

DaynesProperty

Information for Property Investors



Daynes Property

28 Elizabeth Street
Acacia Ridge QLD 4110

PO Box 173
Acacia Ridge QLD 4110

07 3488 8190
daynesproperty.com

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Who we are

Daynes Property is a boutique family real estate agency dedicated to bringing our clients results. Zac, Adrian and Chloe boast over twenty five years experience in residential real estate between them, and work as an effective and reliable team. They enjoy outstanding results and client satisfaction, which is attributed to their down-to-earth but professional approach to business.

We are an independent, family-run agency, focused on our local area. We are a people-focused agency, taking a keen interest in the development of positive relationships with all our clients, customers and tenants.

“

We understand the importance of maintaining the viability and value of your investments.

That is why we utilise our extensive rental market knowledge to set a realistic rental value to your investment, ensuring that you are maximising your rental returns consistently and continuously.

”

The team

Zac Daynes - Principal

0401 179 982

As the principal of Daynes Property, Zac has 10 years experience in residential sales, property management and marketing to bring a knowledgeable and well-rounded approach to the service he provides our clients.

Zac has been in the industry since 2007, overseeing hundreds of transactions over the course of his career and nurturing the family business as it goes from strength to strength. He has made it his focus to become an expert on Brisbane's south side, a rapidly developing and evolving marketplace.



Chloe Daynes - Property Management & Marketing

0427 856 589

Managing the rental portfolio and working across all aspects of Daynes Property, Chloe provides valuable logistical support ensuring a consistently excellent level of service for every client.

With a background in education, Chloe knows the value of an excellent communication strategy and the maintenance of excellent client relations. With an eye for design and a passion for marketing, Chloe brings together the team's enthusiasm for each listed property to create dynamic and effective marketing packages.



Fees & charges

Outlined below are our fees and charges for our property management services.

Management Fee	8% + GST
Letting Fee	One week rent + GST when tenant is found
Lease Preparation Fee	No charge - included in management fee
Lease Renewal Fee	No charge - included in management fee
Professional Photography	No charge - included in management fee
Marketing	No charge - included in management fee
Tribunal/Court	\$55 incl. GST/hour fee applied when we attend a hearing on your behalf
Financial Year Statement	No charge - included in management fee
Periodic Inspections	No charge - included in management fee
Organising Maintenance	No charge - included in management fee
Title Search	No charge - included in management fee

Services

Prior to letting your property, our agency will undertake the following steps to ensure that your property is advertised at the **right price** and to the **right tenant**.

Rental Appraisal

The first step that we undertake when taking on a new management is the rental appraisal. When assessing the rental value of a property, we take into account factors that assist in leasing your property promptly. This includes:

- Comparison of similar properties,
- Current vacancies, and;
- Market trends.

Once we have determined the rental value of the property, we will seek your approval before listing and advertising your property to prospective tenants.

Listing & Advertising

We will professionally photograph your property so it is represented in the best possible way when advertising online. We will also write a full, accurate and detailed property description. Your property will be placed on www.realestate.com.au, www.daynesproperty.com, www.domain.com.au and other real estate portals. We will also have a professional sign placed at the property, at no charge to you. All inspections with prospective tenants are conducted with a member of our team.

Tenant Selection

All applicants are screened carefully. We check:

- All references and confirm employment details,
- Rental history with their previous managing agent or lessor, and;
- Tenant ledger, reviewing their performance of paying rent in full and on time.

We are members of TICA (Tenancy Information Centre of Australia); a service available to Real Estate Agents only. This enables us to check whether the tenants have been listed for previous rent defaults and/or malicious damage to a property.

Additionally, it is agency policy that all applicants must first physically inspect the property, either themselves or by a representative.

You will be contacted in relation to the applications, and we will seek your final approval.

Services

Once your property has been let, we undertake the following steps to maintain the **security and maintenance** of your property, and **effective communication** so you always stay informed.

Property Condition Reporting

Prior to tenants taking possession of a property, a full, detailed **Entry Condition Report** is completed by our Property Management Team. This report is used to:

- Document the current condition of the property, and;
- Compare the condition of the property at the end of the lease, wear and tear considered.

At the termination of a lease, we will carry out a full inspection of the premises and complete an **Exit Condition Report**. The tenant's bond monies, held by the Residential Tenancies Authority, will not be released until we are satisfied that the property has been cleaned satisfactorily at the end of the lease. The responsibility of the vacating tenant is to ensure that:

- Carpets are professionally cleaned,
- Property is completely cleaned internally,
- Lawns mowed and gardens tidy, and;
- If the tenant has an approved pet, they must arrange for flea control, both internally and externally.

Some tenants will arrange for a professional cleaner to carry out this work.

Periodic Inspections

Periodic inspections are carried out every three to six months. Following each inspection, a **Routine Inspection Report** is sent to the Lessor with a general update of the tenant's level of care of the property and any recommendations of maintenance required.

Maintenance

We understand the importance of maintenance in preserving the value of your investment. We ensure that all tradespeople appointed by our office to undertake work at any of the investment properties within our portfolio are fully licensed, adequately insured and carry public liability cover. Unless otherwise advised by a Lessor at the start of the management, we will undertake minor maintenance work at the property when required. However, for major repairs, we will contact the Lessor first and also arrange for quotes to be done. The quotes are forwarded to the lessor for approval.

Services

We know how important it is that you are in control of your investments. We work hard to keep you informed about your **responsibilities as a landlord** and also to **adapt our services** according to your financial needs.

Disbursement to Lessor

At the end of each month, rental monies received are disbursed directly to owners bank accounts electronically. We can also offer a mid-month disbursement (bi-monthly disbursement). This provides for cleared funds to owners immediately. Should there have been an issue with rental payments by tenants during the month, we will contact you immediately and seek to resolve the issue with the tenants in a timely manner.

Safety Switches

Safety switches are your insurance against electric shock. They are designed to prevent injury or death. They monitor the flow of electricity through a circuit. They automatically shut off the electricity supply when current is detected leaking from faulty switches, wiring or electrical appliances. Rental properties must have a safety switch installed by the owner for power points within 6 months of tenancy agreement. For more information, see the Queensland Government website, www.worksafe.qld.gov.au.

Smoke Alarms

It is agency policy that each property complies with current Smoke Alarm Legislation, and to engage a contractor to do the compulsory yearly and tenancy commencement checks. Their services are second to none for ensuring smoke alarm compliance and peace of mind. For more information, download the factsheet from their website or visit <https://smokealarmsolutions.com.au/index.php/landlord/>.

Excess Water

On-charging water consumption costs is dependant on the type of fixtures installed at the property. Where there are water efficient fixtures installed with a plumbers certificate, 100% of water consumption costs can be passed on to tenants. Where there are fixtures which are not deemed water efficient, tenants can only be charged a portion of their water consumption costs (eg. where their consumption exceeds 30kL per quarter). Should there be higher than normal water consumption, we will investigate further to ensure there are no leaking pipes underground or within the house that could be causing this.

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