

Property Management Services

Building Management

Investment Property



Welcome to Key4 Property

Key4 Property is a full service real estate company, offering a wide range of services to landlords. Our professional staff is responsive to the problems facing both ownership and management in all facets of residential property management including building repairs, maintenance, accounting and invoicing. Our agents have the skills and experience to help maximise the value of your investment.

Since the commencement of our business, we have grown to become a trusted and all-encompassing, one-stop property provider. Our core businesses are:

- Property Development sales & acquisitions
- Project Marketing
- Property Research
- Property Investment
- Project Management
- Building Management
- Property & Tenancy Management

Each member of our staff appreciates the situation and issues faced by landlords, with many of our team having investment properties ourselves. This knowledge enables us to uniquely strive to combine new ideas and innovation to provide exceptional service and advice.

We give you our assurance that we will be acting at all times in your best interest!





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Property Services Manager...

Key4 Property understands that highly trained and experienced staff is necessary to provide exceptional service. When Key4 Property manages your investment property, you have our assurance that we will be acting at all times in your best interests.



“Our service is underpinned by our belief that we work in the best interest of our client. This partnership develops into a trusting relationship, and this is so important when investing in property”

Daniel Stanaway

Property Services Manager
0431-914-754
daniel@key4property.com.au

With experiences in Property and Building Management, Affordable Housing, and Property Development & Planning, Daniel is a seasoned Property Management professional. He holds a full Real Estate Licence, a strong understanding of legislative requirements and demonstrates a meticulous approach to property management. His dedication to detail, professionalism and most importantly, his enthusiasm is highly regarded amongst investors and tenants alike.

“I have known Daniel Stanaway for a period of approximately 4 years, during which time he managed my NRAS apartment at Nundah. Dan is well versed in the nuances of owning an NRAS apartment, and brought a high level of skilled management and knowledge to the table. Dan was methodical in his approach; respectful of the tenants; and always available for a discussion about the management of the apartment. I would certainly appoint Dan to manage any future property purchase should the opportunity arise”.

- Peter Anderson (Owner)

“Dan is very meticulous and helpful. Every time we have contacted him with issues we have had with our unit/lease he has been quick with helping us resolve them. Dan is also very friendly and easy to deal with”.

- Neelam Fagoonee (tenant)

“Dan is excellent at what he does! He helped me through the minefield of NRAS and was continually on the ball to make sure both my tenants and myself were getting what we needed. I would recommend Dan as a Property Manager without reservation. He has a great friendly nature and attention to detail. He also seems to have an innate sense of being able to read people, which is a great advantage in his business”.

- Jenny Iselin (Owner)

Property Management...

When Key4 Property manages your investment property, you have our assurance that we will be acting at all times in your best interest!

Our team is committed to introducing innovative solutions to provide a unique property management experience.

Some of the benefits of having a property managed by Key4 Property are:

- The strength of being a trusted and all-encompassing, one-stop property provider
- Real Estate Institute of Queensland (REIQ) member
- Weekly rent disbursements
- Access to a dedicated team of Property Management professionals
- Access to innovative cloud based Property Management software
- Zero tolerance to Rent Arrears
- Payment of Invoices from rent collected
- Recovery of Water Consumption Charges
- Comprehensive Entry, Exit & Routine Inspections
- FREE End of Year Financial Statement
- FREE Tenancy Database checks.

We pride ourselves of discharging our Property and Tenancy Management obligations in accordance with our Property Management Standard. The standard allows us to manage your investment property effectively.

Building Management...

As an experienced Building Management company, we pride ourselves in delivering proactive building care functions, founded on professional relationships and personalised customer care.

We engage and facilitate with all stakeholders including Developer/ Builder, Strata Manager (Body Corporate Manager), various trade specialists and service providers to ensure the effective maintenance and functioning of the buildings we manage.

The strength of being a trusted and all-encompassing, one-stop property provider!

Our experience in Property Development, Residential Real Estate sales, and Building & Property Management allows us to understand many aspects of importance to property investors. Having a clear understanding of property investing and property development ensures personal attention to each project is offered. As a one-stop property provider, we research and acquire development sites which have been assessed for:

- LOCATION & ACCESS to infrastructure / shops / transport
- GROWTH potential for Capital Growth or Rent Yield Growth
- STYLE & QUALITY to reduce maintenance or body corporate expenses to a minimum
- VALUE for MONEY to ensure that a buyer investment is wisely spent

Real Estate Institute of Queensland (REIQ) member.

As the peak professional association of the State's real estate profession, the REIQ ensures members are committed to continuing professional development and ongoing training so we can perform at the peak of our ability and remain as trusted advisors to the public.



Weekly rent disbursements.

We offer weekly disbursements of rent received to our clients. This assists you in managing your finances and paying down your mortgage sooner!

Access to a small, dedicated team of Property Management Professionals.

Our team is made up of dedicated professionals who are specialists in building and property management. They have a strong understanding of their role, and continually increase their knowledge of legislative changes, and industry and market trends, to ensure our clients receive the highest level of service at all times.

Access to innovative cloud based property management software.

Console Cloud is Australia's newest property management & trust accounting solution, designed by Property Manager's for Property Managers.

Being cloud based means that it is accessible at any time, from any device! Access data on the road, from home or even overseas; providing ultimate flexibility!

Zero tolerance to Rent Arrears.

Our Rent Arrears Recovery policy is in line with the REIQ (Real Estate Institute of Queensland) guidelines and is as follows:

- Rent Arrears - 4 days: a courtesy email advising rent was not received on the due date;
- Rent Arrears - 5 days: an email requesting prompt payment of the arrears amount;
- Rent Arrears - 6 days: an email requesting prompt payment of the arrears amount, to eliminate further action taking place;
- Rent Arrears - 7 days: an email reminding tenants that if payment not received on the eighth day a Notice to Remedy Breach will be issued;
- Rent Arrears - 8 days: Notice to Remedy Breach issued - this gives 7 days to pay arrears;
- Rent Arrears - 15 days: not remedied – Notice-to-Leave is issued. This gives the tenant 7 days to vacate.

FREE!

There are many things that you expect from a professional property management service, and we provide these to you as a standard service, and they are free!

- FREE comprehensive Entry, Exit & Routine Inspections by a qualified inspector;
- FREE End of Year Financial Statement; and
- FREE Tenancy Database checks.

“Our property management systems allow us to spend more time doing what is necessary... looking after your property”

Our Services...

A Property Manager's role involves accepting accountability for various duties and responsibilities, whilst adhering to legislative obligations.

Our duties and responsibilities include:

- To act in their the best interest of our Client
- To achieve the best possible rents for the property
- To actively promote the availability of the property
- To be diligent in all aspects of the application process when selecting and screening prospective tenants
- Negotiation of the terms and conditions of the tenancy in the best interest of the owner within the bounds of the relevant legislation
- To complete and sign relevant documentation on behalf of the owner as required
- To diligently collect rent and other monies due
- To pay accounts for example, Council Rates, Water Rates, Strata levies (Body Corporate fees), Compliance, and Maintenance contractors as agreed in the management agreement (Form 6)
- To carry our regular periodic inspections of the property with a report and photographs
- To provide recommendations as to the requirements of maintenance and general improvements to the property
- To arrange repairs and improvements to the property with professional tradespeople as approved and/or as required to protect the property and the safety of the occupants
- To advise the owner of any issues relating to the tenancy legislation and the likelihood of that effecting the property as changes are legislated
- To exercise the rights of the Owner under legislation in regards to termination, renewal and demands of the property and property tenancies
- To complete and serve all documentation
- To communicate in an efficient and effective manner at all times

Why Choose Us...

At Key4 Property, we are leaders in the delivery of professional property management services. We are backed by world class systems, which are synonymous with excellence.

When managing your property, we model our behaviour on five core practices of exemplary leadership. It is our behaviour, which sets us apart from our opposition!

The five core practices of exemplary leadership which we follow are: model the way; inspire a shared vision; challenge the process; enable others to act; and encourage the heart.

We are all focussed on evolving our service by following the 10 commitments of exemplary leadership:

Model the Way

1. FIND YOUR VOICE by clarifying your personal values;
2. SET THE EXAMPLE by aligning actions with shared values;

Inspire a Shared Vision

3. ENVISION THE FUTURE by imagining exciting and ennobling possibilities;
4. ENLIST OTHERS in a common vision by appealing to shared aspirations;

Challenge the Process

5. SEARCH FOR OPPORTUNITIES by seeking innovative ways to change, grow and improve;
6. EXPERIMENT AND TAKE RISKS by constantly generating small wins and learning from mistakes;

Enable Others to Act

7. FOSTER COLLABORATION by promoting co-operative goals and building trust;
8. STRENGTHEN OTHERS by sharing power and discretion;

Encourage the Heart

9. RECOGNISE CONTRIBUTIONS by showing appreciation for individual excellence;
10. CELEBRATE THE VALUES AND VICTORIES by creating a spirit of community.

Source: Kouzes & Posner, 2011

Peace of Mind for Absent Landlords...

Whether you live locally, interstate or abroad, our services do not differ!

We maintain a high level of service throughout our department to ensure you are receiving consistent communication and regular updates on how your property is progressing.

We provide adequate notice to our Clients for the instances in which you would like to attend any scheduled routine inspections and photographs are provided as part of each inspection conducted so you can see for yourself how your tenant is maintaining your property.

Code of Conduct...

At Key4 Property we are committed to doing the right thing and all staff has pledged to uphold our Code of Conduct. This enables us to deliver services above the minimum standards required by legislation and professional association guidelines.

- **Act in the Clients Best Interest**
We will always be fair to all parties but shall at all times act in the best interest of the party with whom we have a Management Agreement: our Client.
- **Retain Confidentiality**
We shall at all times retain and respect the confidential and privileged nature of our dealings with our Client and the public at large.
- **Defend in Public**
We will always be prepared to defend our actions, services and activities in a public discussion with local property consumers, the media, in a Court environment, Clients and the local community at large.
- **Comply with Law**
We shall at all times comply with all governing legislation. We shall at all times comply with the By-laws, rules, and regulations of all professional bodies of which we are members.
- **Comply with Business Policies**
We shall at all times comply with the policies, systems and procedures of our agency.
- **Comply with Privacy Policies**
We shall at all times comply with the We comply fully with the Federal Privacy Act. The Key4 Property Privacy Policy can be found at: <http://key4property.com.au/privacy-policy/>

Our Fees...

At Key4 Property, we understand that for you to achieve value for money, delivery of our property management services must be well worth the income we receive. Our fees reflect the quality of service we offer and are based on the number and type of property management services you need us to provide.

As part of our ongoing service to you, we will provide the following:

- Payment of Repairs & Maintenance, Smoke Alarm Compliance, Rates Notice, Water Charges and Body Corporate fees (and other payments as directed from time-to-time) from rent collected;
- Weekly rent disbursement of rent collected (less fees);
- Recover Water Consumption Charges from your tenant; &
- From our sales department, an Annual Sales Appraisal.

Property Management is more than collecting rent and getting things fixed. Key4 Property is backed by world class systems, and we believe in exceptional communication and continually finding ways to improve our service.

As at 1 July 2017

Item 1	Rent Collection & Management Fee	8% (+ GST)	On Rent collected
Item 2	Administration Fee	\$10 (+ GST)	Monthly
Item 3	Letting Fee	1 week rent (+ GST)	As required
Item 4	Lease Negotiation / Renewal Fee	\$90 (+ GST)	As required
Item 5	Advertising Fee	\$220 (+ GST)	As required
Item 6	Entry / Exit Inspection Fee	COMPLIMENTARY	As required
Item 7	Periodic Inspection Fee	COMPLIMENTARY	As required
Item 8	Maintenance / Repair Fee	COMPLIMENTARY	As required
Item 9	End of Financial Year Statement Fee	COMPLIMENTARY	As required
Item 10	Smoke Alarm / Safety Switch / Corded Window Compliance	AT COST	Annually
Item 11	Annual Pest Control	AT COST	Annually
Item 12	Test & Tag Electrical Appliances	AT COST	Biennially
Item 13	Mediation / Tribunal Preparation Fee	COMPLIMENTARY	If required
Item 14	Mediation / Tribunal Submission Fee	AT COST	If required
Item 15	Mediation / Tribunal Parking Fee	AT COST	If required
Item 16	Mediation / Tribunal Attendance Fee	\$150 (+ GST)	If required
Item 17	Inventory Checking Fee	\$50 (+ GST)	If required
Item 18	Valuation / Tax Depreciation Attendance Fee	\$50 (+ GST)	If required
Item 19	Insurance Claim Preparation Fee	\$50 (+ GST)	If required
Item 20	Title Search	\$25 (+ GST)	If required

Our Management Partners...

It takes a village to effectively manage your property. We have access to an experienced network of personnel through Key4 Property and along with our experienced Property Management staff, we have partnered with property professionals to deliver the best Building and Property management services available.



Frequently Asked Questions explained...

Do I need Landlord Protection Insurance?

Landlord Protection Insurance is strongly recommended by our Key4 Property. Whilst every action is taken to secure good quality tenants for your investment, life changes such as job losses, relationship breakdowns, health issues and sometime death of a partner or close family members, can sometimes lead to people acting out of character. To protect your investment, and for a relatively low cost which may be tax deductible; Landlord Insurance is a must for today's investor.

Please send a copy of the Certificate of Currency to rentals@key4property.com.au .

Do I need Public Liability Insurance and Building & Contents Insurance?

It is a contractual requirement under the Management Agreement that our Client holds and maintains appropriate Public Liability Insurance. We can't begin managing your property until your insurance information is provided. Public Liability insurance is important to protect you and your investment.

It is strongly recommended that appropriate insurance is sought in relation to adequate Building & Contents Insurance. Please Note that some items in your property may fall under contents insurance therefore both building and contents insurance is recommended.

Before you purchase such insurances, please check with your Strata Manager (Body Corporate Manager) to confirm the level of cover obtained by them in this regard.

Please send a copy of the Certificate of Currency to rentals@key4property.com.au .

Do I need a Tax Depreciation report?

A Tax Depreciation Schedule is essential for any property investor and through our Management partner, WRC Quantity Surveyors, we can arrange on your behalf a Tax Depreciation inspection and Report. Please check with your Tax Accountant about the benefits of a Tax Depreciation inspection.

Do I need a Title Search?

As part of listing your property with us, a Title Search is required to verify ownership, and the property description. The cost of this will be charged to your account. When you have purchased 'off-the-plan' a property from Graded Developments, often we obtain these details from the settlement packs from the Developer. A Title Search will not be required in this instance.

Can Council Rates, Water Rates & Strata Levies (Body Corporate fees) be paid from rent collected?

It is possible for us to arrange payment of the Council Rates, Water Rates and Strata Levies (Body Corporate fees) from the rent received. Payment can be managed in one of two ways:

- You can arrange for these Service Providers to send copies of the bills directly to us for payment; or
- You can send these to me for payment.

To change your billing address to:

C/- Key4 Property
Property Management Manager
2/ 46 Old Cleveland Road,
Greenslopes Qld 4120

Or

rentals@key4property.com.au

N.B. Copies of the Invoices paid with follow the corresponding Property Management Statement.

Isn't Pest Control a tenant responsibility?

Although Queensland tenancy laws do not specifically refer to pest control, it does state, the Owner must keep the rental property in good repair and fit for the tenant to live in, while the tenant has to keep the place clean and undamaged.

We recommend the owner undertake regular pest treatment for spiders, cockroaches, silverfish and ants. Often we can obtain discounted prices if treated in conjunction with the treatment of the common areas undertaken annually by the Strata Manager (Body Corporate).

Do I need a third-party inspector for Smoke Alarms, Safety Switches and Corded Windows?

Unfortunately, we are not qualified to test a smoke alarm and our insurance does not extend to cover in a fire event, where we have tested a button. We strongly urge you to use a service provider, however, if you opt to test and clean yourself, you will need to ensure that your obligations are met, as required by law, and that you complete the Statutory Declaration provided, indemnifying Key4 Property Pty Ltd from any possible litigation or fines relating to Smoke Alarm, Safety Switch or Corded Windows Compliance at your property.

How many Keys do I need to provide?

Tenancy legislation requires all tenants listed on the Tenancy Agreement be provided with keys. The requirement is for one full set of (to every lockable door or device) be provided to the first tenant, with each tenant thereafter being provided with a set of entry keys. We will also require a full set to be held in our office.

Keys include electronic key cards, swipe cards and remote controls.

Do I need to regularly Test & Tag electrical appliances?

Queensland tenancy laws do not specifically refer to the requirement for testing and tagging of electrical appliances in a residential context. However, to mitigate the risk of unsafe electrical equipment being used, best practice indicates owners should test and tag electrical appliances which are leased for domestic use at regular intervals.

Can you offer Budget Recommendations for Emergency and Preventative maintenance?

It is recommended that monies, where possible be kept aside for maintenance and general upkeep of the property. We recommend you keep approximately \$1000 handy at all times for a maintenance budget. This will ensure your property is maintained in accordance with legislative obligations and sound risk management. Well maintained properties generally attract quality tenants and generally, longer term tenants.

Contact Us...

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“With Key4 Property managing your investment, you can sleep easy knowing your property is in safe hands”