



PROPERTY MANAGEMENT

WISEBERRY[®]

Different in the way we care.

PRESTONS phone: 9608 6333 | web: wiseberry.com.au/prestons
PICTON phone: 4677 1348 | web: wiseberry.com.au/picton



WHAT IS IMPORTANT TO YOU?

Before selecting an agent to manage your property, it is important to know what you expect and want in your property manager and what the property manager can do for you.

Below is a list of what our clients tell us is most important to them, and why they continue to be clients of Wiseberry Acclaim Group.

At Wiseberry, the property management team always:

- keep clients informed
- make being a landlord easy
- inspect properties regularly
- invite clients to attend the regular routine inspections
- save clients money
- return calls promptly
- review the rent on properties regularly
- care for clients and their properties

When selecting your property manager, make sure that your property manager will provide the above service. If they can't, you are not selecting the right property manager for you.

THE PHILOSOPHY AT WISEBERRY ACCLAIM GROUP

At Wiseberry Acclaim Group we see our Property Management role as stepping into your shoes and taking the hard work and stress out of owning and managing an investment property. We pride ourselves as being skilled and knowledgeable but our most impressive attribute would have to be our personalised and caring approach when delivering our services.

We are here to stay and want to develop a long term relationship with all our clients, not just one that begins and ends with a transaction. We will work hard for you so that we can earn your trust. We achieve this by looking after the daily demands of your rental property so you can enjoy the rewards of owning one.

Our philosophy is to provide exceptional service that can't be faulted, by providing hands on attention from the Director and property managers of the company. Jason Montes de Oca, Senior Property Manager, has been in the property management industry for over 12 years and understands the demands and expertise required to be an exceptional property manager.

We are passionate about managing your investment. We have a thorough understanding of your needs and property requirements. We recognise that staying up to date with the current market is a priority, this knowledge will allow us to perform the ongoing management and care that is required for your property.

Choosing Wiseberry Acclaim Group as your preferred property manager means choosing an agent who will take great care of your investment.



"Let our family look after yours"

Jason Montes de Oca

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MEET THE TEAM**Jason Montes de Oca***Director/Senior Property Manager*

Jason has invaluable knowledge in all aspects of Real Estate including Residential/ Commercial sales and Property Management. While also being the business owner Jason is very familiar with the property market which assists to achieve the highest possible price for his clients. He has an honest, transparent approach to all his dealings and is professional and consistent in his follow up and communication with clients.

**Ingrid Sculthorpe***Property Manager*

Excited to be part of the Wiseberry Prestons team, and come with a wealth of experience having been in the Real Estate industry for 16 years mostly working in the Lower Blue Mountains, I moved to the Macarthur Region in 2009 and have been working in this area now for 3 years. I am very passionate about property management and I am more than willing to help and advise you in any way possible. I am always obliging and accommodating and strive for the best outcome for you and your investment property. I am fair and a reasonable person and take managing your Investment property very personal treating the property as if it was my own.

**Zoe Lampasona***Property Manager*

Zoe is an experienced Portfolio Property Manager with excellent work ethics, with over 10 years of Property Management experience; she genuinely cares about her clients. Entrusted with her landlords' best interests, Zoe ensures that their assets are protected every step of the way. She aims to provide stress free dealings, diminish vacancy rates and maximise returns. Zoe is a skilled communicator with exceptional attention to detail. Her aptitude at reducing arrears and quick response to repairs benefits her clientele. Totally professional, she can be counted upon to take on challenging situations and produce positive results. She enjoys working with a great team and sharing their passion for customer service excellence, Zoe is a stand out person to call for intelligent advice.

**Sue Sanjakdar***Property Manager*

Sue has been in the Real Estate industry for 10 years and brings a wealth of knowledge and experience with her. Previously managing properties in QLD and Young and with now 5 years experience working in the local Prestons/Liverpool area.

Sue is a passionate dedicated Property Manager providing exceptional customer service with a strong belief in relationships between Agent, Tenants and Landlords as being crucial, therefore executing expectations of all parties is essential. With proven success to deliver best business outcomes.

Sue is always taking initiative to find solutions to achieve business objectives, effectively managing all enquiries, maintenance and liaise with Landlords and Tenant when needed.

MEET THE TEAM**Cheree Burns***Property Manager*

Cheree is an organised and enthusiastic property manager who has worked in the Real Estate industry for over 10 years and has been in property management for the last 5 years, previously working in Campbelltown and Oran Park areas, gaining the experience with new builds.

Relationships and communication are important to Cheree as she enjoys working closely with landlords to achieve great outcomes and results maximising the owners return in tough climates.

Awards: Top Portfolio Manager, Western Sydney 2018

Top Portfolio Manager ACT, 2013

Principals Choice Property Investment Management 2012

**Salina Morgan***Property Officer*

Salina is fairly new in her role at Wiseberry Prestons, while learning the ropes in the real estate industry, she is excited to be apart of the property management team, learning from the best in the area she expects to grow in her role. Salina brings exceptional customer service experience to the table, always willing to help in anyway possible, striving for the best outcome for the clients investment property.

**Antonietta Patane***Property Management Admin*

Having almost 20 years experience in Real Estate, the best part is being able to meet some of the loveliest people through property management and sales. I have the privilege to work with a great team at Wiseberry Prestons and hope to continue to work with them in many years to come. I strive everyday to learn and be the best agent I can be. I have completed my Real Estate License and look forward to showcasing my knowledge and skills to our current and future customers.

Awards: Receptionist of the Year - 4 years in a row! Wiseberry National Awards



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TESTIMONY OF SERVICE

"Wiseberry have been fantastic with their services. Very pleased and would recommend Wiseberry Prestons to anyone. Jenna in particular has been great in assisting and getting things done. Thanks Jenna and continue doing what you do best!"

Aldin Bukalo, October 2019

"Wiseberry Prestons have been the best agents by far in my experience renting. From day one when I was attending open homes in the area, the team have been lovely and friendly. Jenna is amazing and has been communicating all my queries and concerns immediately and professionally."

Alyce Small, October 2019

"Excellent experience with Wiseberry Prestons. Property Manager Zoe is great. Looking after our investment as if it were her own. The tenants are great and everyone is well informed."

Ese Aydin, October 2019

"Wiseberry has been wonderful with managing out property, Jenna who had been looking after us has always been fantastic. Jenna constantly keeps us up-to-date, which is extremely helpful, she is reliable and on the ball and I have appreciated all her help with our property."

Amanda Baldacchino, October 2019

Hi Jason,

"I would like to thank you very much for the great service and the great help from your property manager Jenna Spowart, she doing a great job.

She very quickly respond for my massage, working very hard for finding a good tenant, always informing me in advance, happy and positive sound all the time, I can trust her to manage our property.

Thanks a lot Jenna for your amazing service we get."

Aziz Meshreky, August 2019

"You are amazing, thank you so much, my experience with yourself & Wiseberry is very much appreciated I would highly recommend you to any prospective landlords looking for property managers. Thank you Jenna."

Tracy Barclay, 31 July 2019



MANAGING YOUR PROPERTY

Leasing and Management Services

Hands-on involvement from the Director and support from enthusiastic and experienced staff who undertake continuing professional education, we are an experienced Property Management team who understand your needs and endeavour to protect your asset by maximising your investment return. We are committed to achieving optimum market yields for all rental properties we manage and give advice regarding the preparation of your property prior to leasing.

Appraising your vacant property

To allow us to become familiar with your property and to advise you of the current market rental worth, we prefer to arrange a suitable time to conduct a property inspection. We can then discuss with you and provide advice on ways to maximise the rental value and to achieve the optimum return on your investment during this initial inspection.

We also understand that as a landlord your time is valuable and you may not be able to be present for the initial inspection. We are more than happy to attend to the inspection and discuss outcomes by phone or email if keys are provided for access to the property.

Transferring your property with a current tenancy

Some landlords believe a property cannot be transferred to another management agency while a tenancy is in place. Yes it can.

The transfer can be managed quickly and easily on your behalf . Once we have your approval to commence management and approved authorisation, we will arrange everything for you.

There are no fees or charges for changing agents and all the transfer of documentation is handled for you.

We approach the tenants with care and respect and advise them of all procedures for the transfer. We arrange a time to meet and greet the tenant/s to reassure them of our policies and procedures and transfer of rent payments, and also to help us become familiar with your property. We conduct any overdue routine inspections and advise you of the current condition of your property. We review lease agreements and rent for a possible rent increase that may be warranted and also in order to discuss the current status of your property with you, so that we can provide advice regarding what we can do to maximise your rental return.

The transition is smooth and easy and we believe you will notice an immediate change for the better.



IS YOUR PROPERTY READY TO BE LEASED?

To obtain the highest rent possible and to secure the most suitable tenant, we recommend your property be well presented. Leasing your property is no different than an open for inspections during a sale campaign.

Tenants are more likely to care for your property if it is presented as clean and tidy.

We have detailed a thorough list of areas and items that should be addressed prior to leasing your property:

- Remove any rubbish from the property.
- Maintain all lawns and garden beds throughout the advertising campaign.
- Arrange for carpets to be professionally steam cleaned.
- Clean out the gutters and downpipes.
- Ensure all windows are clean and replace any windows that are cracked or broken.
- Ensure all windows can be locked.
- Ensure the property has been thoroughly cleaned and dusted throughout.
- Ensure the oven, grill, shower screen and wet areas are cleaned.
- Ensure all doors open and close with ease.
- Fix up minor faults such as loose knobs, sticking doors, dripping taps, broken light switches. Little things like this can make a house look neglected.
- Make sure all window furnishings are cleaned and in working order.
- Clean all exhaust fans and rangehood/filters
- Ensure all items are removed from the garage and/or garden shed.
- Fit operating smoke detectors in accordance with legislation.
- Erect pool fences and/or fit security locks as required if there is a pool or spa.
- In the case of fully furnished properties, provide us with an inventory of furniture and chattels.

Insurance on your property

Landlord Insurance is something we hope that you will never have to use. However, you just don't know when a tenant may face difficult times. It is nice to know that you won't too.

We recommend and strongly encourage you take out Landlord Insurance cover on your property. This should be arranged prior to inspections commencing. Your current insurer may be able to assist you in this area and we will also provide you with information on companies that specialise in Landlord Insurance.

Landlord Insurance can cover you in the following areas:

- Damage to the building
- Public liability
- Legal expenses
- Loss of rent
- Accidental and malicious damage by the tenant
- Theft of items by the tenant

Please advise us if you would like information on companies specialising in Landlord Insurance.

MARKETING YOUR PROPERTY

Our striking marketing and advertising allows you to feel comfortable that we are marketing and promoting your property correctly. At Wiseberry Prestons we don't just put a sign up, place an advert in the paper, and hope someone calls our office to look through your property. We actively seek suitable tenant/s for your property, after discussing your concerns and establishing the type of property available, the location and lease terms.

We frequently update the Internet with new rental properties that become available, providing visitors with a thorough description of the property and numerous photos for their perusal. We have found this system to be excellent in reducing the vacancy rate on your property and accelerating the process of securing the right tenant.

Internet and social network sites

Our website is linked to Australia's largest real-estate internet sites including:

www.realestate.com.au

www.domain.com.au

www.wiseberry.com.au/prestons

www.wiseberry.com.au/picton

www.rent.com.au

www.facebook.com/wiseberryacclaimgroup

www.instagram.com/wiseberry.acclaimgroup

We subscribe to a number of websites, enabling us to saturate the market so that prospective tenants have a thorough description and numerous photos of your property.

Additional services

- We have on-going contact with relocation companies representing major corporations in the surrounding areas.
- An impressive 'For Lease' signboard is displayed on your property with your approval.
- We endeavour to contact large and small business organisations within the vicinity, advising them of the property's availability.



TENANT SELECTION PROCESS

Inspection process

At Wiseberry Prestons we will never hand out keys to prospective tenants to view your property. All inspections are conducted personally on an appointment basis or by 'Open for Inspections.' This way we can meet the potential applicants and discuss their requirements face to face. It also allows us to point out the features and benefits of your property and to discuss the ability of the property to match the prospective tenant/s needs.

Full details are obtained from the prospective tenant/s inspecting the property and follow-up is conducted for feedback if an application is not received within two days of the inspection. If the property being released is tenanted, we liaise with the vacating tenant to arrange inspection times weekly. This creates the possibility of having a new tenancy secured when the outgoing tenant vacates, minimising rent loss between tenancies. We do not wait for the tenant to vacate before conducting re-letting inspections. We keep in regular contact with you to discuss the enquiries and feedback we receive on the property.

Tenancy selection process

Because we want the best for you, we will continue to conduct re-leasing inspections on the property and process as many applications as it takes to secure the right tenant/s for you. We do not believe in placing just anyone in your property, to have it leased in a short time. In many cases the property can be leased in a short time but only to a suitable applicant. Application details will always be discussed with you along with our recommendations, but ultimately the approval of an application is confirmed by you, the Landlord.

From the moment an application is received we commence careful screening of the tenancy application, including checking of detailed rental history, employer checks, personal references and we request at least three forms of identification from the applicant.

Once a tenancy is approved

As soon as a tenancy application is approved we request a minimum payment of one weeks rent, within 24 hours of the applicant being notified. Lease agreements are prepared to include any special conditions you may request. For all tenancies that are approved with pets, we recommend to include a pet clause in the agreement. Prior to signing the lease, a 30 minute appointment is scheduled with the successful tenant/s to explain their rights and responsibilities, payment of rent requirements, special conditions and procedures and policies during the tenancy.

Tenants are required to pay a bond equal to four weeks rent prior to the tenancy commencing and before any keys are handed over. This bond is lodged with and held by the Rental Bond Board until the tenancy has ended. The tenant and Wiseberry Prestons each receive a receipt of this lodgement.

A thorough condition report is conducted, and photographs are taken of the property prior to the tenancy commencement date. Tenants are required to sign the condition report and make additional comments if required.



Once your property has been leased

It is very important to remember the following points once a tenant has been secured for your property:

- Arrange disconnection or final readings for all utility services - gas, electricity, phone, subscriptions, etc. We obtain your water meter reading on your behalf. Please advise our office if your water is not separately metered, as we cannot charge the tenants for their usage.
- Organise redirection of your mail.
- Remove all furniture and personal items from the property.
- Two full sets of keys must be supplied to our office for all external doors, including security doors, sliding doors, garage doors/remotes and shed doors. Keys for window locks must also be supplied. Alarm details and instructions on how to use are also to be provided.
- Ensure you have building insurance and arrange for additional insurance to cover your fixtures and fittings, such as carpets, windows, furnishings and light fittings and also public liability. If you provide our office with a copy of this cover, we can prepare on your behalf, any claims that may arise throughout the tenancy.

During the tenancy

- Regular property inspections will be conducted. There will be an initial three month inspection to ensure the tenant/s have settled in well and any issues that arise can thus be dealt with early in the tenancy.
- Further inspections will be conducted thereafter in accordance with the Residential Tenancy Act. Our office will contact you to join the inspection and thereafter to advise of any suggested maintenance. This can be followed up with quotes for work needed, prior to your authorisation.
- We advise you of and attend to any maintenance requests from the tenant/s utilising your register of trades people or arrange trades people from our qualified and reliable network. If necessary and with your instructions, we can arrange quotes on your behalf. For any work performed on your property, we request detailed documents of qualifications and business registrations plus insurances from all trades people. This way you have peace of mind in the knowledge that any work conducted at the property is attended to by fully qualified and reputable trades people.
- At Wiseberry Prestons we also conduct, a rent review to enable us to advise you of any increase in the rent if justified. If you approve the suggested increase, the required 60 day notice is issued to the tenant/s to fall due at the expiry of the fixed term lease. We also discuss tenant/s intentions regarding the continuing leasing of the property and prepare at your approval a further fixed term lease agreement, giving you and the tenant peace of mind for a further period.
- We do not tolerate rent arrears. This is monitored daily and tenants are contacted immediately regarding any arrears due. Arrears letters are issued and any prescribed notices under the Residential Tenancy Act are also issued to the tenant.
- Professional representation is provided for you at the Residential Tenancies Tribunal (NCAT) where required.

Payments to landlord

- Electronic banking facilities result in direct and prompt payment of rental monies monthly or fortnightly.
- Payment of outgoings, including council and water rates, insurances, body corporate fees, pool and garden maintenance, as requested.
- Fully computerised management systems to ensure efficiency and accountability.
- Establishment and maintenance of property rental records, preparation of consolidated annual revenue and expenditure statement for taxation purposes.

Vacating tenancy

Once a tenant has given the prescribed notice of their intention to vacate the property, we will re-advertise the property immediately to commence securing another suitable tenant.

- A written guide is given and explained to the tenant/s on how to prepare the property prior to vacating.
- We arrange inspection times to show prospective tenants through the property.
- We answer any questions and offer support to the tenant and to you, to assist in the transition.
- Once keys are returned, we invite you to conduct a thorough vacating inspection with us. Should you be unavailable, we will conduct the inspection on your behalf and advise you accordingly. As we are extremely strict on having the property left in the condition it was when originally leased, while allowing for lease term and fair wear and tear, should there be any issues, the tenant will be requested to return to the property and rectify relevant matters, or we will arrange for these items to be attended to in the absence of the tenant. We will seek reimbursement of cost from the tenant or claim all associated costs from the tenants bond.
- We advise you of any maintenance required to maintain your investment property, or can advise on any improvements to the property to achieve a higher rent value and property value.
- We provide professional representation for you at the Residential Tenancies Tribunal (NCAT) where required.



OVERVIEW OF LEASING & MANAGEMENT SERVICES

- Hands-on involvement from the Director and support by enthusiastic and experienced staff who undertake continuing professional education.
- Ongoing contact with relocation companies representing major corporations in the surrounding areas.
- A commitment to achieving optimum market yields for all rental properties.
- Properties advertised and 'Open for Inspection' where appropriate.
- Advice regarding the preparation of your property prior to leasing.
- For Lease boards erected when appropriate.
- Internet listings of properties. including virtual tours and photos, and a thorough description. This medium continues to generate a greater number of enquires each month.
- A continually updated tenant database and register for preferred tenants.
- Careful screening of tenants, including checking of references like VEDA. Once approved, a 30 minute interview is conducted with the tenant/s to explain their obligations and responsibilities prior to signing the lease.
- A thorough introduction manual supplied to all tenants at the commencement of their lease.
- Detailed leases tailored to individual properties.
- Thorough completion of condition reports. Photographs are taken of the property as a visual backup to the written report prior to the commencement of the tenancy.
- Electronic banking facilities resulting in direct and prompt payment of rental monies.
- Payment for owners of outgoings, including council and water rates, insurances, body corporate fees, pool and garden maintenance, as requested.
- Fully computerised management systems to ensure efficiency and accountability.
- Establishment and maintenance of property rental records; preparation of consolidated annual revenue and expenditure statement for taxation purposes.
- Regular property inspections. Our office will contact you to attend the inspection and thereafter to advise of any suggested maintenance. This can be followed up with quotes for work needed prior to your authorisation.
- Our inspections are done using a tablet, giving you a professional easy to read inspection report which can be delivered via email.
- Advise you and attend to maintenance requested, utilising our register of competent and efficient tradespeople. Arrange quotes for your approval if necessary.
- Advice with instructions sought from you prior to rent reviews and lease expiry.
- A written guide for tenants on how to prepare the property prior to vacating upon receipt of notice to terminate the lease.
- Professional representation for clients at the Residential Tenancies Tribunal (NCAT) where required.



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