

LEVEL OF SERVICE – LEASING & RENTAL MANAGEMENT

Below is a detailed level of service provided by the iCare if you let us manage your property:

LEASING OF PROPERTY

- We'll ensure your property is well presented. Cleaners can be organised if necessary.
- We'll market and advertise your property on the internet and/or print media where appropriate.
- We'll introduce trusted prospective tenants to the property through our existing tenant database.
- You'll be kept up-to-date on the marketing campaign, as well as the level of interest from prospective tenants.
- We'll host open inspections in coordination with yourself, or existing tenants.
- You'll get a summary of prospective tenants and offers submitted for your consideration.
- With your approval, we'll have applicants undergo our comprehensive 12-point checks to include reference and employment confirmations.
- We'll prepare and execute the tenancy agreement to your satisfaction.
- We'll collect the initial rent, as well as applicable tenancy bond from your new tenant and receipt into a tenancy trust account.
- We'll prepare an entry condition report of your property with sharp and accurate photos before the tenant(s) moves into the property.
- Appropriate copies of keys to be handed to tenant(s).

DURING TENANCY

- We'll conduct routine inspections of your property every 6 months to ensure it is retained in good and satisfactory condition.
- We'll endeavour to make sure rent is paid and disbursed to you on time. This means chasing up rent and follow through to the Residential Tenancies Tribunal if necessary.
- We'll provide you with end-of-financial-year reports with your income and expense summaries to help you plan your next move.

- We'll manage all payments of utilities, insurances, owners' corporation fees or rates for you.
- We'll manage all maintenance matters, small or large as required on your approval. You'll always be notified before we organise any tradesmen and we'll advise accordingly.
- We'll communicate issues raised by your tenants with you and advise you on the appropriate actions.

RENEWAL LEASE/RENT REVIEW

- We'll monitor lease expiry dates and re-negotiate lease renewal terms with your existing tenant(s).
- We'll conduct rent reviews in line with market trends and advise you on the appropriate rent increments, as well as the term of the lease and etc.
- We'll prepare and recommend a maintenance or upgrade plan to maximise your rental income.

AT THE CONCLUSION OF TENANCY

- We'll thoroughly inspect your property at the end of the tenancy to ensure that it's in original condition as it was at the start of tenancy.
- We'll negotiate any disputes that may arise over the condition of the property such as cleanliness and/or damages incurred.
- Bond will be released to tenant(s), minus any deductions where necessary, if you're satisfied and upon receipt of all keys.