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A WORD FROM OUR PRINCIPAL

Thank you for your enquiry about our expert Property Management services. Our agency commenced in May 2010 with the desire to provide Total Peace of Mind in all Real Estate Transactions.

Within the first 4 years First National Surat Basin Chinchilla have become the market leaders in property management in Chinchilla - and its easy to see why.

In our office you will find a professional and highly experienced team dedicated to ensuring your investment property is working for you.

Warren Daniells,
Principal Licensee

First National Surat Basin Real Estate, Chinchilla.

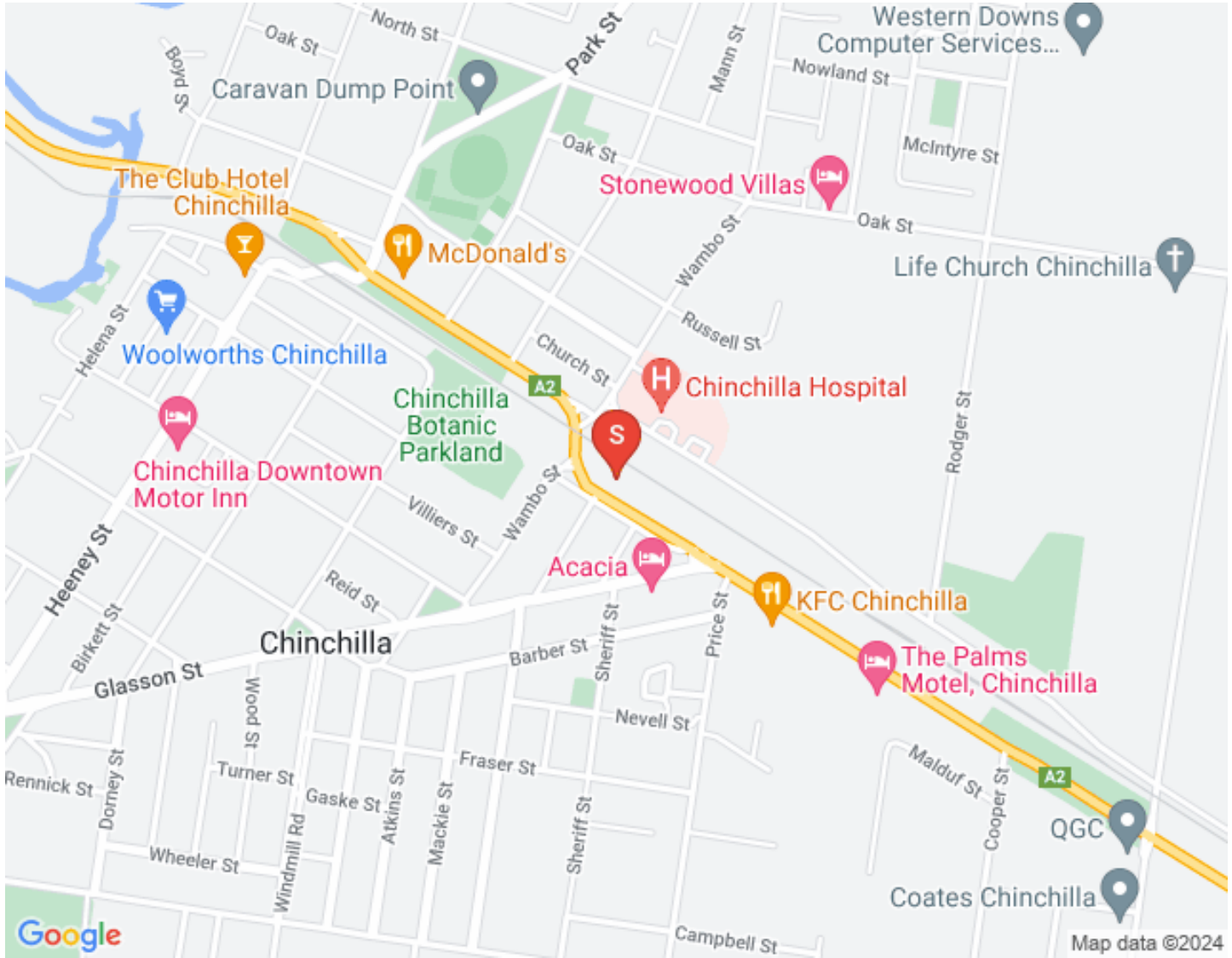
OUR OFFICE AND LOCATION

Welcome to First National Surat Basin Real Estate Chinchilla, a fast-growing independent agency situated on the Warrego Highway in Chinchilla. With a population of approximately 8000, Chinchilla is at the heart of what is known as the "Surat Basin", a flourishing energy province rich in coal deposits and coal-seam gas. Solar and Wind energy facilities, currently under construction are expected to bring a new dimension to the Surat Basin.

Our agency specialises in buying, selling and property management in Chinchilla, Miles and surrounding region. First National Surat Basin Chinchilla opened in Chinchilla in May 2010 and has grown considerably under the dynamic leadership of Warren Daniells & his team.

From selling rural properties to residential homes, units, commercial and industrial real estate, plus providing premium property management service, we are here to provide total peace of mind in all real estate transactions & take the stress out of your investment.

Make First National Surat Basin Real Estate Chinchilla your first choice in all real estate matters, because we put you first!



MEET OUR PROPERTY MANAGEMENT TEAM



WARREN DANIELLS

PRINCIPAL LICENSEE

0427 468 591

warren@sbfm.com.au

Warren has been involved in the real estate industry since 2001, as a salesperson at First National Real Estate in Gympie before moving to Chinchilla in 2004. In 2005 Warren opened Chinchilla First National Real Estate before focusing more on property development. In May 2010 Warren opened First National Real Estate Surat Basin Chinchilla. Since then, Warren has been active in the business and since 2016 has taken on a more active role in the Commercial and Industrial sales, leasing, and property management. In 2018 Warren's focus also shifted to residential sales in the region.

JESS RAWLINS

0429 494 567

leasing@sbfm.com.au



BECKY GWIN

OFFICE MANAGER

0437 189 178

accounts@sbfm.com.au

Becky commenced work with the agency as a receptionist in 2011. Becky quickly progressed to become an assistant in the property management department. Becky has the easy ability to empathize and build rapport with tenants, landlords and contractors alike. With her eye for detail and organizational skills, Becky was promoted to Trust Account Officer in 2017. She is a highly valued member of our team who has found her niche in trust accounting.

PRICING THE PROPERTY

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

Our Investor Relations/ Leasing Manager will guide you with the local knowledge & market guidance to establish the rent, to successfully do this we need to assess the following 3 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.

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 Real Estate 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 7 major websites including:

www.sbfm.com.au

Realestate.com.au - **Your property will appear**

as a “30 Day Feature Listing” ensuring it will

always appear above the “standard listings”, Rental lists with property descriptions are available from our office

domain.com.au

Onthehouse.com.au

Thehomepage.com.au

- Reiq.com.au

- Homehound.com.au

- Rent.com.au

- Weekly email and SMS circulation of rental listings to prospective tenants

Tenant Selection Process

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

? 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 all monies must be paid in full by direct deposit, bank cheque or money order.

RENTAL AREARS 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.

A phone call is made once the tenant falls more than three days behind in rent. If the tenant is not contactable an SMS will be sent

A Form 11 – Notice to Remedy Breach is hand delivered to the property letter box once the tenant is eight days in arrears. The law allows 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.

Routine inspections

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

An entry condition report plus 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.

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 to monitor the external surroundings.

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. It is our recommendation that you have a building and pest report carried out on your property every two years.

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 RTRA 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. 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.

OTHER THINGS YOU SHOULD KNOW

Rental Income disbursement

Electronic payments of rental income are made on the first working day of the new month and on 15th day of the month. 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 on the first working day of the new month, together with a copy of any invoices paid during that month. Financial year statements are provided separately on 1 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 a copy of your Insurance Certificate of Currency, 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, activity summaries for work orders, historical statements and invoices, current financial status of their properties.

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.bmtqs.com.au/pay-less-tax>

WE CONSIDER LANDLORD INSURANCE ESSENTIAL

Why have landlord insurance?

Your investment is extremely valuable and there is protection available to ensure you are not left out of pocket in the event 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 risks such as:

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

We recommend Terri Scheer Insurance or AON Insurance for competitively priced annual premiums that are fully tax deductible.

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 \$66 per 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 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 \$66 fee. If you have already been with Barclays or declined their services in the past you will be issued with an invoice for \$66.00 for the annual fee. If an unfortunate circumstance arises, the Barclay Protect & Collect Plan guarantees that the appropriate recovery processes will be carried out.

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.

Should we fail to perform in any of the above arrears, we invite you to register your complaint in writing. If the complaint is not acted upon and rectified within seven days of the receipt of your letter, you have the option to cancel our agency's appointment as outlined in the POA Form 6. If this occurs within the first three months of management, we will refund the management fee charged.

SCHEDULE OF FEES

Management fee - Unfurnished	8.8% inclusive of GST
Management fee - Furnished	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	\$89 Including GST Current cost rate for 2024 Financial year for www.realestate.com.au
Professional Photography	\$75 + GST Only if required for marketing
Repairs and maintenance	Per contractor invoice (If works are renovations, insurance claims or repairs required for the sale of a property an Office administration fee of \$50 + GST per hour will be charged)
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.**

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@sbfm.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**

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♦ live in and don♦ 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 been 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'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'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's some feedback that should be passed on.

Katrina

That'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