



WOOLGOOLGA



COFFS HARBOUR



URUNGA



NAMBUCCA HEADS



ABOUT CROWN PROPERTY SALES

Crown Property Sales is a locally owned Real Estate Company servicing the whole Coffs Coast with 4 offices located at Coffs Harbour, Woolgoolga, Urunga and Nambucca Heads.

The company was established in 1979 and was known as Coffs Harbour Plaza Real Estate specialising in the Coffs Harbour area for 26 years. In 2002 Paul Tobias bought the Real Estate Agency and changed the name to Crown Property Sales which is known for it's professional and dedicated team. Today Crown Property Sales is one of Coffs Harbour's leading locally owned Real Estate Agencies. All staff members of our company are dedicated to providing you with a high level of service ensuring each landlord receives the personal service they deserve.

WHY YOU SHOULD CHOOSE CROWN PROPERTY SALES

- We offer you professional service at a low cost.
- 4 offices — 4 locations.
- We have a prospective tenant list which is always being updated.
- Your property will be advertised on 3 websites including, www.crownpropertysales.com.au, www.realestate.com.au, www.domain.com.au maximising the exposure of your property to potential tenants.
- Your property will be listed on our office rental list available from all 4 offices.
- Your property will be advertised in the local Coffs Coast Advocate or Domain Independent or in your local publication.
- We conduct an unlimited number of private inspections and open houses with prospective tenants.
- We communicate with you, keeping you informed of the progress of your property.
- We have a thorough selection process before approving a tenant including checks on the tenant default data base known as TICA.

TENANT SELECTION PROCESS

Whilst finding a tenant is relatively easy, we have a thorough application process before selecting the **right** tenant for your property.

This includes a 100 point check list providing us with:

- Proof of identity
- Proof of income
- Previous Agent/ landlord references
- Previous and current employer references
- Tenancy history check which is completed using a default data base from Tenancy Information Centre of Australia (TICA).

After all checks are carried out we will contact you for your final approval before leasing your property.

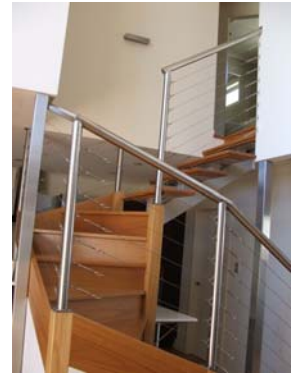


PROPERTY MAINTENANCE

We arrange any maintenance and repairs on your behalf at no extra cost to you.

We notify you of any work needed to be carried out on your property and will seek your approval before any work is done unless it is an emergency eg: a burst tap. This is the reason for us requiring a \$200 limit on repairs.

We pride ourselves in using local trades people to keep the level of standard of your property, this enables us to get the problem fixed fast and efficiently. The payment for any repairs is then taken out of your monthly rental income and the invoice is posted to you with your monthly statement.



RENT COLLECTION

We are happy to take rental payments in any form whether it be cash, cheque, direct deposit or EFT. This is deposited into our Trust account. The majority of tenants tend to use a deposit book or the EFT method. We are also a member of the Centrepay payment scheme which allows any tenant who receives Centrelink benefits to have a payment direct deposited into our Trust account. There is a charge of 0.99c per week to the landlord for this service.

RENTAL ARREARS MANAGEMENT

We use an arrears control method which is:

- **4 Days in arrears**
The tenant is contacted by phone or SMS stating how far they are in arrears and to make a payment as soon as possible.
- **7 Days in arrears**
The first letter is issued stating their arrears and a substantial payment must be made..
- **10 Days in arrears**
A second letter is issued to the tenant stating their arrears and possible termination after 14 days in arrears plus possible black listing on TICA and a payment is to be made immediately.
- **14 Days in arrears**
On the 15th day of arrears we will issue the tenant with a final letter of arrears and 14 day Termination Notice to vacate the property if full payment is not received.

LANDLORD INSURANCE

We strongly recommend you carry both contents and building insurance. Contents insurance should include cover for damage to carpets, blinds/curtains, light fittings and any appliances in the property.

Another type of insurance strongly recommended is Landlord Protection Insurance, this covers items such as possible loss of rent by defaulting tenants, damage and public liability claims. These insurance covers should be discussed with your insurance broker/company.

FREQUENTLY ASKED QUESTIONS

How long will it take to find a tenant for my property?

We start marketing your property as soon as we get an agreement in place. Once we have that your property is advertised on the internet and newspaper and added to our office rental list. We then go through our database to see if your property suits any of the prospective tenants needs. There are also seasonal factors to take into consideration when your property is vacant, generally winter months are quieter than the warmer summer months, the busiest time being the Christmas New Year period when the majority of people re-locate to the area.

Can you guarantee the tenant will pay the rent on time and won't damage my property?

No, unfortunately an agent cannot guarantee this as sometimes people's circumstances change, for example the tenant may need to re-locate due to work commitments or family situations may change. To help control this possible problem, we recommend 6 month leases and at the end of the lease if all parties are happy to continue the lease we will re-sign the tenant for a further 6 months.

Will you hand keys out to anyone to inspect my property?

Definitely NOT. It is against the law for an agent to hand keys out to anyone other than a permitted tradesperson. Under no circumstances will your keys be handed out to a prospective tenant. An agent will always be present with a potential tenant wishing to inspect your property.



HOW MUCH DOES IT COST WHEN I SIGN WITH YOU?

Management Fee

7.7% per month (GST inclusive)

Letting Fee

One weeks rent (+ GST) New Tenancies.

Lease Fee

\$33.00. \$15 payable by the tenant

Monthly Postage Fee

\$5.50 (GST inclusive) per month.

Inspections

Inspections are carried out quarterly at no extra charge to you.

Tribunal charges

Going to Tribunal is always our last option. We will try our hardest to resolve any issues before applying to Tribunal. If however we do end up having to go to the Tribunal the cost will be an application fee of approximately \$34.00 and \$30.00 per hour for preparation and attendance.

Income and Expenditure Statement

This is an optional service, if you require an Income and Expenditure Statement at the end of the financial year a fee of \$33.00 will be charged.

At Crown Property Sales there is no such thing as “hidden costs”. We like to keep it simple and cost effective for you.

We hope this information booklet has been of assistance for you and if you do have any further questions please do not hesitate to contact one of our friendly Property Management staff.

Thank you for taking your time to read our information booklet for landlords. We look forward to marketing your property and finding a suitable tenant for you.

