

owner information pack



ValueHOMES
PROPERTY MANAGEMENT
Your property in good hands

your property in good hands

welcome

You will find all the staff at Value Homes Property Management accessible and ready to offer you simple and straightforward advice. Our philosophy is simple; to look after your property as if it were our own.

We consider ourselves an innovative business that strives to be different and although we're a new agency, our team has many years' experience in property management. Through our experience, we have identified some common shortfalls within our industry and it has been our priority to avoid these same shortfalls. We do this by always ensuring diligence and superior communication with our clients. Property Management is our only business, so we're experts in the field.

Value Homes Property Management uses the most current property management software to ensure that your investment property is looked after in the most professional way possible. We keep up to date with current legislation and legislative changes with regular training through the Real Estate Institute of Queensland (REIQ). We employ a team of fully qualified Property Managers. We also offer highly skilled and fully licensed trades people who we can arrange to fix any maintenance issues at your investment property fast and at a competitive price.

We have the added benefit of working alongside our building company Construct Property Group, comprising of Value Homes and Affinity Designer Homes.



expect more...

We're much more than just a property listing agent. At Value Homes Property Management we care about:

- ✔ We bring experience and dedication that will ensure your properties rent quickly and you get maximum returns.
- ✔ We'll work with you to understand your requirements and then find the right tenants for your property - FAST!
- ✔ Our goal is to go above and beyond to exceed your expectations and provide a valuable service that builds trust and a long-term relationship.

Locally
owned &
operated

Construct
PROPERTY GROUP

Affinity
DESIGNER HOMES

Value HOMES

our property management difference

it's all we do

That makes us experts in our field and we don't get distracted by having to shift our attention to sales.

we're small, so you get BIG benefits

Since our overhead is lower by sharing an office with our building company, we can operate with a much smaller portfolio than our competition, thus allowing us to provide a more comprehensive service and dedicate more time to your investment.

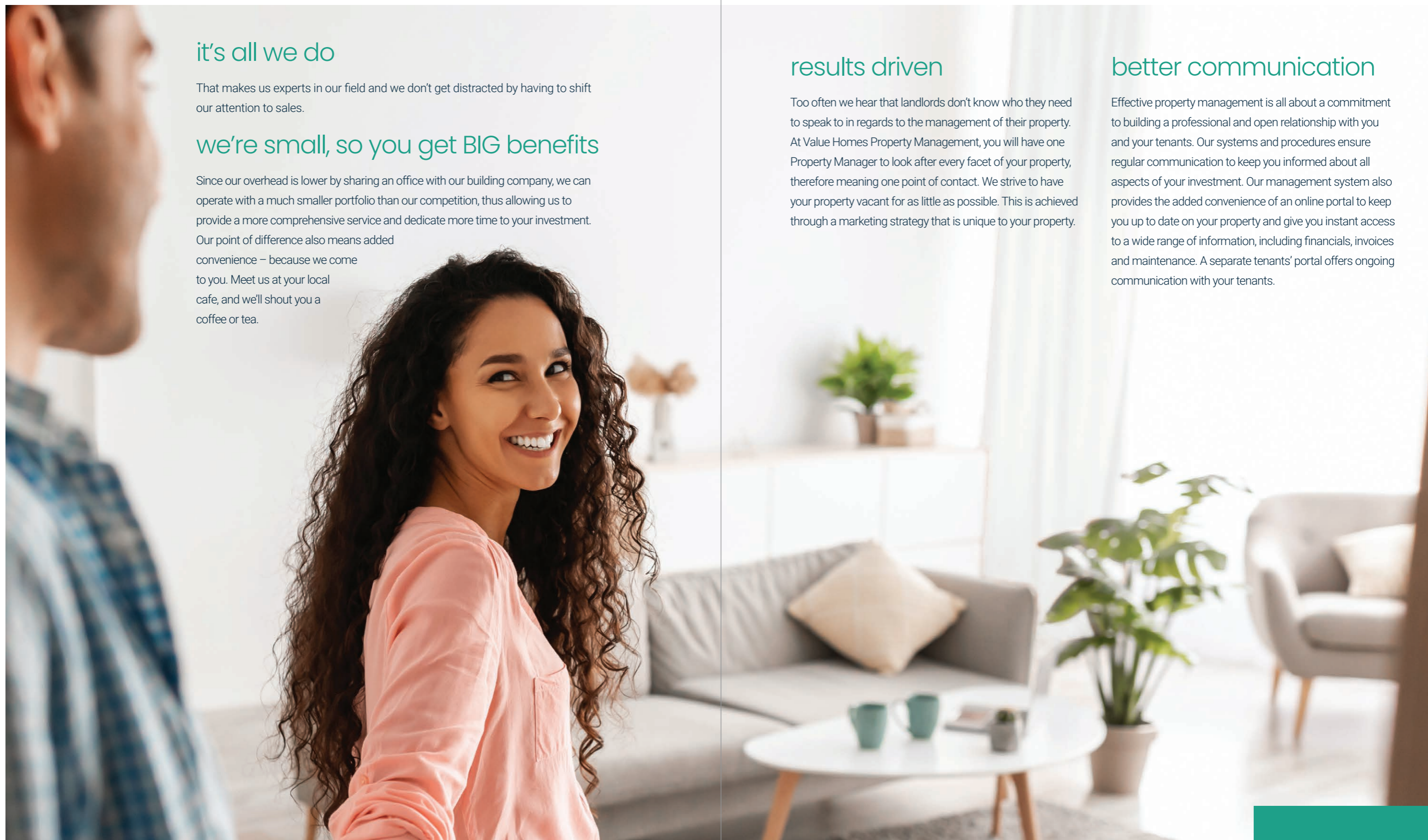
Our point of difference also means added convenience – because we come to you. Meet us at your local cafe, and we'll shout you a coffee or tea.

results driven

Too often we hear that landlords don't know who they need to speak to in regards to the management of their property. At Value Homes Property Management, you will have one Property Manager to look after every facet of your property, therefore meaning one point of contact. We strive to have your property vacant for as little as possible. This is achieved through a marketing strategy that is unique to your property.

better communication

Effective property management is all about a commitment to building a professional and open relationship with you and your tenants. Our systems and procedures ensure regular communication to keep you informed about all aspects of your investment. Our management system also provides the added convenience of an online portal to keep you up to date on your property and give you instant access to a wide range of information, including financials, invoices and maintenance. A separate tenants' portal offers ongoing communication with your tenants.



our property management difference

we find the best tenants, not the first tenants

Our goal is to find you the right tenant. Our Request for General Tenancy includes detailed questions to provide an accurate picture of a prospective tenant's rental, financial and employment history. The prospective tenant is asked to sign a declaration stating that they have physically inspected the property for which they are applying. We expect to receive a fully completed application, which includes photo identification (100 points of ID) to authenticate all details that have been provided. We then obtain references by contacting employers and the two most recent property managers, as well as conducting a TICA search, which ensures applicants have not been blacklisted by any previous agents. Once we have vetted all the suitable applications, we'll provide you with a copy of all relevant information before approving an application, on your direction.

we maintain a strict zero arrears tolerance policy

If a tenant falls behind with rent, we will text a reminder immediately. After three days, we'll call to discuss and remind them to make a payment as soon as possible, following up with a text message daily. After seven days in arrears, a breach notice will be issued giving them seven days to rectify. Failing the rectification, a notice to leave will be issued. Of course, you'll be kept informed throughout the entire process.

peace of mind for absent owners

If you live or move away from the area, interstate or overseas, you can rest easy when your property is managed by Value Homes Property Management. We will undertake all the required management functions in your absence, while staying in constant contact with you.

you build it, we look after it

If you're looking to build an investment property, we can offer discounted build prices to existing clients who also work with Value Homes Property Management. Value Homes is a family owned, established building company, building in the Cairns region for over 30 years. We have a range of homes that are ideal for investors as well as the ability to custom design for you. We will work with you through the whole process, from selecting suitable land, to managing the build and right through to putting tenants in the house for you.

in-house maintenance

Being exposed to our building company gives us access to all of the best trades. This ensures any maintenance is fixed promptly and fixed well.



our communication

our commitment to you

The biggest complaint in our industry stems from a lack of communication, which is why we have implemented effective communication procedures.

- ✓ Detailed inspection reports with photos including our recommendations on issues regarding attention.
- ✓ Prompt notification of maintenance – we seek landlord instructions regarding repairs.
- ✓ Prompt notification of issues that are likely to impact the smooth handling of the investment property, such as tenant notices.
- ✓ Follow-up reports regarding the outcome will also be provided.
- ✓ Monthly statements detailing the rents paid and any maintenance carried out during the month (copies of original invoices will be attached).
- ✓ Annual statements detailing the total income and expenditures for the investment property. This is a great help at income tax time since you'll get all the information you need for tax purposes in one document.
- ✓ We also offer an Online Portal which is available 24/7 for landlords and tenants

owners' portal

- ✓ Current financial status of all properties
- ✓ All historical statements and copies of attached bills
- ✓ All general scanned documents attached to the owner's folio
- ✓ Photos and details for the property and tenancy
- ✓ Financial activity graph
- ✓ Activity summaries for jobs and inspections

tenants' portal

- ✓ Tenant financials and paid to dates
- ✓ Their property manager's details
- ✓ Download rent receipts
- ✓ Routine inspection details
- ✓ Report maintenance issues



property management services & fees

service	cost
Letting Fee	One Week Rent + GST
Commission	8% + GST
Administration Fees	✓ Included
Lease renewal Fee	✓ Included
Maintenance Fee	✓ Included
Routine Inspection Fee	✓ Included
Monthly Statements	✓ Included
End of Financial Year Statements	✓ Included (extra copies charged at \$5 + GST)
Mediation/QCAT court hearings	\$50 + GST per hour
Tenancy Database Checks (TICA)	✓ Included
In-house Photography	✓ Included (upgrade options available)
Highlight listing on realestate.com.au	TBC
Smoke alarm compliance	At cost (\$99-\$129 annual fee)
Vacate Inspection fee	✓ Included

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Name, location

RENTED



The logo features the word "Value" in a white, sans-serif font, with a white checkmark symbol integrated into the letter 'V'. This is set against a dark teal square background. To the right of this square, the word "HOMES" is written in a larger, white, all-caps, sans-serif font. Below "Value HOMES", the words "PROPERTY MANAGEMENT" are written in a smaller, white, all-caps, sans-serif font.

Value HOMES
PROPERTY MANAGEMENT

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