



Southgate

property management

your guide

Welcome

Contents

Delivering the very best service	1
Marketing your property	2
Selecting the best tenant	3
Maintaining your property	4
Maximising your rent	5
Our complete property management service	6
Why choose us	7



Delivering the very best service

Specialists in residential property management, we are dedicated to providing the very best service

Leaders in our field

At Southgate Property Management our portfolio has consistently grown thanks to the amazing support and word of mouth of existing clients. We continually review, refine and improve our processes to ensure that we deliver the very best service.

We understand what it takes to find, select and retain a good tenant, and we understand how to manage your tenancy to ensure the presentation of your investment property is maintained.

We are committed to keeping you well informed and up to date on the status of your property and you can take for granted such things as daily monitoring of rental arrears, thorough property inspections and reports, excellent maintenance practices, regular rent reviews and easy to understand rental statements.

Our team are experienced and equipped with the skills and knowledge to manage and negotiate the trickiest of situations, ensuring that we deliver on our promise of the very best service.

We know how important it is to find the right agent to take care of your property, and we hope to make that decision an easy one.

Marketing your property



Finding the best tenant in the shortest possible time is easy when you list with Southgate Property Management

Finding your tenant

Within 24 hours of listing your property we will be generating exposure over a variety of advertising mediums to attract the best tenants.

Immediately we will notify all prospective tenants on our database via email or sms, often resulting in immediate requests for viewing.

Additionally to ensure your properties maximum exposure it will be easily found and presented on a number of leading websites including **realestate.com.au** and **sgaterentals.com.au**, enabling prospective tenants to view your property 24 hours a day, 7 days a week.

Tenants can conveniently book an inspection to view the property via our on-line booking system, ensuring your property is let faster.

Your property will also appear in our prominent window display and be exhibited on our Rental Stock List. Depending upon market conditions local paper advertising may be recommended and is available at market rates.

You will be kept up to date and informed immediately after each viewing of the property, and receive a detailed weekly marketing report keeping you informed at all times.



Selecting the best tenant

Selecting the best tenant for your property is made easy with our thorough reference checks, ensuring that only those that are suitable are put forward for consideration.


Selecting your tenant

A key element to ensuring a good tenancy is obtaining a good tenant.

All tenancy applications received at Southgate Property Management are thoroughly reference checked inclusive of identification, means of income, previous tenancy references, workplace references and more.

Additionally we check all tenants against the National Tenancy Information Centre of Australia which records details of defaulting tenants. Only candidates who pass this screening process are put forward to you to consider.

Once you have selected a tenant we will prepare and execute appropriate lease agreements and associated documentation and ensure the tenants understand their responsibilities and obligations.



Maintaining your property

Ensuring your valuable asset maintains its presentation and investment value is crucial to ensuring its ongoing successful performance.

Professional detailed inspections

Prior to any tenant taking possession of your property a thorough and detailed initial property inspection is conducted inclusive of extensive photographs. The quality of this reporting sets us apart from our competitors and ensures we have the necessary evidence to successfully resolve any condition dispute with the tenant.

Quarterly property inspections are conducted and appropriate action and follow up inspections are carried out to enforce where necessary any maintenance required from tenants. This is a crucial part of the management process and our experience in this area is unparalleled. We pride ourselves on our ability to maintain your property.

We will also ensure that any repairs or maintenance are reported and remedied in accordance with your instructions.

Any emergency maintenance issues can be handled immediately via our 24 hour contact service.

Final inspections are conducted when the tenant is vacating the property and the Bond is not released until all matters are finalised.



Maximising your rent

Keeping properties let at full market value, with no rental arrears is what we strive to achieve.

Maximum rent, minimum arrears

Our experience and local knowledge of current market rates and availability assists us in determining the best price for your property. We can also offer helpful advice on how to best maximize the rent and return on your investment.

Rent reviews are conducted regularly to ensure that each property is continuing to achieve its full potential.

To minimize rental arrears they are monitored on a daily basis and a strict process is adhered to ensure that arrears are rectified immediately. Appropriate action is taken against defaulting tenants and notices are served in accordance with the Residential Tenancies Act.

Our complete property management service



Ensuring we provide a total property management service that exceeds your expectations is what we strive to achieve.

Managing related property expenses

Any bills relating to the property such as rates, water, gardening, insurances and levy's can be directed to us for payment. This is a very effective way of maintaining all the relevant expense records for your property. All expenses will be detailed in your summary statement at the end of each financial year making tax time easy.

Water bill recovery

Recovering monies from tenants for water supply and usage is easy with Southgate Property Management.

We ensure your income is maximized by preparing tenant water invoices quarterly and take appropriate action against late payments.

Income disbursement

An easy to read electronic statement with copies of all accounts paid is remitted to you twice per month, making it easier than ever to access and file statements for your property.

Insurance

Highly recommended to all landlords, Southgate Property Management can arrange for Landlord Protection Insurance to cover for loss of rent, malicious damage, contents and public liability protection. In the event of any claim, our team are experienced in ensuring you receive the best outcome from your insurer.

Professional & reliable tradespeople

Our tradespeople have all been chosen for their competency, reliability and competitive pricing, and we regularly assess their performance.



Why choose us?

A 100% focus on residential property management ensures that we can deliver exceptional service and results.

Our commitment to you

At Southgate Property Management we are committed to ensuring our customers valuable assets are managed and maintained to the highest possible standards, and that investment returns are maximized.

Our staff are well trained and backed up by the latest technology and professional administrative personnel, and we ensure the number of properties managed by each area manager is kept to a minimum, ensuring we have the time to provide you an extraordinary level of attention to detail and customer service.

We continually monitor the relevant laws and regulations relating to the Residential Tenancies Act to ensure the legal rights of our landlords are protected ensuring your property will maintain its presentation and investment value.

Southgate Property Management are specialists in residential property management and we offer the most comprehensive management in the local area. We are confident in our ability to provide you with superior service.

Please take the step.... and leave the rest to us.

For more information visit our website
sgaterentals.com.au

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sgaterentals.com.au