

# HOLMES | ST. CLAIR



## Property Management Information Guide



# TRUSTED PROFESSIONALS

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Expert advice

Tailored approach



Holmes St Clair is an independently owned and operated real estate agency situated on the Lower North Shore of Sydney. The company operates under the directorship of industry professionals Robert Holmes and Sean St Clair.

Heading the Property Management division is Matt Brajliah, an industry professional with a vast background in real estate and finance. It is Matt's mission and indeed that of every member of the Holmes St Clair team to provide the very best service through an honest, individual and proactive approach to property management.

Choosing to have our team manage your investment property is a responsibility and privilege that we do not take lightly. It is our complete focus to ensure the

entire process is both personal and professional. You will be welcomed with a full property hand over by our Property Manager and have the peace of mind that the company directors, Robert and Sean, oversee all procedures, ensuring your investment goals are met, are exceeded at all times and under the Residential Tenancies Act of NSW.

As an investor, you can also utilise our Advisory Service, which enables you to access information and advice on all aspects of your investment property and how to achieve maximum value.



# CARING FOR YOUR INVESTMENT

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- ✓ Regular inspections
- ✓ Personalised approach
- ✓ Detailed owner reports
- ✓ Attention to detail



Upon securing a successful applicant for your property, a comprehensive Ingoing Inspection Report is compiled by both our Senior Property Manager and the incoming tenant. This process includes extensive property photography, comments and descriptions of fittings and finishes to establish the condition of the property before the tenancy commences.

Routine inspections throughout the term of the tenancy are mandatory and conducted periodically throughout the tenancy to ensure compliance with conditions of the lease. This process

ascertains if repairs are required and to check for possible damage or unapproved alterations to maintain the integrity of the property and protect your investment for the life of the tenancy and into the future.

A copy of each report is provided to you after each routine inspection. Should there be any issues concerning the property either at the inspection or any other time during the tenancy, you will be immediately advised, and the appropriate action taken.

# FINDING YOU THE RIGHT TENANT

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Our focus on property marketing is being pro-active, cost-effective and making sure we introduce your property to as many suitable tenants as possible, ensuring the best return and minimal vacancy to your investment.



Our agency is recognised as industry leaders in the property marketing field, having been awarded by the Real Estate Institute of NSW, as a finalist in 2016 for the property marketer of the year category. We take great pride in ensuring our commitment to excellence is evident in every area of property marketing and promotion.



Our trusted partnerships with leading marketing agencies allow our clients to tap into and explore cutting edge photography, virtual property tours, videos, floor plans and more, all designed to showcase your property to its full potential.



With a considered approach, we target the advertising of your property on leading industry websites, promote directly to our extensive database, social media promotion of your property, and localised marketing to ensure maximum impact.



Our team then coordinates viewings where prospective tenants can inspect the property by appointment at their preferred time or one of our regular weekly scheduled open homes. It is at this stage; all applications are discussed with you to find the most appropriate tenant for your property and one who meets the criteria.



# TENANT SELECTION

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## **Application**

Once we have a shortlist of applicants who have completed the application form (and best-case scenario we have several exceptional candidates to choose from) our screening process determines proof of identity, employment status and financial viability.



## **Verification**

Information on the application form is thoroughly verified, including personal and employment references.



## **Tenant History Check**

Tenancy history checks are a vital part of the process as Property Managers for prior tenancies are in the best position to confirm an applicant's suitability, including payment history, maintenance and general conduct.



## **Choosing your tenant**

We will discuss all applicants with you directly, give you our recommendations; however, ultimately allow you to have the input on your preferred applicant.



## **Caring for your investment**

We value our tenants as much as we do our landlords. After all, we're managing their tenancy on your behalf. Ultimately, it's essential your property feels like their home, so they respect and maintain the property as if it were their own.

# RENTAL PAYMENT, STATEMENTS & RECORD KEEPING

You have the option of receiving rental payments monthly or twice monthly by direct deposit to your nominated account. Statements detailing income and expenses are compiled and forwarded to you by email each month and at the end of every Financial Year.

You will also receive an income and expenditure report at the EOFY which you can provide straight to your tax accountant.

In terms of diminishing value or depreciation of the property, you may be eligible to claim for items of which you were not even aware. Any missed tax benefits can be claimed for up to two years. Tax legislation can be a financial minefield, but with the right advice and guidance, we can certainly point you in the right direction. Once again, our Advisory Service is there to help at any time.

You can also log in to our secure online portal at any time to view your statements together with condition reports and other information relevant to your investment.

- ✓ Professional reporting and statements
- ✓ 24/7 account access
- ✓ Strata, council and water bill payments
- ✓ Rental funds paid out to suit you

**HOLMES | ST. CLAIR**  
1/78 Willoughby Road, Crowe Nest, NSW 2065, AUSTRALIA  
Ph: 02 8964 8888 Fax: 02 8964 8889

**Income & Expenditure Summary**

Date: 1/01/2020 to 31/03/2020 From Statement: 27 (30/06/2020)  
To Statement: 22 (31/07/2020)

Address No: (ID: 352)

	Debit	Credit	Total
Opening Balance			\$0.00
Owner Contributions			

**Residential Properties**  
4/122 Kinkill Avenue, Kinkill, NSW 2061

**Property Income**  
Residential Rent

**Property Expenses**  
Administration Fee  
+ GST  
Residential Management Fee  
+ GST  
Water Rates

**Ownership Expenses & Payments**  
Owner Expenses

**Owner Payments**  
Adrian's Rent

**OWNERSHIP STATEMENT #39 - Cheryl Sutherland**

STATEMENT PERIOD: 31/03/2020 - 31/03/2020

OWNERSHIP ID: 65

OPENING BALANCE: \$204.34

CLOSING BALANCE: \$207.34

OWNERSHIP PAYMENT: \$0.00

**TAX INVOICE**  
RENT INCOME SUMMARY FOR PERIOD

Property	Tenancy	Rent Period	Paid From	Effective Date	Part Payment	NET PAID
94/78 King Street	United States of America	\$15,933.93/20	25/06/20 - 25/06/20	25/06/20	\$0.00	\$0.00
<b>Total rent for period</b>						<b>TOTAL \$0.00</b>

**TOTAL FEES PAID/CREDITED IN PERIOD**

Fee	GST Paid	MONEY OUT	MONEY IN
Administration Fee	\$0.59	\$6.50	
<b>SUBTOTAL</b>		<b>\$6.50</b>	<b>\$0.00</b>
<b>Total fees paid in period</b>		<b>TOTAL \$6.50</b>	<b>\$0.00</b>

**WITHHELD (UNPAID) AMOUNTS**

Description	Withheld
By Ownership held for expenses for next quarter. Adjust to \$0.00.	\$247.84
<b>Total withheld (unpaid) amounts</b>	<b>TOTAL \$247.84</b>

**CLOSING (CARRIED FORWARD) BALANCE**

	TOTAL
	\$247.84

**OUTSTANDING AMOUNTS**

Due Date	Property	Payee	Description	Amount
30/06/2020	94/78 King Street	North Sydney Council	Council rates - 1st instalment	\$279.80
<b>Total outstanding amounts</b>				<b>TOTAL \$279.80</b>

Report shows all transactions reported on statements created within reporting period.  
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# MAINTENANCE AND REPAIRS

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We have a great team and trusted relationships with many qualified tradespeople to make sure your property repairs and maintenance are completed professionally while ensuring quotes are competitive. If you have preferred tradespeople, we are also more than happy to utilise these professionals upon your request.

While your property is in our care, there may be repairs or maintenance required from time to time, particularly if it's an older building or if previous landlords have been remiss in the ongoing maintenance of the property.

Some repairs can be obvious, while others may remain undetected unless the tenant has rightfully informed us. In either case, it's our job to determine and notify you immediately if the repairs are needed. We can also arrange for minor repairs to be done automatically up to an agreed cost to avoid contacting you unnecessarily if that is your preferred course of action.

Tenants are obligated under their lease to notify us in writing of non-urgent repairs, however, if something requires immediate attention such as a burst pipe, blocked drain or electrical fault, Holmes St. Clair is accessible 24/7, 365 days a year to deal with any maintenance requirement. Our processes are pointed out at the signing of the lease agreement so that the ingoing tenant is fully aware of their obligations in this regard.



# RENTAL REVIEWS AND ARREARS HANDLING

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Regular market reviews are conducted and provided to you with our recommendations. Our team researches comparable properties and offer proposals to rental increases. This process is undertaken yearly; however, we will monitor how the income achieved by your investment compares to similar properties in the market and consult with you should we consider the rent requires adjustment.

In terms of late or non-payment of rent, tenants are contacted immediately. Our process ensures both email and SMS notifications are sent the very day a tenant becomes late with a payment. If the rent remains unpaid after ten days, we then advise them that their lease is at risk of being terminated. After 14 days of non-payment, we will consult with you before issuing the termination notice. The tenant can either pay the outstanding balance at that time or accept the termination notice. You will be kept updated regularly throughout this timeline of events.



*We believe it's only fair to do what we can to help tenants during difficult circumstances; however, we will always act with due diligence on your behalf to ensure your investment remains viable and with minimal or no disruptions.*

# PROTECTING YOUR INVESTMENT

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Insurance, property compliance and meeting all government regulations is paramount in the protection of your asset.

## **Insurance**

Your investment property is one of your most valuable assets, it makes sense to protect it.

So, your next best investment is comprehensive insurance. Several types of insurance may apply, with policies specifically designed to cover accidental or malicious damage and loss of contents. When you consider what could go wrong – but thankfully usually doesn't – it's a wise decision.

## **Smoke Alarms**

We offer a highly organised, systematic and transparent service, which ensures that your property is always compliant, and your tenants are safe.

We offer a comprehensive subscription package, which includes installation of all alarms to ensure that your property is compliant and your tenants are safe, as well as unlimited callouts to your property throughout the subscription period.

## **Pool Compliance**

From 29 April 2016 onwards, when a residential tenancy agreement is entered into for a property with a swimming pool or spa pool, the landlord or real estate agent must provide the tenant with a copy of the valid certificate of compliance or occupation certificate.

Our dedicated team will ensure your swimming pool or spa pool is compliant to give you and your tenant complete peace of mind.

# OUR MANAGEMENT FEE PROMISE

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Our promise to you is that we will deliver the best management experience without question and at the most competitive rate for a full-service management experience.

If you decide to engage the services of our company to manage your property, you will incur a management fee that covers the day to day management and handling of your property.

Please feel welcome to compare our fees and service levels with other agencies to ensure you are satisfied that we are competitively priced while giving you peace of mind that your investment is in the safest hands possible.

Tailored  
to your  
needs

Dedicated  
professionals

Maximise  
your  
return

Personalised  
service

Professional  
advice

24/7  
access

## Tenant & Landlord Testimonials

“The professionalism of your staff and overall communication is important when somebody is selling or renting out a property and I have personally been impressed with the market updates, the email communication and the difference you are making when trying to exceed my clients expectations. Thanks again and I look forward to working with you going forward.”

“Particular mention to Margaret for her constant communication and willingness to answer my many questions. Highly recommended.”

“I’ve had the pleasure of Holmes St. Clair being my property manager for 11 months now. During this time they have been extremely supportive, thorough in their communications and highly responsive - from general email enquiries to emergencies. I could not recommend Holmes St. Clair enough! ”

“I have been extremely pleased with the overall process from start to finish and my clients have personally called me to say how pleased they were with the constant updates and above all the extra work undertaken on your behalf to achieve a great all round result for the client.”



# NEXT STEPS

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Thank you for taking the time to read our introductory Property Management Guide.

Every property is unique, and it is extremely important to meet all guidelines and government regulations prior to introducing prospective tenants to your property. Let our team walk you through each step and take control of all requirements on your behalf.

Our management team prides itself on up to date legislation requirements and is happy to spend time with you making sure your investment is protected at all times.

We look forward to helping you reach your property goals, and are available seven days a week to discuss how we can assist you best.

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# HOLMES | ST. CLAIR



## PROPERTY MANAGEMENT

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