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**PROPERTY  
MANAGEMENT  
GUIDE**

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## WHAT COSTS WILL I HAVE TO MEET?

AS YOU'D EXPECT, THERE ARE VARIOUS COSTS ASSOCIATED WITH PROPERTY INVESTMENT IN ADDITION TO THE COSTS OF PROPERTY MAINTENANCE.

When you buy a property, there are government charges such as stamp duty and registration fees on the transfer of title and mortgage. There are also solicitor's fees and real estate agent's fees for managing your property (and selling it if you decide to do so in due course). Your real estate agent can assist you in the calculation of these costs.



## HOW MUCH SHOULD I RENT THE PROPERTY FOR?

AS WITH SELLING A HOME, YOUR PROPERTY MUST MEET THE MARKET AND BE COMPETITIVE WITH OTHER PROPERTIES BEING OFFERED FOR RENT.

Similar properties and their weekly rents should be carefully compared. This may not know the condition of the competing property and internal improvements. An experienced property manager can provide a market analysis. They can inspect your property and compare with other similar properties under their management. Because they are

aware of the local rental market, they will be able to set a rent which will help your property to be rented at the earliest possible opportunity, whilst ensuring you get the best return for your investment.

# YOUR PROPERTY ON SHOW

## PRIOR TO RENTING YOUR PROPERTY, YOU SHOULD CONSIDER ANY IMPROVEMENTS OR MAINTENANCE THAT MIGHT BE REQUIRED.

The better your property is presented, the easier it will be to rent and the more likely you are to attract better quality tenants.

### Make sure:

- The garden is well presented and tidy
- Appliances are in safe working order
- Minor repairs have been made to windows, taps, toilets and sticking doors
- Property has been professionally cleaned
- Carpets have been professionally cleaned
- Cracked, chipped or peeling paint repaired



# MARKETING YOUR PROPERTY 1 TIP

MARKETING YOUR PROPERTY IS SOMETHING THAT NEEDS CONSIDERATION. HIGHLIGHTING YOUR PROPERTY AMONGST THE MYRIAD OF OTHER VACANT PROPERTIES BEING ADVERTISED CAN BE CHALLENGING.

The rent being asked, location, attributes of the property and community facilities are all elements that prospective tenants will take into account when considering which property they'll choose. A real estate office attracts a steady stream of rental inquiries from prospective tenants. The agent will consult their tenant database to establish whether your property is suitable for any prospective tenants on their system. In addition, their expertise in marketing your vacant property can make the process far more effective than a landlord could ever achieve themselves.

Nine out of ten people start their search for property online, regardless of whether they're looking to buy or rent. Make sure that the agent who will market your vacant property has an attractive, informative website that is easy to use.



# THE TENANT

## SELECTING A SUITABLE TENANT FOR YOUR PROPERTY IS EXTREMELY IMPORTANT.

You need to select someone who you believe will look after your investment and be in a position to pay the rent reliably. Remember, you will use rental income to offset your investment loan. Privacy legislation prevents you from gaining credit checks, however real estate agents have additional processes in place that make them expert in guiding your decision.

When tenants default on their rental payments, it's important to understand that a managing real estate agent must follow a legislated process and corrective action can take time. Unfortunately, your financial obligations continue and investment property owners must be prepared to meet their ongoing commitments.

If you choose to self-manage, you may need to perform the following tasks:

- Repairs and maintenance
- Arrears control
- Inspections of the property for prospective tenants
- Legislation may require the provision of a trust account for the safe keeping of the rental bond, or lodgement of the bond with an independent authority such as a rental bond board
- Condition/inspection reports
- Rent collection
- Payment of rates and other ongoing costs
- Attendance at statutory tribunals where required
- Prepare applications and arrange for the serving of notices, in compliance with relevant legislation or tenancy agreements



# THE ROLE OF THE PROPERTY MANAGER



**MOST REAL ESTATE AGENTS HAVE A PROPERTY MANAGEMENT DEPARTMENT WHICH IS SOLELY ESTABLISHED FOR MANAGING INVESTMENT PROPERTIES.**

Different agencies specialise in different styles of rental property.

Primarily, your real estate property management services will include:

- Establishment of an appropriate rent
- Marketing of the rental property
- Showing prospective tenants through the property
- Receipt of applications and assessment of appropriate tenants
- Discussion with Landlord of applicants
- Completion of all relevant documentation required
- Receipt of rent monies
- Follow up of arrears in rental payments
- Organisation of repairs/maintenance
- Provision of regular payments and statements
- Payment of accounts
- Initial, final and routine inspections of property
- Organisation of and representation at tribunal hearings
- Bond collection and the first month's rent in advance prior to tenant moving into the property
- Lodgement of Bond with the appropriate body
- Personal service from property management team



# 1. TIPS 2. 3.

**1.** Keep up appearances. Before offering your property for rent, a property manager will recommend your property must be clean and secure, and that all appliances and facilities are in safe, working order. Once your tenant moves in, your property manager will ensure all repairs and routine maintenance tasks are carried out quickly and satisfactorily.

**2.** Finding the appropriate tenant can be more difficult than it seems. You will need to decide on an advertising strategy after listening to the advice of your property manager. Your property manager will arrange and conduct open and/or private inspections.

**3.** When deciding what you will charge for rent, it is important that you find the right balance between what you would like to be receiving and what the market will deliver. Your property manager will make a recommendation. Alternatively, you may prefer to inspect nearby vacant properties that are similar in terms of size, quality and location, and get a feel for what other landlords are charging.

# LEGISLATION

EACH STATE HAS LEGISLATION GOVERNING RESIDENTIAL TENANCIES AND IT IS VITAL THAT WHOEVER IS MANAGING THE PROPERTY FULLY UNDERSTANDS THE OBLIGATIONS OF LANDLORDS, PROPERTY MANAGERS AND TENANTS.



Under many of the Acts governing residential tenancy throughout Australia, tribunals are established to oversee disputes and the administration of rental bonds.

The outcomes of many hearings relating to residential tenancy disputes are dependent upon the accuracy of records and systems used by the person managing the property.

Selecting an appropriate real estate agent to manage your property. Making sure you have the best real estate agency managing your investment is vitally important. A good real estate agency saves time and takes the hard work out of owning an investment property.

Here is a checklist of some areas you should consider when selecting a real estate agency to manage your property:

- Does the company have property managers solely designated to that task?
- How will they communicate with you and how often?
- Do they have a good knowledge of the local rental market?
- How many properties do they manage?
- Do they have property management systems in place?
- Is their property manager well experienced with state legislation?
- Do the property management staff attend regular training?
- Do they have the support of a larger network?
- What is their approach to selecting tenants?
- Do they have systems for regularly following up arrears?
- What systems do they have for collecting rent and reporting to the landlord?
- Can they arrange insurance and payments of all outgoings?
- Organisation of and representation at tribunal hearings
- Bond collection and the first month's rent in advance prior to tenant moving into the property
- Lodgement of Bond with the appropriate body
- Personal service from property management team





THIS FORM WILL HELP YOU ESTIMATE YOUR INCOME AGAINST EXPENDITURE ON YOUR INVESTMENT PROPERTY.

<b>Income</b>	
Rental Income per annum	\$ _____
<b>Expenditure</b>	
Advertising	\$ _____
Agency Fees	\$ _____
Letting fees	\$ _____
Maintenance/repairs	\$ _____
Loan Repayments	\$ _____
Insurance	\$ _____
Rates and Taxes	\$ _____
Depreciation (if applicable)	\$ _____
Body Corporate fees (if applicable)	\$ _____
Other	\$ _____
Balance	\$ _____



## LANDLORD AND TENANT AGREEMENTS

A LEASE/TENANCY AGREEMENT WILL BE PREPARED THAT SPECIFIES THE RIGHTS AND OBLIGATIONS OF THE LANDLORD, AGENT AND TENANT.

This is a legally binding document, enforceable under the relevant state legislation. The legislation is designed to protect the consumer and is open to interpretation and change. It's therefore important to have a sound working knowledge of the Act and also to be experienced in dealing with tribunal in the event of a dispute. Leases can be of varying terms but are generally set at six months or one year.

The lease has standard and special conditions, as required, and will include the following:

- Rental payments
- Term of the lease/tenancy
- Requirements of the landlord is clearly stated and obligations of the tenant fully outlined
- Details of how vacation notice must be given, either by the landlord or tenant
- Rental bonds
- Special conditions as presented by the landlord/agent and agreed to by the tenant



# LANDLORD AND REAL ESTATE AGENT AGREEMENTS

LANDLORDS ARE REQUIRED TO COMPLETE A MANAGEMENT AGREEMENT WHICH ENGAGES THE AGENT TO MANAGE THE PROPERTY ON THEIR BEHALF.

The agreement documents all aspects of management and outlines performance responsibilities of the agent. Agreements may be altered or updated as circumstances change.

Included in the agreement will be:

- Agency fees
- Regularity and reporting of inspections
- Details of payment to landlord
- Level of expenditure and process in relation to maintenance/repairs
- Notice required for cancellation of agreement
- Rent reviews

### YOUR GUARANTEE OF SERVICE

A progressive real estate agent will offer a guarantee of service as an important part of their genuine commitment to meeting the needs of their client. First National Real Estate was the first network to introduce a guarantee of service for its property management operations.





# WHAT YOUR FIRST NATIONAL REAL ESTATE PROPERTY MANAGER CAN DO FOR YOU

FIRST NATIONAL REAL ESTATE OFFICES OFFER A COMPLETE PROPERTY MANAGEMENT SERVICE FOR PROPERTY INVESTORS, BACKED BY THE MARKETING SERVICES, SYSTEMS AND PROFESSIONAL TRAINING OFFERED BY A LARGE NATIONALLY RECOGNISED BRAND.



First National Property Managers are well known for attention to detail. For the care of your valuable asset, First National Property Managers prepare a written inspection report with supporting photos at the commencement of each tenancy and ensure that a rental bond is lodged. An inspection of the property when a tenant vacates is a standard procedure at First National Real Estate and bonds will only be released if the condition of the property is deemed satisfactory. Inspections are conducted during the tenancy and important repairs and maintenance will be arranged with your approval.

Financial transactions are conducted with efficiency and receipts issued for all monies received on your behalf. You are accounted to regularly and monies are paid by cheque or deposited in an institution of your choice.

By maintaining your asset in good repair and ensuring it is well presented, you will maximise rental income, reduce vacancy periods and attract a high standard of tenant. Vacant properties cost money and are a security risk.

First National Real Estate can assist in building your property investment portfolio as a secure means of investment for your future. Our Property Management Services cover Residential, Commercial and Industrial property. With around 400 offices in Australasia, First National Real Estate can offer services anywhere and attract tenants from far and wide.

# GLOSSARY OF TERMS

<b>Lease/tenancy agreement</b>	Is an agreement for possession, not ownership, of a property for a set period.
<b>Lessee/tenant</b>	One who leases/rents a property from a lessor owner.
<b>Tenancy Agreement document</b>	Sets out details of the property to be rented and the terms and conditions agreed to between landlord and the tenant.
<b>Landlord</b>	Is the owner of property being rented.
<b>Negative Gearing</b>	Is where the costs associated with your property investment exceed the income received over the tax year. This loss can be used to offset other income in that year's tax return.
<b>Net Yield</b>	Is the income on your property less certain expenses such as rates, insurance, maintenance and body corporate levies.
<b>Depreciation</b>	Is a non-cash allowance that you may be able to claim on your tax which reflects the limited life of an asset.
<b>Capital Gains Tax</b>	Is the tax based on the difference between the purchase and selling price, less inflation, applied upon the sale of an investment property.



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**IMPORTANT NOTICE:** The information contained within this book is designed to provide an overview of the considerations required for ownership of an investment property. Readers are advised to obtain independent advice before investing in any specific property. To the extent permitted by law, First National Group of Independent Real Estate Agents Limited disclaims any liability for loss which may arise from reliance upon this booklet.

Published by First National Group of Independent Real Estate Agents Limited.

A.C.N. 005 942 192



# INTRODUCTION

PROPERTY REPRESENTS A SECURE, LONG TERM FORM OF WEALTH CREATION. AS SUCH, AUSTRALIANS ARE INCREASINGLY TURNING TO PROPERTY INVESTMENT TO SECURE THEIR FUTURE.

A well-managed investment property can offer distinct advantages, including income and capital growth. Many investors are able to use their investment property to reduce the tax payable on their assessable income. Property is also an important component of an entire investment portfolio, particularly, for people who do not need immediate access to their money and wish to protect themselves against inflation over the long term.

It is important to be aware, however, of the responsibilities of managing an investment property and assuring its proper care. As considerable sums of money are involved, you should take the time to develop a comprehensive understanding before you act. This booklet is the first step in the process and is designed to provide an overview of the considerations required for any owner of an investment property.

Remember, consideration of any financial investment presents wide and varied alternatives and there are always plenty of experts ready to share their opinion. It is wise, therefore, to always seek appropriate advice from a qualified financial adviser or accountant.



# WHY INVEST IN PROPERTY?

## THERE ARE SOME GOOD REASONS TO INVEST IN PROPERTY:

- Property is a solid, long-term investment
- Property investment can reasonably be expected to provide capital growth in the long term
- Property market information is easily accessible and easily understood
- Property is tangible - you can actually see and monitor your investment

# 1. TIPS 2.

Some people choose an investment property by assessing whether they would be happy to live there themselves. Think with your head and not with your heart when it comes to choosing the right investment property. For it to properly serve your needs, it must be capable of appealing to the widest possible market of potential tenants.

Talk to an accountant or financial adviser before beginning your property search. It's important to fully understand what type of investment property is most likely to serve your financial goals appropriately. Investment properties may be purchased using many different financial methods, all of which have differing tax implications and long-term impacts.



# DO YOUR SUMS

**"BORROWING POWER" IS A TERM YOU'LL OFTEN HEAR USED TO DESCRIBE THE AMOUNT YOU CAN COMFORTABLY BORROW TO FINANCE YOUR PROPERTY PURCHASE.**

Your borrowing power is determined by your current income and financial commitments as well as your savings and credit history. You should carefully consider your current and future living expenses so you'll be assured you can repay your loan and maintain the quality of lifestyle you'll require.

One of the biggest initial outlays you'll face is, of course, the deposit. This is usually 10 per cent of the purchase price but don't forget that the deposit, like many elements of a property purchase, can be negotiated. It's not uncommon for a

property owner to consider a 5 per cent deposit in some circumstances, so don't be afraid to ask your agent if your funds are stretched.

In addition to the purchase price of your new property, you will need to pay for things like Stamp Duty (on the purchase price and the loan amount borrowed), conveyancing fees and possibly mortgage insurance. Stamp duty scales vary from state to state but your First National agent will happily explain what is applicable in your home state. Check if you're eligible for the First Home Owner's Grant by visiting [firsthome.gov.au](http://firsthome.gov.au)

# 1. TIPS 2. 3.

The starting point is saving towards a deposit but it's important to understand all the costs associated with home ownership, such as mortgage insurance, taxes and legal costs. Starting a rigorous savings plan and doing all the sums can help you see what the hurdles are and how you can best plan to tick them off.

Get professional advice. Sit down with a range of lending institutions to fully learn about and understand the options and possibilities. Even if you don't act, you will properly understand where you are at and what you need to do.

Be flexible with your expectations. Units and townhouses are available in many areas at lower prices and could provide a feasible market entry point. The key is to get into the market, pay down your mortgage and establish equity in the home as a basis for future financial options and flexibility. Then you are able to think about an up-grade or a move to a suburb you've always wanted to live in.

# ARRANGING A NEW HOME LOAN?

**CHOOSING THE RIGHT HOME LOAN FROM THE MANY PRODUCTS AVAILABLE CAN BE DAUNTING. IT'S IMPORTANT TO UNDERSTAND THE ALTERNATIVES BEFORE MAKING YOUR CHOICE.**

Talking to several brokers as well as a financial adviser will help you understand the most suitable mortgage product to help you make the transition from your existing home to your next.

Ask your local First National Real Estate member about the range of mortgage brokers available to you.



# USING HOME EQUITY

IF YOU DO NOT HAVE, OR PREFER NOT TO USE CASH FOR A DEPOSIT, YOU CAN BORROW AGAINST THE EQUITY IN YOUR HOME.

A home equity loan may be used to cover your deposit as well as other costs of purchasing such as stamp duty, legal fees etc.

#### NEGATIVE GEARING

Negative gearing is a common term associated with property investment. Put simply, it refers to the situation where your outgoings may, particularly in the early stages, exceed the incoming rent on the property. Where this occurs, there may be the opportunity to gain tax advantages. If you are a PAYE

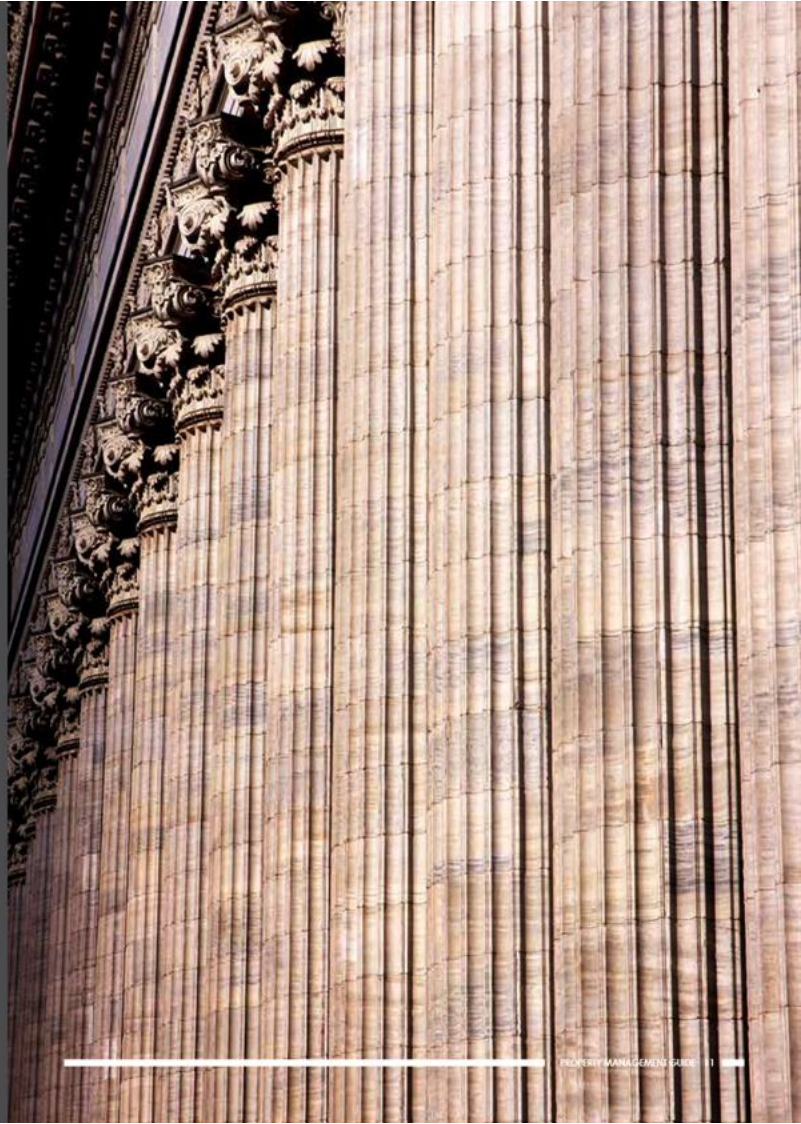
taxpayer, you may not have to wait for the tax adjustments as you may be eligible for a tax reduction. Nonetheless, negative gearing is not for everyone because there are risks. Property values may decline from time to time, the flow of rental income may be interrupted, interest rates may rise or your ability to finance the cost of borrowings may suffer. Investors need to take into account their ability or willingness to deal with these risks and discuss them with their adviser before negatively gearing an investment property.

# 1. TIPS 2. 3.

If you already partially own your home, or have paid off your mortgage fully, tapping into your equity provides a viable method for launching yourself into property investment.

If your home was valued at \$700,000 and you owed \$350,000 on your mortgage, you might consider investing 10 per cent of the equity (or \$35,000) into another property. You could do so provided that you can comfortably afford the repayments.

Affordability should be your main consideration. If you have any doubts, consider the advantages of pooling resources with people you know in order to get into the property market. There are a myriad of home loan options that cater to multiple ownership arrangements.







# PROPERTY INVESTMENT BENEFITS

A WELL-CHOSEN PROPERTY CAN PROVIDE A GOOD, STEADY RETURN ON INVESTMENT WHICH, OVER TIME, IMPROVES ALONG WITH THE PROPERTY'S VALUE.

The income from good, reliable tenants will assist you to increase equity in your property.

With the assistance of a good real estate agent, the management of the investment from the landlord's point of view is relatively easy and little time is required.

To be successful in property investment, your goal should be to increase the property's value and rental return in the long term. Investment in property, for many, is not ideal in the short term, even though it sometimes can provide a benefit.



# CHOOSING AN INVESTMENT PROPERTY

**MOST FIRST TIME INVESTORS CHOOSE TO INVEST IN RESIDENTIAL PROPERTY. IT IS MORE FAMILIAR AND, THEREFORE, EASIER TO UNDERSTAND THAN THE SHARE MARKET.**

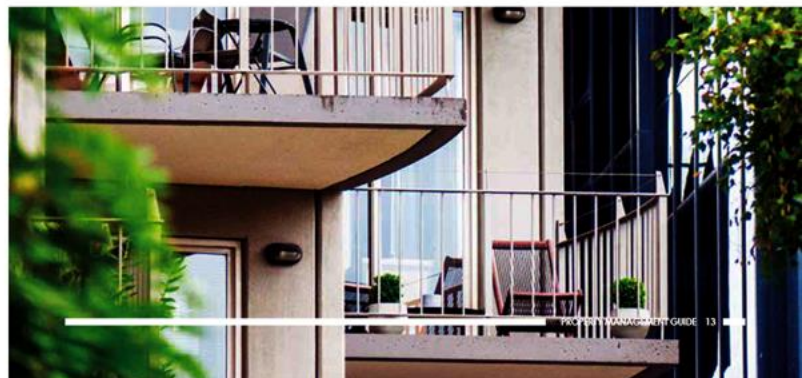
We all expect our investment property to grow in value. Therefore, a choice needs to be made on two important criteria: location and quality. Keep in mind that this is not

a property that you will be living in so always look at the property through the eyes of a potential tenant. A property located close to transport, schools, places of work, shops and recreational facilities will be in greater demand and command a higher rent.

The property needs to be desirable and of a size that suits the area's average family. If located in a family area and near schools, a three or four bedroom house or apartment may be more in demand than a smaller property. The property should be attractive

and as low-maintenance as possible. As a general rule with apartment investment, modern buildings require less upkeep and are usually more desirable to tenants. However, concierges, excessive numbers of lifts, pools and gymnasiums all add significantly to strata maintenance levies and these can heavily erode bottom line investment returns.

First National Real Estate agents are experienced in investment property advice. You'll find them happy to discuss your goals and assist you to find the right solutions.







# WHO MANAGES THE PROPERTY?

## ALL PROPERTY REQUIRES ONGOING MAINTENANCE AND DAY TO DAY MANAGEMENT.

There are landlords who take an active, hands-on role in the management of their property and there are those who prefer to have an agent professionally manage their investment. Obviously, those who manage their own property

must be prepared to look after their own repairs, do their own cleaning, collection of rent, preparation of Leases/Tenancy Agreements etc.

In addition, they are required to:

- Ensure the premises are clean/secure and fit for occupation at the beginning of the tenancy
- Ensure that all repairs are completed by licensed tradesmen to appropriate standards
- Ensure all appliances and facilities are in good working order and safe, and

- Be available to arrange urgent or essential repairs or reimburse the tenant for same.

It is vital that all landlords who manage their own property are completely familiar with the legislation in their state that governs residential or commercial tenancy.

Frequent changes to Acts of Parliament in each state mean changes to the way the property must be managed. Many changes affect administrative duties like

record keeping, receipts, access notices for inspections, inspection sheets, Tribunal hearings, bond lodgement/refunds.

Landlords who engage an agent to professionally manage their investment are not required to stay abreast of changes to Acts of Parliament – this responsibility passes to the agent.

# LANDLORD INSURANCE



## NOT ALL TENANTS ARE BAD, BUT YOU DO NEED TO MAKE SURE YOU ARE COVERED SHOULD SOMETHING GO WRONG.

While most tenants take good care of the property they are leasing, those that don't may intentionally cause extensive damage. Intentional damage is not covered by many standard home insurance policies nor is the failure to pay rent.

The valuable common features of a Landlord Insurance policy include:

- Malicious or intentional damage to the property by the tenant or their guests
- Theft by the tenant or their guests
- Loss of rent if the tenant defaults on their payments
- Liability, including for a claim against you by the tenant, and
- Legal expenses incurred in taking action against a tenant.

It's important to remember that not all landlord protection policies are the same. Some, for instance, are designed to be implemented in addition to a typical home and contents or strata title policy while others are more comprehensive. Some policies allow cover for the contents of the property. This is particularly important if you rent a partially or fully furnished property. Speak to your First National Property Manager and they will be able to help you find the right policy.