first national REAL ESTATE | Surat Basin

Property Management Prospectus

First National Real Estate Surat Basin
07 4669 1790
info@sbfn.com.au

Table of Contents

THANK YOU FOR CHOSING US
OUR OFFICE AND LOCATION
MEET OUR PROPERTY MANAGEMENT TEAM
PRICING THE PROPERTY
THE LETTING PROCESS AND TENANT APPROVAL
RENTAL ARREARS AND PROPERTY INSPECTIONS
REPAIRS, QUOTES AND WATER CHARGES
OTHER THINGS YOU SHOULD KNOW
FURTHER INFORMATION
LANDLORD INSURANCE IS ESSENTIAL
SERVICE GUARANTEE
SCHEDULE OF FEES
YOUR MARKETING PLAN
HOW DO I CHANGE MANAGEMENT AGENTS?
WHAT OUR CLIENTS AND CUSTOMERS SAY

First National Real Estate Surat Basin
07 4669 1790
info@sbfn.com.au

THANK YOU FOR CHOSING US

Thank you for your enquiry about our expert Property Management services.

Since 2010, our agency has been dedicated to providing expert property management and real estate services. Under Warren Daniells' leadership, we grew into a trusted name in residential, commercial, and industrial sales. Now, in 2025, Warren proudly hands over the reins to a new dynamic partnership—Rob Fraser, Jason Gray, Becky Gwin, and Juliann Frame—who bring deep local knowledge and industry expertise.

Our experienced team is committed to making property management stress-free while ensuring your investment works for you. Whether you're buying, selling, or leasing, we put you first!

First National

First National Real Estate Surat Basin
07 4669 1790
info@sbfn.com.au

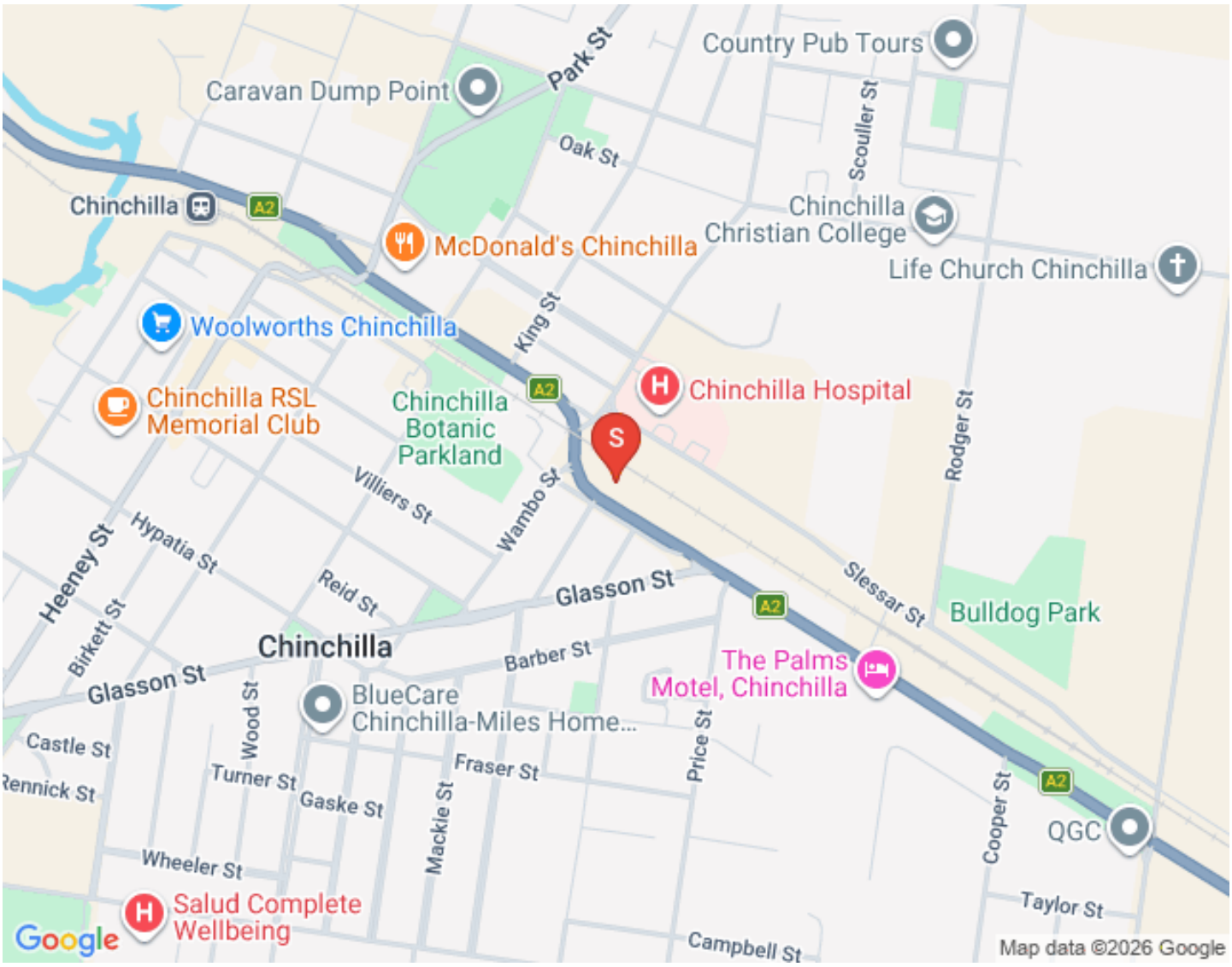
OUR OFFICE AND LOCATION

Welcome to First National Real Estate Surat Basin Chinchilla, your trusted partner in real estate located in the heart of Chinchilla, along the Warrego Highway. Chinchilla, with a population of around 8,000, is the gateway to the Surat Basin, a rapidly growing energy hub with vast coal, coal-seam gas, and renewable energy developments such as solar and wind projects that are shaping the future of the region.

Founded in 2010 under the leadership of Warren Daniells, our agency has rapidly expanded to become a leading name in residential, rural, commercial, and industrial real estate across Chinchilla, Miles, and the surrounding areas. We offer comprehensive property services, including buying, selling, and property management, ensuring a stress-free experience for all your real estate needs.

In 2025, Warren Daniells is excited to announce the sale of the business to a new ownership team: Rob Fraser, Jason Gray, Becky Gwin, and Juliann Frame. Rob and Juliann bring invaluable regional expertise from Fraser Valuers, while Jason, a fourth-generation local, offers over 20 years of experience in sales. Becky, who has been with the agency since 2011 and served as Office Manager since 2022, brings deep operational insight.

As we move into this new chapter, our commitment to exceptional service remains unchanged. At First National Real Estate Surat Basin Chinchilla, we put you first -providing you with peace of mind throughout every transaction, whether you're buying, selling, or looking for expert property management. Let us help you navigate your next real estate move with confidence.


Country Pub Tours
Park St
Caravan Dump Point
Oak St
Scouller St
Chinchilla
A2
Chinchilla Christian College
McDonald's Chinchilla
Life Church Chinchilla
Woolworths Chinchilla
King St
Chinchilla RSL Memorial Club
Chinchilla Botanic Parkland
Chinchilla Hospital
Rodger St
Villiers St
Wambo St
Heeney St
Hypatia St
Reid St
Glasson St
Slessar St
Bulldog Park
Birkett St
Chinchilla
Barber St
The Palms Motel, Chinchilla
BlueCare Chinchilla-Miles Home...
Wood St
Price St
Castle St
Fraser St
Turner St
Gaske St
Mackie St
Cooper St
QGC
Wheeler St
Salud Complete Wellbeing
Taylor St
Campbell St
Google
Map data ©2026 Google

First National Real Estate Surat Basin
07 4669 1790
info@sbfn.com.au

MEET OUR PROPERTY MANAGEMENT TEAM

BECKY GWIN

PARTNER | GENERAL MANAGER

0437 189 178

accounts@sbfn.com.au

Becky joined our agency in 2011 as a receptionist, where she quickly rose to become an assistant in property management. Her natural empathy and ability to build meaningful connections with tenants, landlords, and contractors soon became her hallmark.

Recognizing her meticulous attention to detail, Becky was promoted to Trust Accounts Officer in 2017, a role she embraced with passion and precision. Her infectious positivity and can-do spirit caught everyone's attention, paving the way for her next leap as Office Manager in February 2022.

Now, as our General Manager and Partner, Becky plays a pivotal role in the success and growth of our business. Her strong leadership and outstanding knowledge have been instrumental in supporting our property management team to multiple award wins. Becky holds a Registration Certificate and a Certificate III in Retail, further enhancing her extensive knowledge and skill set.

With her dedication, expertise, and unwavering commitment to excellence, Becky continues to drive our agency forward, ensuring the highest standards of service and success.

SHANAE NORTHILL

PROPERTY MANGER / LEASING OFFICER

0429 494 567

leasing@sbfn.com.au

Shanae began her journey with us while still in high school, completing a two-year traineeship that earned her a Certificate III in Business Administration. Born and raised in Chinchilla, she has always valued hard work and community, and after recently graduating, she's now working full-time as our property management / Leasing.

In her role, Shanae is remains in contact with our clients, as she ensures that our investment properties smoothly and efficiently. Her friendly, approachable nature, combined with her attention to detail, helps create a positive and welcoming environment as she walks through a families doors. Shanae's enthusiasm for delivering exceptional service shines through in every interaction, making her a key part of our team.

Outside of work, Shanae contributes to her family's cleaning business, further honing her customer service skills and reinforcing her strong work ethic. She is always eager to learn and grow, and this dedication is evident both professionally and personally. When she's not busy at work, Shanae enjoys baking, camping, and spending quality time with her family, making the most of her downtime.

ASHLEY CASEY

VACATES OFFICER

0429 423 351

vacates@sbfn.com.au

Ashley brings a wealth of experience and dedication to her role as our Vacates Officer. With a background in the cleaning industry, including owning her own business, she has a keen eye for detail and a strong work ethic. Her experience in administration further adds to her organizational skills, ensuring smooth and efficient operations in her current role.

A proud mum of three, Ashley loves spending quality time with her children, whether it's at theme parks, museums, or exhibits. Family is at the heart of everything she does, and she enjoys exploring new experiences with her kids.

In 2016, Ashley made the move to Miles, where she’s since embraced her new community. On weekends, you can find her experimenting in the kitchen, baking creative and delicious treats that her kids love to try.

Ashley’s blend of professional experience and passion for family makes her a valuable member of the team, bringing both expertise and a positive, family-focused spirit to everything she does.

CHARMAYNE CANN

RECEPTIONIST / INSPECTIONS OFFICER

inspections@sbfn.com.au

Charmayne Cann is our Receptionist and Inspections Officer being the welcoming face and first point of contact for our business, playing a vital role in creating a positive first impression for our clients. With her warm, professional manner and strong communication skills, Charmayne ensures every interaction is handled with care, efficiency, and attention to detail.

In her role as receptionist, Charmayne manages day-to-day communications, supports both clients and the wider team, and helps ensure the smooth operation of our office. Her organised approach and friendly nature make clients feel comfortable and supported from the moment they make contact, whether in person or over the phone.

Charmayne takes pride in delivering exceptional service and is known for her reliability, professionalism, and commitment to maintaining a welcoming and efficient environment. Her ability to multitask while remaining approachable makes her an invaluable part of our team and a trusted point of contact for clients and colleagues alike.

Outside of work, Charmayne values time with family and friends and brings the same positive attitude and dedication to her personal life as she does to her role. Her strong work ethic and genuine care for others are reflected in everything she does, both professionally and personally.

First National Real Estate Surat Basin
07 4669 1790
info@sbfn.com.au

PRICING THE PROPERTY

Ultimately, it is not the Agency who determines the rent on your property - it is the rental market.

We will provide expert guidance on local market trends to help determine the ideal rent. To do this effectively, we'll need to assess the following three factors:

The price you want to achieve - is it realistic or could you achieve more?
Recent comparable rental market analysis
Property features and presentation

It is critical that the rental figure is in keeping with current market conditions. Properties that are priced correctly rent quickly. Properties that are over-priced can take longer to rent and may ultimately require a price reduction. The result of over-pricing could ultimately mean a loss of income to you.

First National Real Estate Surat Basin
07 4669 1790
info@sbfn.com.au

THE LETTING PROCESS AND TENANT APPROVAL

Here at First National Surat Basin Real Estate we believe one of the most important aspects of successful property management is securing the best tenant for your property in the shortest amount of time – and for the best current rent. At First National Surat Basin Chinchilla, we have implemented strategies to ensure this is achieved.

Marketing your property

To ensure your property is receiving maximum exposure and to keep vacancy periods to a minimum, we employ the following marketing and advertising strategies:
Listing placed on major websites including:

www.sbfn.com.au
Realestate.com.au - **Your property will appear as a "30 Day Feature Listing" ensuring it will always appear above the "standard listings", making it more prominent.**
domain.com.au
Onthehouse.com.au
Thehomepage.com.au

- Reiq.com.au
- Homehound.com.au
- Rent.com.au
- Rental lists with property descriptions are available from our office
- Weekly email and SMS circulation of rental listings to prospective tenants

Tenant Selection Process

On approval of a tenant's application all monies must be paid in full by direct deposit, bank cheque or money order.

Once a prospective tenant has been found through our marketing and inspection process, strict application protocols are in place. As well as undergoing a reference check through "TICA" The Tenancy Information Centre of Australia default database & Barclay MIS default database, every tenant must prove their eligibility by providing the following information:

Supporting proof of income for payment of rent, based on QLD affordability of 35% of tenants income.
Two rental references from previous landlords or agents, along with a full rental history ledger or rental payment receipts
Two personal references
Proof of current address – phone, electricity, bank or credit card account
Photo identification – passport, driver's licence or 18+ card

On approval of a tenant's application bond and first two weeks must be paid in full prior to collection of keys.

First National Real Estate Surat Basin
07 4669 1790
info@sbfn.com.au

RENTAL ARREARS AND PROPERTY INSPECTIONS

We have a zero-tolerance policy for tenants who fall behind in rent payment and procedures in place to minimize any loss of income to the property owner. In accordance with the law, our office makes phone calls, sends SMS notifications, emails and issues the appropriate Residential Tenancies Authority notices.

Our office maintains strict arrears procedures, including daily arrears management to ensure tenants are made aware of their responsibility to pay rent on time and the consequences of non-payment. Should a tenant fall behind in their rent, the following steps are taken as per the legislation.

An email/SMS is made once the tenant falls four days behind in rent.
A Form 11 – Notice to Remedy Breach is emailed to the tenant at eight days in arrears. this gives the tenant seven days to remedy the breach.
A Form 12 – Notice to Leave is issued if the breach is not remedied (providing we have your written instructions to do so)
If the tenant fails to vacate as per the expiry date of the notice, we apply for a hearing through the Queensland Civil and Administrative Tribunal to terminate the tenancy, with your approval
Should this situation occur, we will keep you informed of the progression from the notice to remedy through to termination of the tenancy agreement

Note: Our tenancy arrears are minimized by our strict tenant selection processes.

Inspections - Entry, Routine and Exits

Regular routine inspections are essential to effectively manage your investment property.

An entry condition report is a photographic report is prepared at the beginning of the tenancy
Regular inspections are performed throughout the year and a written and photographic report is created. We perform 3 monthly routines for our clients.
This inspection report is sent to you highlighting any areas of concern, recommendations for maintenance and suggestions for improvements
Exit condition reports are then checked against the original entry condition report
We also carry out drive-by inspections on a regular basis for our properties.

First National Real Estate Surat Basin
07 4669 1790
info@sbfn.com.au

REPAIRS, QUOTES AND WATER CHARGES

Repairs and maintenance

Your instructions are our guide to managing the repairs and maintenance of your property. If repairs are required, we will contact you to seek your instructions prior to arranging the repairs. For more significant work, we may obtain quotes and keep you abreast of any work to be carried out.

Emergency repairs and maintenance

Please note we have a duty of care to rectify an emergency maintenance matter as soon as possible after it has been reported. Emergency repairs are dealt with as just that – an emergency. In this situation we will immediately arrange for a tradesperson to attend to the repair. Emergency Repairs are specifically defined in the RTA Act. Some examples are no hot water, a serious roof leak, a burst water pipe, a blocked toilet, a gas leak, a dangerous electrical fault. An agent or tenant under legislation can spend up to 4 weeks for an emergency repair. If the repair has been caused by the tenant, there is provision in the legislation for the tenant to pay for the repairs.

Payment of repairs

All repairs will need to be paid for upon completion. Therefore, if the rental income is insufficient to cover the works carried out, we may require you to deposit funds into our trust account. You may also prefer to pay the invoice directly. All invoices are created in the name of the owner and remain the responsibility of the owner at all times.

Tradespeople

We only engage tradespeople who are qualified, licensed and carry public liability insurance. In the event of emergency repairs required on the weekend, an after-hours rate may apply.

Water charges

Queensland legislation allows property owners to pass on the full water consumption costs to tenants provided minimum criteria have been met. We recommend you ensure your property is water efficient by engaging a licensed plumber to inspect the property and provide a compliance certificate. Once you have paid your water notice to the council, forward a copy of the notice to our office and we will seek reimbursement from the tenant in accordance with the terms of the tenancy agreement.

First National Real Estate Surat Basin
07 4669 1790
info@sbfn.com.au

OTHER THINGS YOU SHOULD KNOW

Rental Income disbursement

Electronic payments of rental income are made on the 1st and 15th day of each month, this is dependent on these falling on a business day. We find most property owners greatly appreciate receiving twice monthly payments, as these considerably reduce interest payments on their mortgage.

Statements

Your monthly statement will be emailed to you at each disbursement, together with a copy of any invoices paid during that month. Financial year statements are issued separately on the 1st of July each year.

Communication

We like to communicate with you via email – this is the most efficient form of communication and is also environmentally friendly. Of course, you are welcome to phone our staff at any time. We will often require written instructions from you, so please also ensure we have your contact details for your preferred method of written communication, such as your email address or postal address.

Insurance

We require current a copy of your Insurance Certificate of Currency annually, demonstrating a minimum of $10 million public/legal liability cover. Your insurance company can easily provide this for you.

Many unit owners in a strata-managed complex often question why they need to insure for public/legal liability for the unit, when the body corporate has this cover. The answer is in the question “The Body Corporate has the cover”, not the owner of the individual unit. Therefore, it is imperative you have adequate protection. We strongly recommend you discuss this matter with your insurance broker.

Online access to our Trust Account program.

Our owners are provided with a dedicated owner portal. This allows 24/7 access to documents such as tenancy agreements, routine inspection reports, entry and exit reports including photos, work orders, statements, invoices, and current financial status of the properties.

First National Real Estate Surat Basin
07 4669 1790
info@sbfn.com.au

FURTHER INFORMATION

As a property investor, there are other legal and financial obligations you need to be aware of. To ensure you are complying with the relevant legislation we strongly recommend you visit these websites and speak to First National Real Estate Surat Basin Chinchilla if you have any further queries.

INSURANCE

Terri Scheer Landlord Preferred Policy www.terrischeer.com.au
AON Rental Protection Plus landlord insurance www.aon.com.au/australia

SAFETY LEGISLATION

Smoke Alarms, safety switches and pool fencing laws
www.rta.qld.gov.au/Resources/Fact-Sheets
dlgp.qld.gov.au/plumbing-building-resources/pool-safety.html
Corded Blinds Safety Policy
www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/product-safety-for-consumers

WATER USAGE CHARGES

www.rta.qld.gov.au/Resources/Fact-Sheets

TAX DEPRECIATION

https://www.fraservaluers.com/

First National Real Estate Surat Basin
07 4669 1790
info@sbfn.com.au

LANDLORD INSURANCE IS ESSENTIAL

Landlord insurance?

Your investment is extremely valuable and there is protection available to ensure you are not left out of pocket in the event of an unexpected or unfortunate situation occurs. Whilst all care is taken when choosing your tenant and managing your property, unforeseen situations can arise.

Specialised landlord insurance policies are available and can provide peace of mind that your rental income and investment property are protected against ricks such as:

Loss of rent
Accidental loss or damage
Malicious damage
Legal liability
Tax audit

Some insurance companies available are Terri Scheer Insurance or AON Insurance for competitively priced annual premiums that are fully tax deductible. You can also contact Axiom Insurance brokers who can help source the best suited policy for your property.

The Product Disclosure Statement and Financial Services Guide are available from Terri Scheer Insurance Brokers on (07) 3216 9555 or at www.terrischeer.com.au, or from AON on 1800 105 900 or www.aon.com.au

BARCLAY MIS DEBT COLLECTION

All new managements with First National Real Estate Surat Basin Chinchilla receive a complimentary Barclay MIS Protect and Collect subscription, at no cost to you up until 31st October. This service is an ongoing service at $77per year.

Through Protect and Collect you are provided with a support service designed to increase your leverage if a tenant becomes problematic. Barclay's will help with rent and invoice arrears, and claiming costs back from vacated tenants. We recommend having this service as we have found success in them helping

tenants get back on track with rent arrears or recovering costs from vacated tenants.

If you don't want to be part of this service, please advise that way once your free period has expired, we will not charge you for the annual $77 fee. If you have already been with Barclays or declined their services in the past you will be issued with an invoice for $77.00 for the annual fee. If an unfortunate circumstance arises, the Barclay Protect & Collect Plan guarantees that the appropriate recovery processes will be carried out.

First National Real Estate Surat Basin
07 4669 1790
info@sbfn.com.au

SERVICE GUARANTEE

In consideration of the trust, you have shown our agency, we guarantee to provide you with the best possible service in the management of your investment property.

Your property will be listed on our rental property guide as soon as a notice to vacate has been received from an existing tenant and with your approval
We will access our existing prospective tenant database and arrange inspections with suitable tenants
We will maintain regular contact with you throughout the pre-lease period to provide an activity update, including comments received by prospective tenants about your property
We will advise you of all applications from prospective tenants
We will conduct thorough checks on tenants applying for your property (as permitted by law) to ensure that, to the best of our knowledge, the information given to us is accurate and the tenant is able to fulfil all obligations as per the tenancy agreement
We will conduct thorough internal and external inspections of your property every three to four months and will provide you with a comprehensive written and photographic report following each inspection
We will attend to all maintenance repairs as quickly as possible as per the management agreement. We will also advise or suggest any ongoing maintenance requirements which will keep your property in optimum condition to retain the best possible market value
We will carry out rent arrears checks daily and immediately follow up on any outstanding monies owing, taking prompt action in accordance with the Residential Tenancies and Rooming Accommodation Act.

First National Real Estate Surat Basin
07 4669 1790
info@sbfn.com.au

SCHEDULE OF FEES

Management fee - Unfurnished	**8.8% inclusive of GST**
Management fee - Furnished / Rural Property	**9.9 % inclusive of GST**
Letting commission	**One week's rent + GST** (not applicable if the property has a tenant in place)
Lease preparation & Lease renewals	**Included in management fee**
Online Feature Listing	**$119 Including GST** Current cost rate for 2026 Financial year for www.realestate.com.au
Professional Photography	**$75 + GST** Only if required for marketing
Routine & Periodic Inspections	**No charge for Properties within a 10 km radius from the office.** $50 + GST on 10 Km or more from the office.
Sale property vacates	**$150 + GST**
Properties sold with Another Agent	**$300 + GST** Supply of Information, management of tenant / sale process & rental adjustment at settlement.
Exit Lost Management	**$250 + GST** Supply of information and property package handover.
Annual Statement	**$10 + GST** Supply of annual financial Statement or reissue of past statements.
Monthly Statement	**$2 + GST** Supply of monthly statement or reissue of past statements.
Court Proceedings & QCAT	**$330.00 including GST** per hearing. **Photocopying and supply of court documents 0.10c per page.**
Market Appraisal	**$250.00 including GST**

First National Real Estate Surat Basin
07 4669 1790
info@sbfn.com.au

YOUR MARKETING PLAN

Combining traditional and digital marketing makes all the difference.

Our marketing campaign will be tailored in consultation with you but we recommend you consider the following components:

Marketing Provided Per Listing

Listing on realestate.com.au
Agent Photos & Marketing Write-Up
Social Media Posts at new listing
Listed on sbfn.com.au and Multiple Real Estate Websites.

First National Real Estate Surat Basin
07 4669 1790
info@sbfn.com.au

HOW DO I CHANGE MANAGEMENT AGENTS?

It's simple!

We take care of the necessary paperwork for you.

Simply call us on (07) 4669 1790 then complete and sign the drafted letter via the button below. Then email the completed letter to our office leasing@sbfn.com.au
I hope this summary of our services has assured you that you have made the right decision by talking to us here at First National Real Estate Surat Basin Chinchilla.

Terminate Management Advice Letter

First National Real Estate Surat Basin
07 4669 1790
info@sbfn.com.au

WHAT OUR CLIENTS AND CUSTOMERS SAY

Around 8-10 weeks prior to taking possession of my investment property I began to look for an agent to manage the property. I emailed First National Real Estate Surat Basin Chinchilla and another prominent real estate agency seeking a market update, rental potential etc. I got a prompt response and a friendly email with lots of information and a realistic picture of the market from the team at SBRE and no response from the other agency. When I explained my situation non-resident investor putting everything on the line to invest in a town/region I don t live in and don t know at all you volunteered to go to the building site, take a few photos and send them to me even though we have never met face-to-face and before we had even broached the subject of a property management contract. SBRE found me a very high-quality tenant within 48 hours of listing the property for rent in early June. To date, all my dealing with SBRE have been highly professional and efficient. She has demonstrated very clearly that her business model is based on safeguarding and maximizing the interests of her landlord clients whilst ensuring the comfort and safety of her rental clients.
Richard Sequeira - Property Owner

Since transferring my 4 properties to First National Real Estate Surat Basin Chinchilla, your property managers keep me up-dated. My rent money has always arrived in my bank account on time and the statements are emailed to me along with copies of the relevant tenancy documents. When I received my first cd of photos of each property I was delighted to see how well cared for they were. Last week your sales department sent me a courtesy market appraisal. This is invaluable for me as I am contemplating using my equity to purchase more investment properties. It is a great comfort to me to know that my Chinchilla investment properties are in safe hands. Thank you for your professional service.
Margaret Minogue - Property Owner

Thank you very much for your assistance in leasing the units out for me so quickly, best service I have experienced, really appreciate your professionalism!
Yew-chai

I really appreciate your work, only if I ever had a quarter of support from last agent. Once again, I really appreciate it.
Joe

We would like to acknowledge the great communication you have with us in managing our properties as we live in Adelaide, South Australia. Your property management team has always communicated, either by email or phone on any issues that may arise. You always email us photos of the inspections and to date have been excellent in achieving the highest rent possible for our houses. You also email us a statement for our accountant at the end of the financial year with all the details so that it is presentable by us to the accountant. My son and I would like to thank you for your ongoing managing of our homes in Chinchilla. We will continue using First National Real Estate Surat Basin Chinchilla property management team for our homes in Chinchilla.
Jim & Costa Roros

I would like to take this opportunity to express my sincere appreciation towards First National Real Estate Surat Basin Chinchilla. As an active investor I was extremely selective in whom I would engage to manage my portfolio of eight units in Chinchilla and I have more than be rewarded by the decision to have First National Real Estate Surat Basin Chinchilla manage them. They are always approachable, to either discuss any concerns or suggested strategies to maximise return on investment, they are extremely knowledgeable and professional and always

keep me abreast of changes in legislation. If you are considering investing in the Surat Basin and looking to maximise your return on investment yet maintain peace of mind then I would highly recommend First National Real Estate Surat Basin Chinchilla as your preferred choice in property management, a truly valuable asset every investor should have on their team.
Omar Gutierrez

We would personally like to let you know that your staff have gone above and beyond to help us as investors and nothing was too much trouble, you have a great team. We have passed on our knowledge of the area and have given your business name to our numerous investor contacts. Thank you both again for your kind assistance, we are sincerely looking forward to doing business in the very near future.
Arthur & Debbie

Hello, thanks again for everything you did for me during my stay, you were always so lovely & helpful.
Becca

I want to thank you at First National Real Estate Surat Basin Chinchilla for your professionalism and this wonderful NEW system. The photos as well as the written word are important as I don't have the opportunity to visit. Please convey to the tenant, my 'Thanks' for his diligence in looking after the property, much appreciated by Donna and I. Once again thank you. Have a

great day.
Mark Howe

Hi, Thanks for the report. I have reviewed and very happy with the findings. Also, the PropertyMe portal is easy to access, easy to use and provides the right level of detail I need.
Darren

Persistence pays. The insurer has finally accepted liability and the insurance payout has finally been deposited in our account. Many thanks for your patience and endurance. We could not have done it without you. Kind regards and thanks.
Lee and Nancy

Hello, I appreciate the unit has been a bit of a pain and I am really thankful for your continued efforts getting everything sorted. Fingers crossed it is smooth sailing from now on.
Mark & Paula

Thanks for the comprehensive report. One of the best I've seen.
Greg

Trust is a valuable commodity when investing. I felt from the beginning - almost 4 years ago- that I was on good hands. To this date I still have that same feeling. You ALL are such a good professional people who are easy to deal with... thanks very much for that.
George

And thank you so much for your legendary customer service and acting so quickly on this. If

there is anywhere you need me to post feedback or someone I need to let know how impressive you have been please let me know.
Paige G

Hope this find both of you well. A big THANK-YOU to you two and the team at SBRE again for efficiently managing my rental property in the last four years and then selling it in March.
Eric L

I want to thank you for your professionalism in handling this situation with a positive outcome for all parties.
Mark H

Costa and I would like to thank you all the team for looking after the property over the past years and also for the successful sale of the property.
Costa and Jim R

What can I say but thank you so much. So glad I put my house with your real estate.
David

You have been recommended as the rental agent to go to by many of your renters on the local buy sell swap site! My husband and I are looking to relocate back to the area in early December. We have lived and worked in Chinchilla/Miles in the past and are wanting to come back to the area to slow down and lifestyle change from Brisbane. We look forward to hearing from you.
Emma and Adam

Once again Donna and I would like to thank you for your due diligence. It simply proves, the old adage, "if you want something done, you give it to a busy person.
Mark and Donna

I thank you again for the great work you and your office have provided me over the years.
Jeff

I�d like to say thank you for doing such a great job in managing our properties. We really appreciate the professional way you conduct your business.
Neva

We have always appreciated your prompt and good processes. We realize we have been very fortunate with this sale and thankful to God and your team.
Graham & Barbara

I&#x0fffd;d like to say that I have dealt with quite a few real estate agents in the Toowoomba to Miles area over the years and I have been extremely impressed with Surat Basin&#x0fffd;s customer relations. Everyone I have spoken to have been more than helpful and pleasant to talk and never condescending or seem too busy to talk (like some other estate agents). I was only thinking about that and thought it&#x0fffd;s some feedback that should be passed on.
Katrina

That&#x0fffd;s great new, I really appreciate the extra steps you are taking for us.
Tony

We have had 2 properties in Chinchilla for several years and one was managed by Surat Basin. It was managed so well that we recently changed rental agents for the other one and brought it over to Surat. They are quick and efficient, friendly and approachable on all matters. We live on the other side of the country so it is important to have managers we can trust to be our eyes and ears.
Irene

First National Real Estate Surat Basin Chinchilla are at the pinnacle of property management companies of which I have used many in my time. We had our property listed with another company in chinchilla and since listing with Surat Basin it has been a trouble-free process. There online portal helps managing a property a godsend as it allows you to track all your expenses and invoices in one location. The team led by Pam Moloney are great to deal with and all so friendly to deal with... Keep up the good work.
Daniel

The Surat Basin team have taken care of our portfolio for many years now. They are always professional, act with integrity and have dedicated themselves to working hard during fluctuating property cycles to maintain our financial interests. I do not hesitate to recommend them.
Di