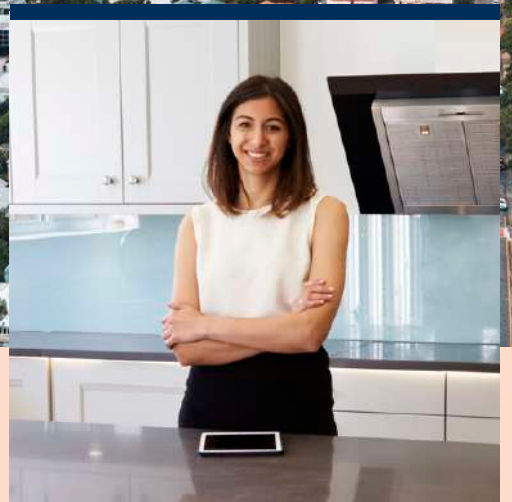


U R B A N

PROPERTY MANAGEMENT

PROPERTY MANAGEMENT GUIDE



PROSPECTUS - OWNER HANDBOOK

Urban Property Management



**YOUR GUIDE TO
URBAN
PROPERTY
MANAGEMENT**



U R B A N

PROPERTY MANAGEMENT

PROPERTY MANAGEMENT IS OUR BUSINESS

At Urban Property Management we believe quality property management is more than just collecting rent, our focus is to provide peace of mind while ensuring we maximise the return on one of your biggest investments.

We're always looking for smarter, more effective ways to deliver exceptional service. Our processes, systems, marketing and advice are all approached with precision and research. We believe it is our meticulous attention to detail in every aspect of what we do that will give your investment property the advantage.

Our staff undertake regular enhancement training and stay up to date with any changes to residential tenancy legislation.

Every tenant is provided with an extensive information pack, which ensures they are fully informed on matters relating to their tenancy.

Our Property managers prepare the most comprehensive Property Condition Reports and Inventories for our Landlords so their properties are better safe guarded regarding tenancy disputes relating to finalization of tenancies.



"Your Investment is our priority"

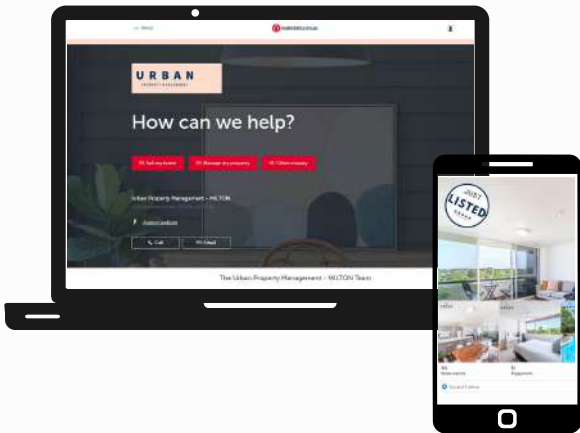
MARKETING YOUR PROPERTY

We go above and beyond for our clients and advertise properties on a variety of different websites and platforms to give you the best opportunity for exposure.

INTERNET ADVERTISING

Your property will be advertised on the following Websites:

- Realestate.com.au
- Urbanpm.com.au
- Domain.com.au
- Allhomes.com.au
- Rent.com.au



FOR LEASE SIGNS

This is particularly helpful where the property is visible from a main road. However, signs are not advantageous for all properties. Our experienced staff will be able to advise if we feel that your property will benefit from displaying our 'Lease' sign.

Please check your body corporate rules to make sure signs are permitted to be erected.

THE URBAN DIFFERENCE

At Urban Property management we ensure that your property is listed as a premiere listing to get your property seen first by more tenants at the top of all search results.

By showcasing your property with a Premiere Property listing, you'll attract more tenants in less time.

Not only that, but as an Urban client we create custom advertising post on our social media for your property. We dedicate a full day for your property ONLY to an Instagram and Facebook featured post.

OPEN INSPECTIONS

We will arrange and conduct open for inspections at the property during specific advertised times to attract more exposure and allow prospective tenants to view the property along with an unlimited number of personally escorted inspections at your property.

PROFESSIONAL PHOTOGRAPHY

The advantage of this is to present your property to the market with the best images possible. These images can be used to market the property whenever a tenant gives notice to vacate or in the future if you do decide to sell your property.



FINDING THE PERFECT TENANT

SEARCHING FOR A MATCH

At Urban Property Management, we believe that thoroughly vetting applications are vital to find the most suitable tenant for your property.

We request all prospective tenants to inspect the property prior to submitting an application to ensure that the property is a good fit for them and their needs.

We accompany all prospective tenants to view your property. Keys are not handed out to applicants to view alone.

Tenants are required to complete a comprehensive Application form and details are checked by contacting previous landlords and rental agents, employers and personal referees.



Additionally, we check rental histories through a national rental database agency, TICA, which has a large database for cross-reference. The cost of accessing this database is covered in your management fee.

After the applicant's suitability as a prospective tenant has been fully established, we will contact you to make a recommendation and receive your instructions on the leasing of your property. We follow and accept your instructions in relation to acceptance/non acceptance of prospective tenants.

"We monitor an extensive Prospective Tenant Database. Prospective tenants can be registered in our database to receive regular updates on properties available., potentially reducing your average days on market. We also keep in contact with many corporate/national companies and relocation agencies. "

MANAGING YOUR PROPERTY

SECURITY DEPOSIT

The equivalent of four (4) weeks rent is held as Security Deposit (Bond) with the RTA (Residential Tenancy Authority).

This is paid at the commencement of the lease and refunded to the tenant at the end of the tenancy conditional upon all rental monies being paid and satisfactory final inspection of the property.

PROPERTY CONDITION REPORTS

A detailed condition report and inventory of the property is compiled prior to the tenant taking possession of the premises.

This report is completed by our office and will include photographs and detailed notes. The tenants have three days to go over the report, make any amendments and return a signed copy to the office.

Once the condition report is returned and approved a copy of the report together with photographs is available to you on your owner portal.

At the end of the tenancy a final inspection of the property is conducted with reference to the condition report, prior to the security deposit being released to the tenant.

LATE RENTAL PAYMENTS

The sooner arrears are identified and actively managed, the more satisfactorily the situation can be resolved. Rental payments are monitored on a daily basis and should rental payments fall in arrears, the following steps are taken:

1-3 Days

Phone Call, Text Message & Email to tenant/s

4-7 Days

Daily Phone Call & Letter to tenant/s

8+ Days

Breach notice for Unpaid rent.

Failure to rectify breach notice within require timeframe will result in an Application to Terminate tenancy with QCAT.



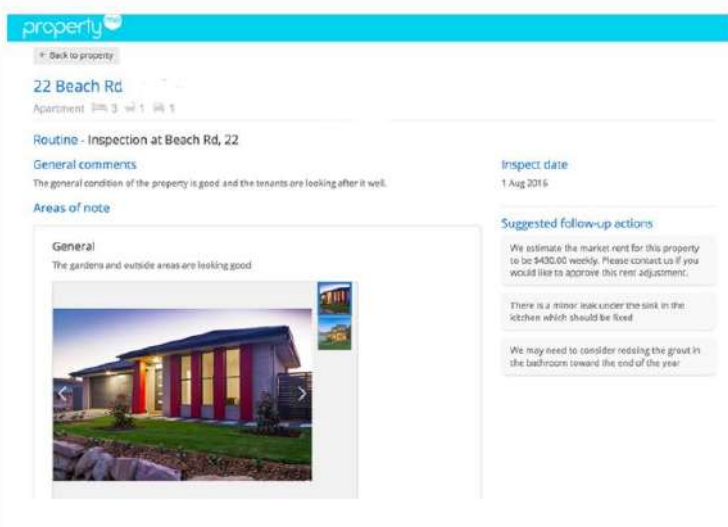
DISBURSEMENTS TO THE LANDLORD

Landlord payments are carried out on the 15th or closest business day to and on the last business day of every month and statements are prepared at the end of each month.

Statements are forwarded to you electronically with details of monies received, disbursements made, and advice of net proceeds banked/sent to you.

As your Property manager we can attend to the payment of disbursements from rental monies collected. Providing funds are available, we can pay the following in accordance with your instructions:

- Sewerage & Water Rates
- Council Rates
- Landlords Insurance



The screenshot displays a web interface for a property management portal. At the top, there is a navigation bar with the 'property' logo and a 'Back to property' button. The main content area shows details for '22 Beach Rd', including the address, apartment number, and a 'Routine - Inspection at Beach Rd, 22' report. The report includes 'General comments' stating the property is in good condition, an 'Inspect date' of 1 Aug 2016, and 'Suggested follow-up actions' such as estimating market rent, checking for leaks, and considering retiling. A photograph of the property is also visible.

MANAGING YOUR PROPERTY

PERIODIC INSPECTIONS

Property Inspections are carried 3-4 monthly, to ensure that tenants maintain the property in good order. These inspections keep you informed about the condition of your property and any problems that may have to be addressed in the future. A copy of our report is available to you on our owner portal once completed.

If we feel the tenant has not kept the property in a satisfactory level, we will conduct a follow-up inspection, usually within 7-14 days

RENT REVIEWS

Three months prior to your tenants lease expiring we carry out an in-depth market analysis and offer our advice on the market value of your rental property. This is to ensure you are getting the most for your investment. We will also offer our advice on lease terms and if we are happy with how your tenant is looking after the property.

FINAL INSPECTION

Final inspections are carried out to ensure that the property is returned in the same condition (less fair wear and tear), as when the tenant commenced the lease.

Our final inspection is based on information contained within our detailed Ingoing Condition Report. If repairs or cleaning are required, and do not fall within the category of fair wear and tear, we then advise the tenant of the steps that need to be taken to rectify and contact the relevant trades people to carry out the work.

If there is a dispute regarding what we consider outstanding repairs or cleaning that cannot be resolved, we may need to refer the matter to the QCAT. This process may take some time to be resolved.

Bond money is released only after all details regarding the outgoing condition of the property are finalised.



MANAGING YOUR PROPERTY

REPAIRS AND MAINTENANCE

Tenants are instructed to contact our office to report all repairs and maintenance required.

Emergency contact numbers are provided on the lease for a plumber, electrician and locksmith.

We recommend that our clients give us the authority to attend to repairs and maintenance, this allows us to attend to essential maintenance without delay. We engage a range of professional trades people on a regular basis who charge competitive rates.

We are also happy to use trades people specified by you, if preferred

In addition we strongly urge all Landlords to appoint an alternative contact person, in the event that it proves difficult to contact the Landlord.

Repair costs estimated to be above the authorised limit will be referred to you with quotations for your consideration and further instructions.

Please advise your property manager if there is any maintenance required so an action plan can be discussed.

Note: We recommend that the Landlord undertake pest control treatment prior to making their property available for the initial tenant occupation so that this standard can be maintained.



SMOKE ALARMS AND POOL FENCES

As your property managers we monitor all compliances to avoid any liability risks for you and your property.

We work with a professional compliancy company so that your property is never left non-compliant.

INSURANCE

It is an Owner's obligation to have adequate building, contents and legal liability insurance. It also makes good sense to protect your valuable assets against standard perils and also those unique to rental properties.

Carpets, curtains, blinds and light fittings are contents and are not covered under building insurance. If you have a strata title unit, legal liability for claims occurring inside your property are not covered by Body Corporate Insurance.

Also, malicious damage, theft and payment of rent are not covered by standard insurance policies.

Your Property Management Team



TY MA

MANAGING DIRECTOR



ECHO HUANG

DIRECTOR



CAITLIN CHAMBERLAIN

BUSINESS DEVELOPMENT MANAGER



CHELSIE LAWSEN

SENIOR INVESTMENT MANAGER



CHRISTINE HO

RECEPTION/ADMIN



PARITOSH NAIDU

ASSISTANT INVESTMENT MANAGER

Stay up to date with our social media

