

PROPERTY MANAGEMENT

Thank you for the opportunity



**LATROBE
VALLEY
REAL
ESTATE**



WELCOME

At Latrobe Valley Real Estate,
we hold a simple philosophy for
our Property Management portfolio
Our expectations of our tenants
is to pay the rent & take care
of the property.

TIPS ON CHOOSING THE IDEAL RENTAL INVESTMENT

Tenants have a 'Wish list' of items they would love in their home. These aren't essential, just some suggestions that may increase your returns and help you find an amazing tenant.

Location

Proximity to shops, public transport & schools is important. For future capital growth location is also important.

Comfort

Air conditioning such as Split Systems, ducted heating, etc. Panel heaters can also be an appealing.

Vehicles

A garage is the most appealing for car storage although providing car spaces or a carport can be attractive.

Secure

Apart from a nice neighbourhood a tenant will always enjoy the benefits of a secure yard and/or shed.

Storage

Storage such as built in robes or cupboards are attractive, especially to young families with children.

TIP

Before buying, ask your managing agency for a written rental appraisal to ensure accurate rental returns are forecasted.

If you are buying an existing rental property, speak to the Property Manager directly to ensure you're inheriting a good tenant. Ask for a 'Tenant ledger' which will detail the consistency of rental payments.

KNOW YOUR NUMBERS

It is essential to know your numbers prior to committing to an Investment Property. The main reasons being for Cash Flow (so you know your commitment) and applying for finance (to show bank you can afford the property)

Things not to forget when doing your numbers;

- Times when the property isn't let and there is no income
- Land & Water rates
- Ongoing maintenance
- Capital works (hot water service, new stove, etc...)
- Building Insurance - this is usually higher than owner occupier insurance

- Landlord insurance - essential!
- Owners Corporation fees (when applicable) - formally known as Body Corp fees

Choosing your agency

Things you should expect from your Property Management department vary from landlord to landlord, although there are some essential expectations that you should seek.

- Some things to consider when appointing your agency;
- How did they handle your initial enquiry?
- Did they respond quickly?
- Were they polite?
- Did they show interest in your property and investment?

- What is their Agency arrears policy?
- How often do they disburse funds (Pay the Landlords)?
- Is the Agency website easy to use?
- Ask the property manager:
How many properties do they manage?

If a Property Manager has too many properties in their portfolio they may be overwhelmed with workload and not attend to arrears and maintenance.

TIP

'Mystery shop' several agencies and ask some basic questions!

ESSENTIAL PROPERTY MANAGEMENT

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Working with us

During the tenancy it is crucial to ensure the property is being well maintained: to ensure happy tenant and to maintain the integrity of your property portfolio.

Under a new tenancy, an initial three month inspection will be completed. A report with photos will be provided to you as the landlord along with photos.

Every six months after the initial inspection, a Routine inspection will be done. Again we will provide you with a report of the inspection including photos.

Our commitment to our Landlords is to minimise risk & maximise your returns.

MEET THE TEAM



Rachel Mustoe

An enthusiastic and driven professional, through Rachel's experience and her strong ability to negotiate successful outcomes for her landlords and tenants. Rachel's commitment to excellence means she places particular focus on customer service, high occupancy rates and managing her portfolio to an exceptional standard.

"I have been a Property Manager for over 10 years in Latrobe Valley. I am married and have 3 children and we live in Traralgon.

We have a spoilt Beagle dog who loves watching tv on our deck all day long. On weekends I am the head Sports Trainer for Glengarry Football Netball Club.

I have always loved being a Property Manager, every day is different and rewarding."



Kylie Pringle

Kylie started in Property Management 8 Years ago undertaking the role as Assistant Property Manager working with Rachel Mustoe.

Being highly organized and being able to deliver excellent customer service, Kylie is able to assist all clients with their needs.

"I love making sure all the paperwork is in order for our portfolio to ensure an efficient process for our clients"



Nichole Morley

Nichole is the friendly voice you will hear when you first call our office. A local to the region Nichole has enjoyed bringing up her three now adult children. Nichole loves being social and always 'has something on the weekend'

'I love working in a close team and working with our clients to help them with their real estate needs.'



Russell Chester

With 15 years' experience in the Real Estate industry, Russell believes that honesty and integrity are non-negotiable when dealing with Property – whether it be Sales or Rentals.

"It's easy to do the right thing. Honesty and openness is easy and uncomplicated" says Russell.

As the Principal & Owner of the Latrobe Valley Real Estate, Russell is looking forward to building a team of great culture and professional service that goes that 'extra mile' for his office clients.

"Our business plan is simple: To work with clients that are so happy with our service they refer us to their friends and family" Russell added.

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