



# NEW CONCEPT PROPERTY MANAGEMENT

Truly Flat Fee  
Management  
Fees Guaranteed



Australia's first Real Estate Agency to offer a credit maintenance program with your rental investment. Receive 3 call-outs per year at no cost. Maintenance call-outs valued at \$250 each.



Our mission is to guarantee our investors more return on their investment, and a higher yield on their rental property.



Introducing our two locked in Flat Fee Management Fee costs, we believe it's a fairer system for investors.



## TRULY FLAT FEE MANAGEMENT FEES

...Where does my money go?

Traditional management fees in the real estate industry are calculated by a %, we believe we have a fairer system for the investor, with two locked in low fees.

**Rental return: \$100-\$349 p/w = Management fee \$42.50 + GST p/w**

**Rental return: \$350-\$900 p/w = Management fee \$52.50 + GST p/w**

Our structure is not designed on a % of the rental return, but a fixed flat fee which saves the investor as the rent rises.

At Townsville Flat Fee Realty, we *believe* that the investor should not be penalized as the rent increases.

## MORE SAVINGS FOR OUR INVESTORS

- ✓ No letting fee
- ✓ No renewal fee
- ✓ No admin fee
- ✓ Free Marketing
- ✓ Title Search = \$22.95 (if you have title search on file, fee is waived)
- ✓ Court & insurance claims = \$105.00 per hour



# TRULY FLAT FEE MANAGEMENT FEES

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## OUR FLAT FEE MANAGEMENT FEE PROVIDES ALL THE SERVICES

### 1. Letting & Applications

Prior to renting, it is in the owners best interest to ensure the presentation of the property and how it meets prospective tenants visual and practical needs.

*A few pointers:*

- The garden has been attended to
- Property has been thoroughly cleaned
- Appliances are in working order
- There are no cracks or chips on the walls
- Inventory list of property items remaining at the property for office use

This way, we can ensure quality tenants for a quality home.

### 2. Scheduled Investors Payments

We want to ensure that our investors receive their rental income frequently and in a timely manner. Therefore, we provide personalized calendars, specifying payments to be made twice a month. For your convenience.





# TRULY FLAT FEE MANAGEMENT FEES

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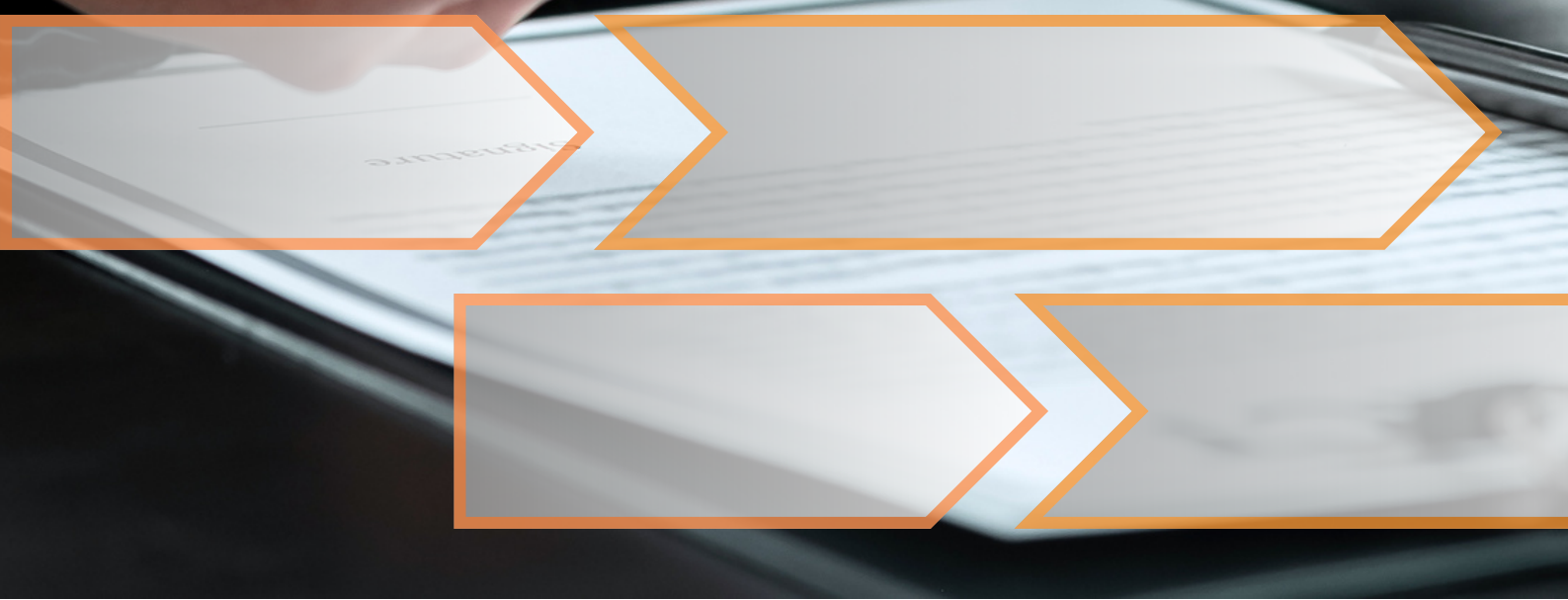
### 3. Quarterly Inspections

Frequent inspections are essential to ensuring proper upkeep of property and avoiding any possible long-term issues. Inspections will be carried out quarterly, accompanied by written reports that will be sent out to the property owner. Contact & communication between our agent and property owner will be maintained, to keep our clients in the know concerning the property and tenants.

### 4. Maintenance

Providing ongoing care and maintenance is in the best interest of both the owner and the tenant. We want to be able to maintain the properties condition, and ensure the upkeep thereof. Therefore, we place value on communication with our investors to ensure we meet their properties short- and long-term maintenance needs.





# SWITCH & SAVE



  
Townsville  
Flat Fee  
Realty



## MAINTENANCE PROGRAM



If your current agency isn't giving you value for money, it's time to...

### SWITCH & SAVE

- Sign up for 12 months - we waive the first 2 weeks management costs
- Sign up for 24 months - we waive 4 weeks management costs  
(2 first weeks of contract & 2 last weeks of contract)
- ✔ Also receive our unique 3 credit maintenance program per year  
(Maintenance call-outs valued at \$250 all less)
  - ✔ Saving on costly maintenances

# SWITCH & SAVE



  
Townsville  
Flat Fee  
Realty



## MAINTENANCE PROGRAM



Our maintenance program is designed to cover you for 3 credits on service call-outs & parts per year. Parts & labour can't exceed \$250 or less per call-out, but most maintenance will fall under \$250.

## WHAT DOES MY PROGRAM COVER?

1. Ceiling fan replacement
2. Smoke detector replacement
3. Faulty power point & light switch
4. Smoke detector yearly testing & report
5. Damaged phone, data, TV aerial points
6. Circuit breaker in sub board all mains power box
7. Faulty door locks
8. Dripping taps or those that won't turn off
9. Damaged toilet seats
10. Toilet leaks or runs
11. A loost letterbox
12. Damaged sockets in light fittings & down lights
13. Gate that won't shut
14. A remote control for garage door that won't open
15. Loose curtain hooks
16. Clogged toilets
17. Leaking sinks
18. Service security system & CCTV
19. Loose door hinges
20. Gutter cleaning
21. Oven switch
22. Intercom & doorbell
23. Loose handles & locks
24. RCD switch replacement
25. Light-bulbs

# FREQUENTLY ASKED QUESTIONS



## 1. What is a typical lease period?

At our agency the lease terms are 12 months or 2 year contracts. A 12-month contract will allow you to build a relationship with your tenant that could encourage them to extend it. A longer contract could ensure

## 2. What does the tenant cover?

The tenant is responsible for the upkeep of the garden and lawns, as well as notifying the property management if there is anything that needs tending to with regards to maintenance. Furthermore, the tenant is responsible for ensuring they do not damage the property.

## 3. What does the landlord cover?

As the property owner, your main responsibilities will be to ensure and maintain the sustainability of the property. These include: service utilities are in working order, structural safety of the property, as well as proper upkeep

## 4. How do I determine rental price?

When determining the rental price, we take a close look at certain criteria that will provide use with appropriate information on the rental price of the specific area, market value & trends so that we can ensure a competitive price.

## 5. What if my tenant does not pay on time?

At Townsville Flat Fee Realty we follow a strict procedure to ensure top quality tenants to avoid these kinds of situations from occurring. However, there may be times where a tenant can find it challenging paying their rent on time. We

## 6. What happens at the end of the lease period?

Generally the agency keeps track of legally binding lease periods. A tenant will inform the agency on whether they decide to renew or not to renew the lease well in advance. In deciding on renewal, the property manager will notify the property owner. This way, both parties can decide on new terms that best suit them, as well as an increase in monthly rent, if need be.





*Connecting People with Property*

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