




HAYDEN & HAYDEN

REAL ESTATE




Landlords

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Home is not a place,
it's a feeling.

Welcome



Property Management has become a profession - its no longer as easy as selecting the Real Estate Agency with the lowest fees.

Your property deserves the best management possible. When selecting a Property Manager you need to choose someone who knows the law and is confident in its application and someone who will pay attention to the finer details to continually strive to maximize the return on your investment.

Education, ongoing training programs and seminars are also important for a Property Manager to keep abreast of changing legislation and market conditions. Property Management is not just collecting rent; it is a comprehensive management service where you need a professionally trained Property Manager.

At Hayden & Hayden we specialise in all aspects of Property Management, caring for your property as though it was our own.

We value honesty and good communication with both our landlords and tenants alike. Your calls will be returned and your questions will be answered, even if it relates to a negative situation on our behalf.

Our service philosophy is simple - to look after your property as if it were our own. This means selecting the best quality tenants, achieving the highest market rental and ensuring that your property is maintained in excellent condition, all while providing you with prompt, personalised service at all times. We believe the real difference in working with our team is centered at our core values, integrity, outstanding results and a 5 star service.

The Team




GLENN HAYDEN

Director
Head of Property Management



SUZI GREEN

Business Development Officer
Property Manager



Glenn is described as knowledgeable, empathetic, personable and experienced and that is exactly who he is.


Owning the business allows Glenn to take on a more hands on approach.

His ability to deal with different people and challenging situations, gives him the upper hand when it comes to dealing with demanding situations. As well as understanding people's frustration and trying to softening the impact of how they are feeling, is why landlords entrust him with their property portfolios.

0409 993 995

glenn@haydenandhayden.com.au

Glenn Hayden

A professional portrait of Suzi Green, a woman with blonde hair and bangs, smiling warmly. She is wearing a black blazer over a white top and large, ornate earrings. Her hands are clasped in front of her. The background is dark.

Suzi is organised and experienced, her love of her job and the people she works with is unquestionable.

Suzi works with Glenn, dealing with both landlords and tenants alike.

Her friendly and professional nature ensures that building relationships and looking after both landlords request and tenant issues is a high priority.

Her outgoing and nurturing nature will ensure you receive the best possible service when it comes to leasing your property with Hayden and Whiting.

0431 867 511

suzi@haydenandhayden.com.au

Suzi Green

Service Standards

Appointments

We will arrive before the time specified for any appointment. For any delay created beyond our control, we will ring and advise prior to the agreed appointment time.

Communication

Office hours are 9:00am - 5:00pm Monday to Saturday.
We are always available to answer your queries.

Documentation

We ensure that all documentation is accurate and complete and meets with compliance standards.

Periodic Inspections

We carry out an initial periodic inspection 8-10 weeks, followed by an inspection every 16 weeks. We provide you with a detailed report each time and inform you of a routine inspection pending should you wish to attend.

Personal Information

In accordance with our documented Privacy Policy, all personal information will be held in the strictest confidence and will not be released to a third party without your written authorisation. Any updates or corrections to your account with us will be recorded in our system immediately upon receipt.

Marketing of Rental Properties

We will place the property on websites within 1 working day of listing confirmation (subject to photographic requirements).

Professional Standards

The highest standards of honesty, integrity and professional practice will be conducted in compliance with the Code of Conduct of the Real Estate Institute of Australia and our property management policies and procedures manual.

Service Standards

Rent Arrears

We will follow up all rent payments in accordance with our documented and unique arrears process and requirements of the RTRA. Your portfolio manager will advise you when your tenants have been issued with a Form 11 - Notice to Remedy Breach for rent arrears.

Repairs and Maintenance

All routine repair requests will be attended to within 2 working days. All urgent repairs will be arranged within 4 hours. All reasonable steps will be taken to obtain the best pricing for repairs and maintenance.

Tenant Vacating

- On receipt of notice, we will;
- Advise you by phone or email
 - Acknowledge the notice in writing to both you and the tenant
 - Advertise immediately on our website/s and implement the agreed advertising schedule.
 - Prepare all required vacating documents
 - Arrange access for viewings by prospective tenants

Accounts and Statements

All authorised property outgoings will be paid on your behalf prior to the due date (subject to the availability of funds). A Statement will be issued to you at Mid and End Of Month where practical. An end of financial year income and expenditure report will be provided to you with your monthly statement after the 30th June.

Fees & Charges

Included in your commission charges -

- Appraisal of rental property
- Showing of prospective tenants, selection of suitable tenants and reference/credit checks
- All documentation in the way of standard letters, termination notices, breach of agreement notices
- Arrears collection and debt recovery
- Inventory and condition reports
- Rental bond lodgements and returns
- Final inspections

Letting Fee

The letting fee is charged upon the commencement of every new tenancy

Routine Inspection Fee

We carry out an initial inspection between 8-10 weeks, followed by 16 week inspections. regular drive-by inspections are also conducted.

Advertising

A fee is charged for internet advertising on websites, office rental list and front of shop brochure. The majority of prospective tenants contact our agency as a result of properties they have seen on the internet.

Photography

We organise for professional photos to be taken to assist in leasing your property quicker.

Smoke Alarms

In line with the Building Legislation Amendment (Smoke Alarms) Act 2005 can organise our preferred Smoke Alarm company to change the battery, service/replace alarms and provide a compliance certificate. Our agency is not qualified to attend to the service and compliance of smoke alarms.

Administration Fee

An administration fee will be charged on a monthly basis to cover costs of statement preparations, postage and payments of accounts e.g council rates, levy fees, insurance renewals, drawing of cheques and electronic transfer fees.

Fees & Charges

- **Tribunal Fee** - Where a tenant needs to be taken to the tribunal for non-payment of rent, breach of agreement or a dispute at the final inspection the following will apply; Tribunal lodgement Fee is at cost
- **Tribunal Attendance** - A fee to cover the magnitude of time and evidence gathering that goes into preparing these files; as well as the extent of mediation between yourself and the tenants to obtain the best possible outcome for you, the landlord.

Services

- Appraisal of the rental property
- Advertising of the rental property office rental sheet and internet sites with digital photos.
- Showing prospective tenants through the property
- Selection of suitable tenants, reference and credit checks
- Routine inspections with reports compiled and forwarded to both landlord and tenant
- Follow ups on routines, if necessary
- Collection of rent, rental arrears and debt recovery where applicable
- Organizing of repairs, obtaining quotes and liaising with tradespeople
- Completion of condition and inventory reports at the commencement of every new tenancy and lodgement of Rental Bonds
- Appearance at the tribunal with all court papers and evidence compiled for all hearings
- Monthly statements plus end of financial year summary prepared and calculated with a record of all incomes and expenditures.
- Vacating and trial inspection reports along with all agent/tenant liaising
- Regular landlord contact
- First routine inspection at 8-10 weeks and then every 16 weeks.

Next Steps



After the appraisal has been conducted and you have engaged Hayden & Hayden to act as your agent, our Property Investment Team will oversee the following steps until such time as the property has been leased;

- Take internal and external photos of the property
- Write a description outlining the benefits of the property
- Place the scripted ad and photos on all our websites
- Organise an open home time to show through prospective tenants
- New Business/Leasing Consultant will contact the landlord to advise of the outcome
- Assign a personal portfolio manager
- Process the applications
- Contact you to discuss possible successful applicants
- Complete a condition report of the property when vacant
- Prepare lease documents
- Sign up the successful tenant/s
- Conduct the first weekly inspection within 8-10 weeks and proceed with continued management

Hayden & Hayden thank you for this opportunity to present our Property Management services to you, for your consideration.

If you have any questions at all in relation to this information, please do not hesitate to contact;

Glenn Hayden 0409 993 995
glenn@haydenandhayden.com.au

Suzi Green 0431 867 511
suzi@haydenandhayden.com.au



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Experience makes the difference