



**first  
national**  
REAL ESTATE

Neilson Partners

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**PROPERTY  
MANAGEMENT**

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# Who We Are

Our Company, First National Real Estate Neilson Partners is a name synonymous with success. Our reputation has been built on personalised customer service, integrity and exceptional results.

Since 1917, when our company founder Frank Facey first opened his Real Estate business, we have progressively developed as the market leaders throughout the South East Corridor.

With our three strategically positioned offices working together under the direction

and leadership of our management team our goals are simple... to maximise results for our clients and develop a 'client for life' relationship that extends to all past, present and future clients.

Our Residential Sales, Commercial Sales and Property Management teams are all driven by the same core values.

We aim to exceed your expectations, not just meet them!

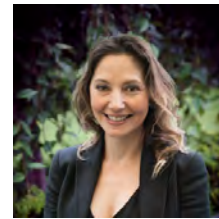
## MANAGERS & ACCOUNTS DEPARTMENT



**Allison Holzer**  
Director  
Rental Division



**Rebecca Lawson**  
Department  
Manager, Berwick



**Barbra Darvell**  
Department Manager,  
Narre Warren



**Amy McMillian**  
Department  
Manager, Pakenham



**Helen Crombie**  
Manager  
Rental Accounts

## PAKENHAM



**Brittany Cox**  
Investment  
Property  
Manager



**Zahra Warasi**  
Investment  
Portfolio  
Manager



**Ashley Snell**  
Customer  
Service Manager

## PROPERTY MANAGEMENT TEAM

Placeholder for the Property Management Team section, consisting of horizontal lines for text input.



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# Who We Are

## NARRE WARREN



**Alesia Kasy**  
Investment Portfolio  
Manager



**Kim Rosser**  
Investment Portfolio  
Manager



**Lily Thompson**  
Business  
Development  
Manager



**Caitlin Beseke**  
Customer Service  
Manager

## PROPERTY MANAGEMENT TEAM

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## BERWICK



**Karen Neil**  
Investment Portfolio  
Manager



**Narelle Dixon**  
Investment Portfolio  
Manager



**Georgina Hynd**  
Customer Service  
Manager

# Where We Are

## NARRE WARREN



## BERWICK



## PAKENHAM



### PROPERTY MANAGEMENT TEAM

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Our offices are conveniently located in Narre Warren, Berwick and Pakenham.

Most of our staff are long term residents of the local area and enjoy an enthusiastic involvement within the community.

This gives us tremendous insight into current and future market trends and allows us to accurately predict and understand the variables that will influence your real estate decisions.

Our agents are committed to ensuring our procedures always deliver the best outcome for you. There's no room for a pushy or confrontational approach - we favour cooperation and consultation.

The Neilson Partners Property Management team work closely together, bringing you the combined efforts of all three offices. This ensures our nets are cast over a very wide area and every possible avenue is explored to secure you the right result.







# The Right Choice

Choosing the right estate agency to manage your investment property is one of the most difficult tasks you will face as a landlord. No two properties or landlords are the same - it is vital that your property's features and your individual needs are considered. Whilst we appreciate that fees may play a part in your decision making process, it is vastly more important to consider the systems, processes and experience that underpin the strength of the agency that you select to manage your financial future.

### GENERAL PROCEDURE

Property Management is more than simply collecting rent and hoping for a good outcome. Property Management is the skill of increasing the worth of your investment whilst maximizing your income and minimizing your expenses.

### SKILL SET

Your Property Manager is an intermediary between the parties of the tenancy- Landlord and Tenant. Maintaining a respectful relationship between the two is integral to achieving the best outcome. As the interests of both parties are not always aligned, your Property Manager is trained to look after your interests with tenacity and diplomacy.

### ISO ACCREDITATION

We adhere to ISO accredited Quality Assurance processes designed to guarantee delivery of our promise to you - We Put You First.

### SERVICE STANDARDS

Whilst we are commercially competitive, we will **NOT** compromise on training, systems equipment or standards that enable us to assure selection of quality tenants, timely rental payments and minimal vacancies.

### LEGISLATION

Residential and Commercial Tenancies are subject to legislation and sometimes disputes can occur. The strategic advice we provide, should a circumstance arise, is based upon invaluable experience; something money just can't buy.

### PROPERTY MANAGEMENT TEAM

Horizontal lines for listing the Property Management Team members.



# Steps to Success



## PROPERTY MANAGEMENT TEAM

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The following 10 steps are crucial in order to achieve a successful result for your investment property:

- 1. **Accurate Valuation**
- 2. **Presentation**
- 3. **Marketing Campaign**
- 4. **Accompanied Viewings**
- 5. **Screening**
- 6. **Tenant Selection**
- 7. **Preparation**
- 8. **Condition Reports**
- 9. **Management Services**
- 10. **Completion**

Our goal is to rent your property for the best price, to the best tenant, and quickly, in order to achieve great results. A well presented home with a suitable marketing campaign will attract the best tenants, therefore property presentation is paramount. We will make recommendations to improve appearance and maximise your return. Open for Inspections allow potential tenants to view the benefits of your property, as well as providing us some insight prior to receiving any applications, seeing whether or not they will be a good fit for you and your property.

We carefully screen any applicants and apply stringent criteria and reference checks. We will then outline your options and make appropriate recommendations to assist you with your decision. When a tenant has been finalised, lease documentation is prepared incorporating any specific instructions. Bond and rent are collected and the tenant is educated about their obligations and conduct expectations. Prior to occupancy, we will complete a thorough Property Condition Report which includes details about the presentation and condition of the home.

Our expertise ensures peace of mind, steady income, regular property condition checks, qualified maintenance providers and 24/7 emergency repairs. After a thorough induction process, your tenants are provided with the keys to their new home and a full information pack reiterating their obligations.

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# Management Fee



**Property Management fees are often discussed in percentage terms but what does that mean and what exactly are you paying for?**

**PROPERTY MANAGEMENT TEAM**

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- Collect rent as per lease terms
- Outgoing inspection and vacating processes
- Monitor rent arrears daily
- Negotiate security deposit disbursement
- Zero Tolerance Rent Arrears Policy
- Application to VCAT for bond retention
- Educate tenants of rights and responsibilities-Manage break lease scenarios
- Review rent at appropriate times
- Manage assigned tenancy scenarios
- Arrange landlord disbursements of funds
- Process accounts and invoices
- Assist with landlord insurance queries
- Pay landlord rates and insurance outgoings
- Co-ordinate standard repairs and maintenance
- Arrange emergency maintenance
- Management of smoke alarm program
- Two routine inspections per annum
- Management of Carbon Monoxide program
- Address all tenant and landlord queries
- Provision of industry related software
- Twenty four hour emergency repairs hotline
- Provision of dedicated book keeper
- Manage tradespeople and insurances
- Breach of lease action and inspections
- Key management
- Service of Notices to Vacate where applicable
- Co-ordinate vacating tenants
- Abandoned goods inspections
- Mediate tenancy disputes
- Adherence to privacy legislation
- Manage lease expires and lease renewals
- Monthly tenant award





## Why First National Neilson Partners?



### PROPERTY MANAGEMENT TEAM

The reality is that all Victorian Real Estate Agencies are governed by the same legislation. What makes us different, is the way in which we conduct our business, the services that we provide and the quality of those services.

- We boast a dedicated, qualified and fully licensed director overseeing and supporting our Rental Division
- Marketing is paramount - investment properties need and deserve as much care and attention as sales properties
- We provide diligent assessment of applicants and expert negotiations on price
- Longevity- Our rental departments alone boast in excess of 200 years industry experience
- Two tenant databases working pro-actively to net every possible enquiry on your property
- We conduct mandatory six monthly routine inspections to confirm property condition and tenant compliance
- We provide a dedicated book keeping department to disburse your funds several times per week- not monthly or fortnightly
- Our automated arrears notification system keeps you advised of any late payments
- Early response to maintenance requests is key to maintaining your property and tenant relations
- We work hand in hand with our Sales Teams and Commercial Division
- We urge you to consider the things that set us apart from our competitors
- Consider the importance and value you place on the service that you expect to receive and the level of care your hard earned asset deserves



**PROPERTY MANAGEMENT TEAM**

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## Essential Marketing

For your investment property to reach its full maximum potential, we highly recommend a successful marketing campaign to reach successful potential tenants.

### PHOTOGRAPHY

We recommend professional property photography. A wide selection of high quality digital photographs raise your advertisement to the next level, present the property in an appealing way and will set you apart from other properties that do not utilise this powerful tool.

### VIEW MARKETING PACKAGE

#### INTERNET

Internet advertising is the most effective and far reaching form of advertising for your investment property. Hungry tenants respond very favourably to accurate supportive information including high quality photos and descriptions of their potential new home.

### RENTAL LISTS

Every week, across all First National Neilson Partners agencies, Property Managers will be talking to prospective tenants and handing out copies of the First National Neilson Partners Rental List - making sure your property gets the exposure it deserves.

### SOCIAL MEDIA

Social media is at the forefront of digital advertising and at Neilson Partners we use this platform to reach potential tenants through posts and video.

### FOR LEASE BOARD

The board is designed for maximum exposure and in the right location can be a simple but very effective source of enquiry.



# Property Inspection Program: IRE Tenant Database

Inspect Real Estate is a customised online booking system that allows prospective tenants to automatically book inspections online for properties.

**Our three offices can:**

- Handle enquiries instantly (24/7) and confirm inspections automatically
- Access live data on the number of enquirers who have booked an inspection time, those who are waiting for an inspection and submitted applications
- Communicate immediately with tenants who book inspections after normal business hours
- Provide numerous inspection selection times allowing flexibility to potential tenants
- Provide reminders, via SMS and/or email, about their upcoming inspection one day and one hour in advance to increase attendance levels
- Access our software from smart phones and tablet computers; appointments can be arranged anytime, anywhere
- Look ahead and see how many people have registered to inspect your property

This information allows us to tailor strategies to ensure your property is rented as quickly as possible. With over 2600 applications and 22,000 potential tenants registered with us in the first twelve months- the results speak for themselves.

**PROPERTY MANAGEMENT TEAM**

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# Our Community Involvement



**PROPERTY MANAGEMENT TEAM**

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The Neilson Partners team focuses significant time, effort, and resources on our local communities of Casey and Cardinia. Every year, we sponsor, support, and help raise much-needed funds for these communities.

**We are proud to be involved with, and support:**

- Casey Tiger Sharks Swimming Club
- Jeans for Genes Day
- Narre Warren Football and Netball Club
- Nar Nar Goon Community Newsletter
- Officer Senior Football Club
- Pakenham and District Agriculture and Horticulture Show
- Pakenham Football Club
- Rotary Club Berwick
- RU OK? Day
- Aura Vale Senior Cricket Club
- Beaconsfield Football & Netball Clubs
- Berwick and District Agricultural and Horticultural Society Inc. (Berwick Show)
- BK2 Basics Narre Warren
- Cancer Councils Biggest Morning Tea
- Casey City Church



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## Sales Professionals and Support Teams

Our Residential and Commercial Sales teams work closely with our Property Management team to ensure our investor clients receive 100% access to the most supportive and appropriate advice.

**OUR CLIENTS RECEIVE:**

- Advice on investment trends and anticipating future fluctuations
- Fresh and exciting investment opportunities with attractive yields
- Personalised advice regarding the potential growth, strength and stability of current and future investment portfolios
- Educated recommendations on how to facilitate the best return from every investment dollar

**PROPERTY MANAGEMENT TEAM**

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# Disclaimer



**PROPERTY MANAGEMENT TEAM**

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**This handbook has been prepared by First National Real Estate Neilson Partners as a guide for property owners and investors.**

Our officers, employees, agents and associates believe that the information and material contained in this handbook is correct at the time of printing but do not guarantee or warrant the accuracy or currency of that information and material.

To the maximum extent permitted by law, our officers, employees, agents and associates disclaim all responsibility for any loss or damage which any person may suffer from reliance on the information and material contained in this handbook or any opinion, conclusion or recommendation in the information and material whether the loss or damage is caused by any fault or negligence on the part of our officers, employees, agents and associates or otherwise.

The information relating to the law in this handbook is intended only as a summary and general overview on matters of interest. It is not intended to be comprehensive nor does it constitute legal advice.

Whilst our officers, employees, agents and associates believe that such information is correct and current at the time of printing, we do not guarantee its accuracy or currency. Many factors unknown to us may affect the applicability of any statement or comment that we make to your particular circumstances and consequently you should seek appropriate legal advice from a qualified legal practitioner before acting or relying on any of the information contained in this handbook.

The information contained in the handbook is of a general nature and does not take into account your objectives, financial situation or needs. Before acting on any of the information you should consider its appropriateness, having regard to your own objectives, financial situation and needs.

**The information contained herein is accurate as at 1st December, 2019.**



Neilson Partners

NARRE WARREN

BERWICK

PAKENHAM