a list of our most trusted contractors below:

Contractor	Phone	Email	Service
WorkPower	9248 5678	gmps@workpower.asn.au	General Maintenance
Premium Electrical Group	0401 261 448	brock@premiueletricalgroup.com.au	Electrical
Dee's Domestic Cleaning	0488 578 561	dee.walton36@gmail.com	Cleaning
CK Glass	0408 674 080	accounts@ckglassrepairs.com.au	Glass Repair
Marino's Mowing	0430312786	mowing.jm@gmail.com	Gardening
G&L Plumbing	0435 924 654	admin@gandlplumbingandgas.com.au	Plumbing
DB2 Pest Control Services	0424 188 547	enquiries@dbtwo.com.au	Pest Control
Stress Less Carpet Cleaning	0456 215 481	stresslesscarpetcleaning@gmail.com	Carpet Cleaning

Tenant Selection & HOME OPENS

It is incredibly important to secure long term tenancies where possible to maximise the investment returns. As your agent, we will use all of our experience, knowledge and data resources to find you a suitable tenant in the shortest time, who will treat your property well.

Viewings at the property are an essential part of our leasing process as it not only allows the prospective tenant to see the property but also allows DPG staff to get to know the tenant and ask questions which help us qualify them as desirable tenants. This may include their purpose for moving, work history ect all while build rapport with them.

As a standard we will schedule up to three viewings a week as well as showing prospective tenants through privately any time practicable in an effort to lease your property as quickly and efficiently as possible. For properties with current tenants we will arrange one viewing per week in the last three weeks of their lease and increase the viewing once we take vacate possession of the property.

Once we receive an application for your property we begin the process of screening the applicants (check the applicants work, rental and personal references thoroughly, verify their income and employment status and check visas if required). If the tenant will be receiving any financial assistance from the government they must admit a copy of the income statement with the application to be assessed.

The next stage of the application process is to check if they are listed on the capital NT database, to see if the applicant has been defaulted in rent, or been "black listed" by any previous real estate agents.

Once the applications have been fully processed, they are presented to you to make the final decision on who will be residing in your investment property. After a tenant has been approved we will arrange to receive their bond and 2 weeks rent. We conduct sign up which gives us the opportunity to carefully go through each aspect of the least agreement with the tenants including their rights and responsibilities .



What We Need to **GET STARTED**

Here is a list of what we require to start your management journey with DPG:

- A fully executed Management Authority
- Proof of current adequate landlord protection insurance cover (if applicable)
- Proof of current adequate building insurance cover (if applicable)
- Proof of owner identification plus a Certificate of Title
- An Electrical Safety Certificate
- A minimum of two (2) full sets of keys and an alarm code (if applicable)
- All remote controls (if applicable) eg. air conditioner, gate, garage
- A definite availability date
- Instruction manuals
- A carpet cleaning receipt (if applicable)
- A general cleaning receipt
- A pool cleaning receipt (if applicable)

Owners & Tenants TESTIMONIALS

Not just professional but also friendly and helpful. Our property manager is always prompt with any requests I have and willing to send our feedback onto the owner. - [Helam Aberahama](#)

Extremely happy with the personalised service at DPG, great staff and excellent process with renting through them. Highly recommended - [Naomi Barron](#)

"DPG... Great team, professional and reliable. Happy with the way they conduct their business with owners and their tenants. Thank you!" - [Bjorn Warnink](#)

I got my investment property managed by Donald Property Group for couple of years. I would recommend their great services! Thank you very much for your hard work! - [Mason Liu](#)



Phenomenal, I had my house leased out by these wonderful people for about 4 years while the market was down. These guys new I wanted to sell but was always very up front and honest with me as to how much we would get.

And as soon as the market started to turn in the other direction I asked them to sell, honestly Phenomenal as I said previously, they blew me away the house was sold with a just a few short weeks.

I will only ever use Donald Property Group as they have proven to me to be nothing but a professional company with the integrity and highest of standards. - [Ryan Locke](#)

We thank you.

for the opportunity to provide you with a copy of our Property Management Information Packs.

We welcome any questions that you may have. We look forward to assisting you with the upmost professional and friendly support to better manage your investment property.

Kind regards,

Donald Property Group



Thank You for Choosing

DONALD PROPERTY GROUP

Let's get in touch

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