



The Aura Property Difference

Riverside Gardens Apartment Managers
Specialising in Strata Management & Residential Rentals

YOUR PROPERTY PROFESSIONALS

Your dedicated Property Management team is your first point of contact regarding your property. Our team are fully qualified and dedicated individuals whose sole purpose is to ensure that your investment property is being efficiently looked after. Our Property Managers bring a high level of experience, professionalism, and efficiency to the management of your asset. We have extensive local knowledge, expertise and are highly skilled. You can feel secure when engaging Aura Property.

COMMITMENT TO STANDARDS

Aura Property is a member of Real Estate Institute of Queensland (REIQ) and our staff attend regular development and training sessions to ensure their knowledge and skills are always up to date. Your valuable investment property is safeguarded every step of the way by our professional Property Management team using a tried and tested system that is under constant review. Every step has been refined within the Property Management Process starting with advertising of properties, leasing strategies, tenant selection, inspection timetables, programmed maintenance, reports to investors, dispute management and resolution and appropriate disbursement of owners' funds and tenants' bonds. We are committed to providing open and honest communication to all parties in a timely and professional manner.

CAREFUL TENANT SELECTION

Our job is to find the best possible tenant for your property in the quickest possible timeframe. Your decision coupled with our advice and professional opinion will simplify the process of finding the right tenant for your property.

Our detailed screening process aims to establish if tenants are able to meet the responsibilities of the Tenancy Agreement. All references are checked and verified in writing or by telephone. Tenant selection is in accordance with laws covering Discrimination and Residential Tenancies and Privacy.

We diligently cross check all our applicants on the Tenancy Information Centre Australia (TICA). You are closely communicated with throughout the entire process, as the final decision is at your discretion. At the time of signing the Tenancy Agreement we educate and advise the tenants of important aspects of the agreement they are entering and the property itself.

We take care of all the documentation and bond lodgements to ensure all is in place for a trouble-free tenancy.



MARKETING

Aura Property exposes your property to the widest possible number of prospective tenants through every available online resource. We also have an extensive database of prospective tenants and conduct inspections by appointment and open for inspections. Our team are adept at marketing property, this means that you are represented by a dynamic team that finds tenants for your investment property and finds them fast. As well as reaching out to find the best tenants, we find they actively seek us out because they know we have what they want, and often we have people looking to rent with us that have been referred by current tenants.

Aura Property assures that you receive a quality applicant for your property, in the shortest possible time and for the best possible rent. We want what you want and understand that feedback to you during the vacancy period is paramount. Our negotiation skills mean we always strive to achieve the best results for you.

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; all inspections are scheduled and attended by a team member. This allows us to liaise with the prospective tenants and pre-assess their suitability for your property.

DETAILED ENTRY AND EXIT REPORTS

Before a tenant moves in, your Property Manager completes an Entry Condition Inspection with a carefully detailed report. Tenants are also required to complete an Entry Condition report within 3 days of moving into the premises. Photos of your property and its inclusions are a must 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.

Regular Inspections for peace of mind in your investment

SCHEDULED INSPECTIONS

We take care of your property's maintenance and repairs as if it were our own, with our inspections carried out every 3 months. A copy of the routine inspection report together with photos will be forwarded to you after each inspection.

The purpose of the inspections is two-fold. Firstly, to ensure the tenants are maintaining the property in accordance with their agreement, and secondly to bring to your attention any immediate maintenance needs, 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.

COMMUNICATION

Communication is a vital tool in successfully managing property. This is important not only for keeping you up to date with your property, but also for maintaining a healthy rapport with the tenant. Communication is an area where many agents can fall short of the mark – Aura Property ensure communication between all parties is a top priority and updates are given regularly.

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.



MAXIMISING 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. All repairs and maintenance require your approval prior to action. If the repair is classed as urgent, we are required by law to have it rectified immediately. We will make every effort to contact you, but in the event you are unreachable, legislation dictates that repairs to the value of 2 weeks rent can be undertaken without your prior consent. In this instance, you will be provided with a full update and progress report of the situation, including details of our attempts to contact you.



YOUR INVESTMENT WORKING FOR YOU

We ensure you enjoy the best possible rent by regular assessments that consider current market rents of similar properties, the area's vacancy rate, condition of the property, quality of tenant and length of tenancy. What we don't do, is overpromise and under deliver. When your property is advertised, we will recommend a realistic price based on the above factors as well as our knowledge of the area and market trends. We will not tell you an unrealistic price to win your business.

As investors, we know and understand the importance of having the price set right. To be guiding you at an unrealistic price and coming down in small increments just above the market will lead straight to vacancy which will burn holes through your pockets much quicker than to meet the market on a 6-month lease and realign rent after that time. There is one reason why people invest in property – to protect and grow their hard-earned wealth. After all, that is what you expect, what your investment needs and what we offer.

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 Queensland Civil and Administrative Tribunal (QCAT), 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!

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Our goal is to increase your income and ensure your investment is working for you!

YOUR RENT IN YOUR ACCOUNT

Each month we forward you an itemized statement showing all rental income and payments made on your behalf. We electronically deposit your money into your nominated account on the first business day of each month. No waiting for a cheque to clear!

ARREARS PROCESS

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.

PAYMENT OF ACCOUNTS

When required we will pay all accounts pertaining to the property, provided there are sufficient funds held in your account to meet the payments. These payments may include;

- Council Rates
- Strata levies
- Insurance Premiums
- Landlord Insurance
- Repairs and Maintenance



Our professional team

RENEE GUAZZO



Renee has a passion for real estate and a talent for making a house a home. She has learnt a lot about investing and built her first home with her husband at a young age in Riverside Gardens.

Since then she has bought, sold and renovated homes.

In addition to Renee's passion for styling and homewares, she is a qualified, 20 years experienced school teacher and has taught a range of school aged children. This experience has made her very comfortable with a range of personalities and has enhanced her interpersonal skills.

Renee has earned a reputation as a caring, hard-working and diligent person where clients value her honest, direct and professional approach. Renee and her family have their own investment portfolio and therefore recognise the importance of effective, efficient and professional property management.

With Renee's knowledge of the local market, attention to detail and tenacity you can be assured Renee will work in your best interests.

CRAIG KELLY



Craig Kelly is the dedicated groundskeeper at Riverside Gardens Apartments.

He has 20 years experience in gardening and has a Certificate in Horticulture/Landscaping. He is dedicated to keeping the complex neat, safe and tidy and takes pride in his work and the final product he achieves. He looks for additional areas that he can improve and ensures that he works to a high standard.

In his spare time Craig enjoys fishing, golf, going out with family and friends and going to the footy.

BELINDA KILLICK



Belinda is our Senior Property Manager for Riverside Garden Apartments and Residential Rental Properties incorporating Strata Management.

Given the opportunity to begin as a receptionist she worked her way up from there to be a Senior Property Manager and is still in the industry 15 years later.

Belinda is a reliable, trustworthy long standing Property Manager and manages her own portfolio here at Aura Property QLD. Her exceptional communication skills, problem solving skills and time management, are all important when managing investment properties.

Begin with the end in mind is a motto Aura Property use and Belinda integrates this within her work and personal environment. Her perseverance and a determination to satisfy property owners and tenants means she thrives in this busy varied working environment where every day is a challenge.

Belinda continues to give the Townsville region professional, knowledgeable, and steadfast service.





Phone: 07 4447 8620

Email: admin@aurapropertyqld.net.au

4 Paddington Terrace Douglas QLD 4814

www.aurapropertyqld.net.au