



the difference
property management

company overview



A word from the Principals, Karen Jensen and Gavin Curtis,

At Jensen Property we are different than your average real estate office. As a boutique agency we are small enough to give you a personalised customer service experience that is second to none; whilst large enough to run our office like a well-oiled machine. We take a genuine interest in all our clients and their properties. Our experienced and knowledgeable staff are at your disposal and dedicated to ensuring your property transaction is managed with the utmost care and efficiency.

We are a 'best practice' agency, committed to operating to the highest ethical standards and practices. As members of the REIQ, we regularly attend structured and on-going development programs to ensure our knowledge is always at the peak of the industry.

Total Property Centre

Our office has been operating since 2004 Our experienced and active team members are available to discuss your needs in any facet of real estate.

Jensen Property provides the following services.

- Quality Property Management of your investment
- Sales and Rental appraisals
- Selling and leasing your Property
- Purchase another Property to expand your investment portfolio
- Refinance or obtaining finance – Our buying power equals great finance packages
- Body Corporate management

Whether it is Property management, Sales, Body Corporate or Finance – we cover it all.

the team

The Property Managers of Jensen Property have extensively worked within the Property management industry with a combined industry knowledge of 30 years. Karen's position is to oversee every facet of the business and to ensure that you are receiving the very best service. Karen's is constantly monitoring the staff and implementing new systems, enabling the business to run smoothly.

Body Corporate and General Property Manager

Fiona Wilson has extensive knowledge operating our high volume customer management system and with years of experience has constantly developed her working knowledge of current legislation. Her warmth and capacity to relate with all clients and colleagues no matter the situation is a great asset to Jensen Property, tenants and landlords alike.



Accounts Manager

Jordan George brings many years Real Estate experience to the Jensen Property Management team. She has the extensive capacity to coordinate and handle any and all issues and processes arising in her daily tasks. She truly has a talent for taking challenges in her stride.

Property Manager

Ida Muller utilizes her extensive knowledge of the local rental market to secure a quality tenant for the best possible rent. Ida ensures that your property is presented and maintained to a high standard and is detailed, informative and decisive. Ida understands the importance of regular and constructive feedback during the leasing process and strives to exceed owner's expectations.



Routine Inspections Officer

Jeremy Campbell is dedicated to ensuring your property is maintained to the highest standard. He provides our property owners with comprehensive reports on the condition of their property, co-ordinates routine inspections and keeps tenants on track with their rental obligations. He works diligently to provide the best possible customer service to owners and tenants, and is regularly complemented on his prompt attention to the inquiry.

best choice



At Jensen Property, we know what is truly important to you... profit, protection and communication at a fair price.

We're not going to fill your head with empty promises... or your statement with hidden costs. But what we will do is open our files, invite you to examine our track record and let you make a sound business decision based on facts not promise. Ask the same of every Agent on your 'shopping list' so you can compare 'apples with apples' to make an informed decision. It will become 'crystal clear'!

Service Guarantee

If you are not completely satisfied within the first 3 months - we'll refund the management fees.

We're different to other agencies - we don't give you empty promises, most likely forgotten after the first 3 months.

We give it to you in writing, so we are all aware of expectations. We survey both our landlord clients and our tenants to continually improve our service.



Keeping You Informed

We understand that communication is the key to our relationship with you and whether it is 'good' news or 'bad' news, we won't keep it from you! We keep you updated with progress and activity relating to your property and tenants.

Direct email access to your Property Manager is a quick and efficient option available to you. A 24-hour pager service is available to handle any emergencies promptly.



a system for success

Your valuable investment property is safeguarded every step of the way by professional property management personnel using a tried and tested system that is under constant review.

Every step has been refined over years of success in property management starting with tenant selection, inspection timetables, dispute management and resolution, programmed maintenance, reports to investors and finally appropriate disbursement of tenants' bonds.

Careful Tenant Selection

Our job is to find the best possible tenant for your property in the quickest possible time.

Our detailed screening process aims to establish that tenants can meet the responsibilities of the tenancy agreement.

Tenant selection is in accordance with laws covering discrimination, residential tenancies and privacy. We keep you informed of applications, so you can take part in the selection process.

Security is Paramount

Unlike many other agents, keys to your property are not handed out to prospective tenants. We don't take that risk with your investment.

Detailed Entry & Exit Reports

Before a tenant moves in, your property manager completes an entry condition inspection with a carefully detailed report.

Photos of the property are available options at both the start and end of the tenancy.

At the end of the tenancy these documents help ensure your property is in the same condition as at the start, fair wear and tear considered, and that the tenant's bond is disbursed appropriately after a thorough exit inspection.

Thorough Documentation

At the time of signing the tenancy agreement we educate and advise the tenants of important aspects of the tenancy agreement and the property itself. We take care of all the documentation and bond lodgment to ensure all is in place for a trouble free tenancy.

Solutions

We start as we mean to end – thorough, educated, detailed, timely, responsive and helpful. Should any issue arise, our job is to provide the best possible solutions for the best outcome.

Programmed Inspections

We take care of your property's maintenance and repairs as if it were our own.

The purpose of the inspections, are two-fold: Firstly, to bring to your attention any immediate maintenance needs and secondly, to inform you of any preventative maintenance or refurbishment that may be beneficial. Owners can then forecast and budget accordingly for any upgrading work suggested in the report.

Maximizing Income

Neglect of minor repairs can often lead to major expenditure and the loss of a good tenant. Our attention to maintenance will ensure that problems are resolved quickly, by qualified tradespeople and at a reasonable price with a limit determined by you.

Savings and Reliability

We have a large pool of highly skilled and fully licensed, reliable tradespeople who can get the job done and at the right price.

Trained to Handle Disputes

In those occasional disputes with tenants we act as mediator between you and the tenant, and if needed, we refer to Dispute Resolution Services.

If the dispute continues, we can attend the Small Claims Tribunal, on your behalf. The Tribunal is an independent third party to hear the dispute and make a decision on the matter. We are well trained to handle such situations and know how best to represent you before the court.

We take the stress away from you!



testimonials



Rather than let us tell you how good we are at Jensen Property you should hear from the people who really matter...our Lessors ... our Clients. These Client testimonials are a sample of the many comments we receive

Bill & Rosie Rowe

Everything has always been handled in the most timely and professional manner

Muthuraj Guruswamy

All rent continues to be on time. Thank you!

Thai Bin Hai

Be assured, we value the high quality service you give.

Neil Hoskins

We would like to thank you for the excellent management we have received over the years and to express our thanks for making the experience a hassle free one. We have no hesitation in recommending your office to our friends.

Brian & Joyce Cottle

Thank you for managing our home so well, It gives us peace of mind being so far away.

Mike Babalich

Your professionalism and quick attention to matters has completely changed my view of real estate Agents.

Larry & Meegan Matthews

I want to thank you for all the ways that you have looked after the management of our investment Property. I have been a very happy customer.

Neil & Merady Brown

Communication is very responsive. Excellent service.

Chung Minh Duong

Thank you for your professional approach in looking after our house and rentals.

marketing and leasing



In this ever-evolving age of technology, you can rest assured that Jensen Property are at the forefront. We use a large array of digital platforms to market your property to the widest possible audience. We use leading software programs and have a 24/7 booking system so prospective tenants can book an inspection at your property anytime, day or night. We love being able to find quality homes for our database of potential tenants, and at the same time give our landlords peace of mind that they have an enthusiastic team of professionals working hard for them.

The majority of prospective tenants are searching online for their next home. We upload our listings onto 15 property portals including high traffic sites realestate.com.au and domain.com. We use expert photography and write detailed descriptions to attract the most attention possible. Your ad will feature in our prominent window display which is lit 24hrs a day, 7 days a week. Upon launching your marketing campaign, we email your property listing to our extensive tenant database. We use large eye-catching signboards that are easily identified as Jensen Property. The contact details are clear, listing office and mobile contact numbers as well as our website and email address, making it simple for interested parties to call for more details or to arrange an inspection. We take a proactive leasing approach, we actively seek out new tenants for your property, we don't wait until they come to us.

Our detailed screening process includes thorough reference checks, searches of the TICA tenancy default database, income and affordability assessment and requirements to provide at least 100 points of photo ID as well as proof of income or bank statements, details of rental history and personal references. We keep you informed of applications and you make the final decision.

your financial well being



You invest in property to protect and grow your hard earned wealth. That is what you expect, what your investment needs and what we offer.

Your Investment Working for You

Our goal is to increase your income and ensure your investment is working for you! We ensure you enjoy the highest possible rent by regular assessments that take into account current market rents of similar properties, the area's vacancy rate, and condition of the property, quality of tenant and length of tenancy.

Your Rent in Your Account

Our fully electronic banking facilities provide tenants with easy rent payment options. We encourage and educate tenants to pay the full rent amount due, not part payments. However, should tenants fall into arrears, we know about it the same day as part of our daily arrears management routine.

Prompt action follows in accordance with the Residential Tenancies and Rooming Accommodation Act, keeping you informed throughout the process.

Accounting to You

Each month we forward you an itemized statement showing all rental income and payments made on your behalf. We electronically deposit your money as cleared funds, into your nominated account within 48 business hours. No waiting for a cheque to clear!

We can also provide a fully itemized Income and Expenditure Summary.



fair fees



We charge a fair and reasonable price for a thorough and professional Property Management service.

We don't work for free, but we guarantee that we do not cut corners to make ends meet as many Agents do with reduced fees.

Fees for the management and letting of residential properties reflect the quality and level of service we offer.

Fees

Our fees are based on the number and type of Property management services you need us to provide and what we can do for you personally.

Every property is different and we can tailor a management package specifically for your requirements.

We look forward to having the opportunity to discuss your personal needs and the range of our services. Our fees are fully tax deductible.



property management



Commission:

8% + GST - 3 Routine Inspections per year with Internal & External report

Administration charge: \$5.50 per month including GST Letting, Fee: 1 week + GST

ADVERTISING FEE - 1st ad complimentary -\$75 there-afterwards

NO LEASE RENEWAL FEE

NO COST FOR ARRANGING MAINTENANCE

ten frequently asked questions by investors



1. Can I say I don't want pets at my Property?

Lessors may choose to specify if Pets are, or, are not allowed in Tenancy Tenancies and Rooming Accommodation Act 2008 (RTRA Act) outlines the tenant's responsibility with having them at a rental Property. Our Agency can provide practical suggestions for your consideration before deciding if you will allow a pet or not.

2. Who holds the Bond money?

A maximum amount equal to four weeks rent is to be paid by the tenant as bond prior to the tenant moving into the property unless the rent is greater than \$700 per week. In this case, then an agreed amount can be requested to be paid over and above the four weeks rent as bond. The bond is lodged with the Residential Tenancies Authority and held there until the tenant vacates the premises and a thorough agent exit property inspection and report is completed and we are satisfied the tenant has returned the property as required and all rent has been paid. The bond is then dispersed appropriately.

3. How and when am I paid the rent from my tenants?

All monies received on your behalf are held in our regularly audited trust account. From these monies we pay all authorized payments relating to your property e.g. council rates, insurance, repairs and maintenance. Invoices are sent to you with your next statement. The trust account period concludes with account processing occurring on the first business day of each month to comply with trust account auditor requirements. We electronically transfer your funds into your nominated financial account within the next 2 business days.

4. Are all repairs done properly?

Work arranged by our agency for your property is carried out by a suitably qualified and licensed trades-person. If the work required is covered by a warranty, our Agency contacts the supplier, or if the work is claimable under your Landlord or any other insurance policy, we can contact the insurer to claim on your behalf. Our agency has access to a wide range of trades people who have met our Agency's stringent criteria.

5. Does somebody keep track of rental payments?

Each business day rent arrears are monitored with action taken. If the tenant is 4 days in arrears a reminder is sent. If rent is in arrears on the 8th day, we issue a formal Notice to Remedy, as the law allows at this time. In this event, a copy of the notice will be sent to you for your reference. If rent continues to be unpaid we issue a formal Notice to Leave when the law allows and send a copy to you. We maintain contact with you until the matter is finalised ie rent is paid or the eviction process concludes.



6. What is the average length of a Tenancy Agreement?

The most common tenancy is a Fixed Term eg 12 months or 1 year. In today's market lessees are requesting 6 month tenancies due to the costs of moving premises and the desire to have security with their home and the knowledge the rent will not alter over the next 12 months. We suggest a new Tenant's first Tenancy Agreement be for 12 months to see how the Tenant performs. If the market allows a rent increase can be written into the Agreement at the 6 month mark. The Agreement may be re-negotiated before the end of each fixed term period. We contact you about 3.5 months prior to a lease expiry with options and advice about rent.

7. How often can I inspect the Property other than for maintenance?

The Tenancy Agreement specifies that the Tenant permits the Lessor/Agent to inspect the Property during the tenancy provided the Tenant is given notice, as required by the RTRA Act. The Act states that unless a Tenant agrees otherwise, entry may not be made less than 3 months after a previous entry by the Lessor/Agent.

8. What Insurance is needed for an investment Property?

Before renting a Property it is highly recommended to have appropriate insurance cover such as 'Landlord Protection Insurance'. We can provide various brochures from Insurance Companies providing this type of policy. In addition, building and contents insurance and public liability cover are vital. Packages are typically available from your preferred Insurer for cost effective and comprehensive protection. All queries about insurance must be directed to Insurance Providers.

9. Who pays for water?

The Lessor is responsible to pay Council / Shire sewerage and drainage rates, Land Tax and all corporate charges. From the date a tenancy commences and if specified on the Tenancy Agreement, Tenants are responsible to pay for electricity, telephone, gas plus water charges over and above the average allowance incurred. The Lessor can pass on full water consumption costs as long as their Property meets the criteria of the 3 star wells rating.

10. Do I pay for the telephone connection?

It is recommended that if the Property is new or has been vacant for a while and a telephone line is not connected to the Property the Lessor pays for a line connection. We recommend the Tenant organises the work and submits the account to us for the Lessor to pay. The Tenant is responsible to pay for the service connection to the line and all services used.

To ask other questions and to find out about the services we provide to Investors, contact the Jensen Property rentals team via email: rentals@jensenproperty.com.au or phone: (07) 3426 9884

presenting your property

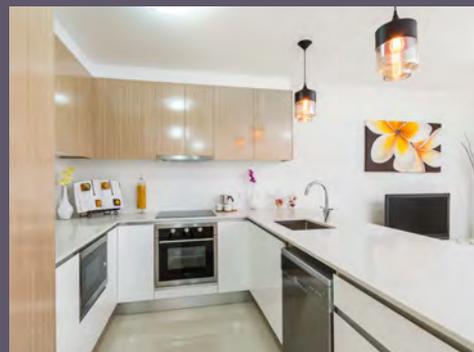


High quality photography is essential when presenting your property to the market. We know the importance of showing your property in its best light to generate as much enquiry as possible. The quality of your ad will determine the quality of tenant your property will attract.

What your property looks like in the advertisement with other agency:



Same property, different agent:
No additional cost.
Your property could be presented online like this:





05/07/2016

Routine Condition Report

Unit 8, 14 Morshead St
Moorooka QLD 4105
Tenant: Styles, Chloe; Stott, Matthew; Baulch, Toni
Lease Expiry: 06/04/2017
Inspection completed on: 05/07/2016
By: Sam Bishop

Comments

Property is very clean and tidy throughout. Minor scuff marks on walls (fair wear and tear for length of tenancy). Being well cared for by tenants.

Summary

Entry	Minor scuffs on walls, floors cleaned.
Lounge Room	Clean and tidy. No damage sighted.
Dining Room	Floors and walls clean.
Kitchen/Meals	Appliances clean, floors clean, no damage sighted. No maintenance reported.
Family Room	Clean and tidy. Minor scuff marks on walls.
Bedroom 1	Carpets in good condition, no marks on walls.
Ensuite	Shower and basin clean. Floors and walls clean.
Bedroom 2	Carpets in good condition, no marks on walls.
Bedroom 3	Carpets in good condition, some small marks on walls.
Bedroom 4	Carpets in good condition, no marks on walls.
Bathroom	Shower, bath and basin clean. Floors and walls clean.
Laundry	Wash tub and bench clean. Floors and walls clean.
General	Garage tidy, some oil stains.



Details

Lounge Room
Clean and tidy. No damage sighted.



Bedroom 3
Carpets in good condition, some small marks on walls.



Bedroom 4
Carpets in good condition, no marks on walls.



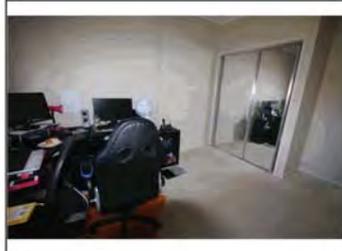
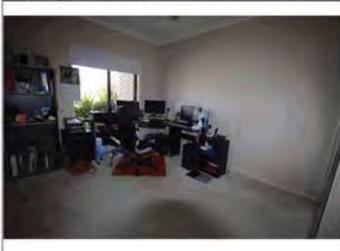
Ensuite
Shower and basin clean. Floors and walls clean.



Bedroom 1
Carpets in good condition, no marks on walls.



Bedroom 2
Carpets in good condition, no marks on walls.



Bathroom
Shower, bath and basin clean. Floors and walls clean.



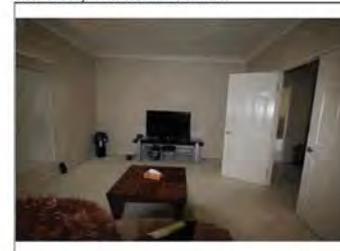
Dining Room
Floors and walls clean.



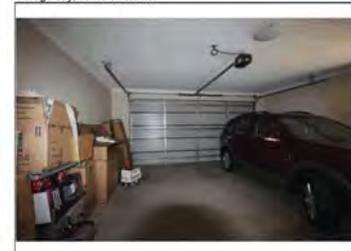
Laundry
Wash tub and bench clean. Floors and walls clean.



Family Room
Clean and tidy. Minor scuff marks on walls.



General
Garage tidy, some oil stains.



Jensen

PROPERTY



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CONSULTATION • MARKETING • DEVELOPMENTS

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