



HomeGround
Real Estate



HomeGround
Affordable Housing Initiative

PROPERTY MANAGEMENT SCHEDULE OF SERVICES



"As property managers we provide you with a management experience that is unrivalled, ensuring the delivery of a professional, efficient and personal service at all times. Our service covers all aspects of property management. We understand the value and importance that you place in your property, and we will take the time to provide a service tailored to your individual needs."

HomeGround Real Estate Manager, Andrea Levey





PROPERTY MANAGEMENT SERVICES

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PROPERTY MANAGEMENT SERVICES

HomeGround Real Estate



LETTING SERVICES PROVIDED

Full Rent

Rent Foregone

Donated Properties

Advertising

Your property will be advertised on:

- www.realestate.com.au
- www.homegroundrealestate.com.au

with comprehensive digital photos and a detailed description. We take pride in presenting your property in the best possible way to ensure the best match with the right tenant.

- Utilisation of core flute advertising boards where practical

We also have access to various networks to find the right tenant depending on your requirements.

Additional advertising services are available (on an 'at-cost' basis upon request).

- Arrange advertisements in the printed press of your choice (Mainstream and/or local newspaper)
- Subject to Owners Corporation approval, arrange a "For Lease board" to be erected at the property
- In the case of an apartment or unit we can letter box drop the building/complex to advertise your property to current residents and their friends and family.

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Tenants will be sourced from HomeGround Services and affiliated services and organisations.

Property condition report

We provide you with a property assessment and prepare a detailed Inventory and Property Condition Report supported by digital photographs. (These reports will outline any minor and major works required with suggestions on works that will increase the value of your property and help you secure long term tenancy).

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Open for inspection

We will host weekly Open for Inspections and arrange private appointments upon request by prospective tenants. Unaccompanied inspections will not be allowed, as our property managers will use these events to screen potential tenants.

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We will not hold open for inspections for donated properties. We will arrange private appointments with prospective tenants.



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Tenant selection

Prospective tenants are required to complete a comprehensive application form that covers our tenant selection criteria (checking personal references, verifying income and previous rental history). All applications being considered will be checked against the national tenancy database. All this enables us to provide you with a summary of the best potential tenants for your property so you can make a selection with ease.

Prospective tenants are required to complete a comprehensive application form that covers our tenant selection criteria aligned with the government's NRAS household income eligibility limits and landlord specific requirements (checking personal references, verifying income and previous rental history).

All applications being considered will be checked against the national tenancy database.

To make sure we are passing on your generous reduction in rent to the right tenants. A household's gross income for the 12 months prior to commencement of tenancy must be no more than the income limit for that type of household. Household income may subsequently increase above the income limit. However, tenants will cease to be eligible if their household income exceeds the applicable household income limit by 25 per cent or more in two consecutive eligibility years, and HomeGround will work with them to find alternative housing.

Prospective tenants will be selected from the priority housing list or HomeGround clients and matched to properties based on client needs, property suitability and landlord requirements where applicable. These tenants will receive support services from HomeGround Services or selected agencies.

2013-14	\$
1st adult	45,956
Each additional adult	17,579
First sole parent	48,336
Each child	15,243

All this enables us to provide you with a summary of the best potential tenants for your property so you can make a selection with ease.





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Document preparation

In securing and signing new tenants, we will draft and finalise all tenancy documents to comply with relevant legislation:

- Prepare lease documents (based on best practice REIV and Consumer Affairs guidelines)
- Sign the lease on your behalf and send you a copy for your records including relevant special landlord conditions and property specific requirements
- Provide a Department of Consumer Affairs rental guide, (rights and duties of the tenant) receipt and lodge rental bond (four weeks rent) with the Residential Tenancies Bond Authority
- Collect the first month's rent from the tenant in full and calculate the pro rata amount for the 2nd months' rent to be paid on the first of the month going forward
- If the property has a separate water meter, provide the local water authority with the tenant's details so that water consumption is billed directly to the tenant
- Keys to your property are only handed to the tenant after all of these processes have been finalised.

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- Provide a Department of Consumer Affairs rental guide (rights and duties of the tenant)
- Receipt and lodge rental bond (four weeks rent) with the Residential Tenancies Bond Authority
- Receipt pro rata rent to the end of the first calendar month
- If the property has a separate water meter, provide the local water authority with the tenant's details so water bills are sent directly to the tenant
- Keys to your property are only handed to the tenant after all of these requirements are met.

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- Include relevant special landlord conditions and requirements
- Provide a Department of Consumer Affairs rental guide (rights and duties of the tenant)
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- Receipt pro rata rent to the end of the first calendar month
- If the property has a separate water meter, provide the local water authority with the tenant's details so water bills are sent directly to the tenant
- Keys to your property are only handed to the tenant after all of these processes have been finalised
- We will approach your local council regarding the possibility of a rates reduction or waiver.



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MANAGEMENT SERVICES PROVIDED

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Rent collection and arrears management

Rent will be collected from tenants in the most efficient manner (direct debit, BPay, EFT- weekly, fortnightly or monthly). Rental arrears will be managed swiftly and in accordance with relevant legislation.

We will seek your instructions prior to serving any Notices on the tenant which may result in their eviction.

We will recover water consumption costs from tenants if required (eg. in separately metered properties only).

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We will seek your instructions prior to serving any Notices on the tenant which may result in their eviction.

We will recover water consumption costs from tenants if required (eg. in separately metered properties only).

Rent is set between 25% -30% of the tenant's income which includes any rental assistance payment provided to the tenant. Rent will be collected via Centrelink's direct payment system (Centrepay) based on tenant approval. Rental arrears are managed firmly, but with the necessary support and in accordance with relevant legislation.

Disbursement of funds with itemised monthly and annual statements

All rents will be due on the first of the month. We will finalise all current invoices for your property within the first week of the month, and transfer the funds to your nominated account by electronic transfer. You will also receive your monthly financial statement at this time, with income and expenditure details for each property supplied via an electronic statement.

Your annual financial statement will be forwarded along with your June monthly statement each year, including maintenance invoices for your income tax records.

All rents will be due on the first of the month. We will finalise all current invoices for your property within the first week of the month, and transfer the funds to your nominated account by electronic transfer. You will also receive your monthly financial statement at this time with income and expenditure details for each property supplied via an electronic statement.

Your annual financial statement will be forwarded along with your June monthly statement each year, including maintenance invoices for your income tax records.

All of the income from these properties will be allocated to a maintenance fund to ensure the upkeep of the property. HomeGround will return the property to the landlord in the original condition upon completion of the arrangement (Refer to maintenance).

No itemised statements will be provided for donated properties.

Initial tenancy inspection

We will schedule an inspection of your property three months into a new tenancy. The initial inspection will provide you with details of the condition of the property and an assessment of how well it is being maintained by the tenants.

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Routine inspections

We will conduct routine inspections at six monthly intervals and provide you with written notification of this along with any maintenance that is required. The second general inspection that will be conducted at the nine month mark of the tenancy will be used to advise you of the condition of the property and also to recommend the renewal of the lease for a further six or 12 months or a notice to vacate if the property is not being kept well.

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Rental reviews

Rents will be reviewed annually following the nine month general inspection and once the current rent is compared to the market, It is sometimes in a landlord's best interest to maintain the same rental amount or only increase the rent slightly for a good tenant rather than shouldering the cost of a vacant property and re leasing fees. We will provide you with the information required to determine the rent for the following year and issue the relevant notice to the tenant in a timely manner as required by legislation.

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Rental reviews will occur annually. Rent will be adjusted according to tenant income, circumstances, and centrelink allowances.

Lease renegotiations

Prior to the end of a lease following the nine month inspection both the landlord and the tenant are contacted to discuss their intentions with regards to the continuation of the tenancy. If both parties agree to continue a tenancy a new lease will be prepared. We can also arrange a month by month agreement.

A re-letting fee equivalent to one week's rent plus GST is charged for negotiating and executing a lease with the existing tenant.

Prior to the end of a lease following the nine month inspection both the landlord and the tenant are contacted to discuss their intentions with regards to the continuation of the tenancy. If both parties agree to continue a tenancy a new lease will be prepared. We can also arrange a month by month agreement.

A re-letting fee equivalent to one week's rent plus GST is charged for negotiating and executing a lease with the existing tenant.

Prior to the expiration of the lease both landlord and tenant are notified and preference is sought for an ongoing tenancy. A new fixed term lease agreement will be prepared for the tenants if it suits your needs or the tenancy will continue on a monthly basis. No re-letting fee is charged for negotiating a lease with the existing tenant.

Repairs and maintenance

We will take care of your maintenance requirements using skilled, qualified and reliable tradespeople. We will ensure that any maintenance work does not exceed your pre-approved limit without your prior consent.

If you have preferred tradespeople, their details will be recorded and they will be contracted in accordance to your instructions as required.

The Residential Tenancies Act 1997 distinguishes between urgent and non-urgent repairs. We ensure that tenants are fully informed of the procedures that must be followed when dealing with urgent or non-urgent repairs.

Tenants have the authority under the Residential Tenancies Act to organise urgent repairs up to \$1800 out of office hours.

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95% of rental income less agreed expenses paid on behalf of the landlord will be allocated to a maintenance and insurance fund. This will enable us to maintain your property according to your instructions. You will be kept fully informed. Any funds available at the return of the property to the landlord will be used first to ensure that the property is in the same condition taking into account normal wear and tear as when it was originally received by HomeGround. Surplus funds will be reinvested to support other low income and social tenant.



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Vacating tenants

Tenants will be provided with a detailed cleaning guide outlining expectations in relation to the final inspection.

We will work with vacating tenants to ensure prospective tenants can view properties in the lead up to the end of a tenancy. This will reduce potential vacancy rates.

Vacating tenant's bond will be returned upon satisfactory inspection of the property and in compliance with the Residential Tenancies Act 1997. It is important for you to inform us if you are planning some maintenance or upgrades to your property while it is vacant. This will give us the chance to advertise the property with the updated information and also to set the available date with you.

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Paying expenses on your behalf

We will pay the following property maintenance and other expenses from rental income as agreed to save you time:

- Council rates
- Water rates
- Maintenance invoices
- Gardening
- Body Corporate fees
- Land lord insurance
- Building and fitting and fixtures insurance

Insurance premiums – It is important to note that some building insurance policies do not cover things like carpets and curtains and for this reason it is important for you to have fittings and fixture insurance, particularly if the body corporate covers your building insurance.

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Victorian Civil & Administrative Tribunal (VCAT)

VCAT deals with disputes arising between landlord and tenants when issues cannot be reasonably resolved. Care is taken to prevent the need for matters to go before VCAT, but is sometimes unavoidable.

In the event of a VCAT matter arising we will:

- Serve the relevant Notice on the tenant;
- Make application to VCAT for a hearing;
- Attend any Tribunal hearings on your behalf to present the case;
- Follow up on any rulings and/or Orders issued;
- Arrange debt collection/insurance claims where required.

VCAT deals with disputes between landlords and tenants when issues cannot be reasonably resolved. Care is taken to prevent the need for matters to go before VCAT but is sometimes unavoidable.

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- Follow up on any rulings and/or Orders issued;
- Arrange debt collection/insurance claims where required.



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LANDLORD INSURANCE

We highly recommend that landlords take out insurance:

- To cover the building and fittings and fixtures
- Landlord insurance, a policy specifically designed for landlords, covering internal fixtures and fittings, loss of rent and malicious damage.

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- Landlord insurance, a policy specifically designed for landlords, covering internal fixtures and fittings, loss of rent and malicious damage.

Landlord insurance will be taken out where possible to further protect your investment.

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