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Welcome

Thanks for considering First National Engage Eastlakes for your property letting and management needs.

Our experience in the industry has given us a clear understanding of investor needs and the specific property goals of our clients in the letting and management of their properties.

This document will navigate our journey with you towards a smooth transition to bring your property into our care. By putting this proposal, quote and terms of letting in writing, you will know exactly what it is that we will be doing on your behalf, should you engage us as your chosen agent to represent you for the management of your property.

We will keep you fully informed through every step of the process to achieve an excellent result in the active market. We look forward to your response to this proposal and your decision to activate our services.

Our Team



Who are you putting your faith in?

Our property management team is made up of a number of experienced real estate specialists across leasing, property administration, the tenancy process, and everything involved in the maintenance and management of your home.

Built on a foundation of superb customer service and exceptional results for our clients, the property management team at First National Engage Eastlakes is ready to put you first, when you entrust us with your investment for the years to come.

Rental Payments & Rent Arrears

Rental Payments

All Rental payments are via DEFT Payment Systems - BPay Each tenant has their own unique reference number.



Rental Arrears

At First National Engage Property we understand that sometimes there are unforeseen circumstances that result in delayed rental payments. Although the situation may never apply, most Tenants pay rent on time, it is important we advise you of the process involved.

And although we will endeavor to accommodate any extraordinary situations resulting in late rental payments, there is a strict arrears management procedure that will be maintained, regardless of the reason. This is to ensure effective management of arrears, uphold the your insurance and to protect your investment.

These actions form our rent arrears management procedure and occur at the time specified:

2 - 13 days in arrears	Reminder SMS message or email (these are system automated)
14 days in arrears	Breach & Termination notice will be issued with 14 days to remedy with full payment of rent

If after vacating the premises there are monies owed in excess of the Bond, the Tenants named on the Tenancy Agreement may be listed with a Tenancy Database ie TICA – Tenancy Information Centre of Australia and NTD – National Tenancy Database.

Tenants will be advised in writing and have the opportunity to pay any monies owed before their details are listed.

Routine Inspections

General Information

The information provided is a guide to the regular inspections which occur at the Property leased. As part of our management responsibilities our Agency conducts regular Property Maintenance Inspections.

When we Inspect

6-8 week after you first move in.

Up to 4 inspection per year can be conducted.

A day and approximate entry time (am/pm) is provided to you via EMAIL and SMS from our PropertyMe Software.

Due to time restraints allocated for Property inspections, it is difficult to rearrange times, however, in extreme circumstances, please contact your property manager via email, to request a change of entry.

Your presence at the inspection is welcome, but not necessary, as the staff member conducting the inspection will use our Agency key set.

What We Inspect

The inspection's key purpose is to visually inspect the areas applicable to the Property as listed in the next tabs 3 & 4, and identify repairs and maintenance needed. A report is prepared and forwarded to the owner for instructions if repairs or maintenance work is required or recommended.

Inspecting The Interior

All rooms

Floor Coverings

Walls

Doors and Locks including Front and Rear

Ceiling / and Fans if applicable

Smoke Alarms if applicable

Light Fittings

Power Points

Built in cupboards – shelving and rails

Curtains, blinds

Whitegoods if included in tenancy

Fixtures eg oven, stove

Hot water system

Furniture if included in tenancy

All wet areas – taps, pipes below sink & basins

Inspecting The Exterior

Garage / carport

Gardens and lawns

Paintwork

Guttering and downpipes

Steps

Balcony and decks

Driveway, paths, courtyard

Clothes Line

Pool / spa, if applicable

Fencing

Taps

External Light Fittings

Tenant Action Request

We appreciate your help by promptly advising us of problems found during residing at the property via the maintenance procedure.

Before Planned Inspection

However, before each planned inspection we ask Tenants to action the following:

Please complete the form we send you with the Entry email and leave it on the kitchen bench for our attention on arrival or email to your property manager beforehand.

Please ensure any approved pets such as dogs are restrained or removed from the property if you cannot be present for the inspection. The property manager must be able to access all areas of the property.

We invite the owners of the property to every routine inspection, most do not attend however if the owner does come along please do not be surprised.

Investor Owner Portal

Our Software

As property managers, there is no shortage of unforeseen issues that can make our working day a long and exhausting one. That's why we choose great software to help us manage your property. Our property management software enables us to manage the business of maintaining a portfolio of properties on behalf of our owners.

Property Me Owner Portal

The owner's portal allows you as a landlord to login and access information about your property whenever you want. Aside from the ease-of-use for both parties, it helps us stand above the competition as an organised manager who can offer constant transparency to their landlords. Some of the things you can access through the owners portal include:

- The current financial status of all your properties
- All historical statements and copies of attached bills
- All general scanned documents attached to the owner's folio
- Photos and details for the property and tenancy
- Financial activity graph
- Activity summaries for jobs and inspections

Landlord Insurance

Landlord insurance bundles the cover usually found in home insurance with extras that relate specifically to owning a rental property.

What this insurance covers varies between providers and price range, but it can include such items as theft; malicious damage and vandalism; loss of rent due to tenant default; and legal expenses required to evict a tenant.

While some landlord's insurance offerings will cover repair for building damage and any rent lost while the property is uninhabitable, if the property is strata title, the body corporate fees may cover building insurance.

Contents belonging to a landlord, like carpets, blinds, dishwashers and removable air conditioning units, may also be covered.

There are a number of landlord insurance products available, so ensure you shop around for the deal that best suits your situation. Remember, you can also negotiate on premium

Points to consider when choosing Landlord Insurance:

- > Loss of Rent
- > Malicious/Vandalism

Management Fee and Structure

At First National Engage Eastlakes, we pride ourselves on approaching Property Management from an investors standpoint first and foremost. As such, our complete cost of management fees can be calculated in full and in advance with no hidden costs.

Agency Fees:

Management Fee of ~~7.7% GST Inclusive~~ - **Reduced to 7% GST Inclusive**

Letting Fee of 2 Weeks Rent + GST

Lease Renewal Fee of 1/2 Weeks Rent + GST

Administration Fee of \$6.60 per statement, per folio.

Tenancy Agreement Preparation Fee - \$44

Services, Charges and Expenses:

Calculation and collection of water and sewerage usage charges - 7.7% GST Inclusive

Attendance at a tribunal/court - \$110 per hour

Preparation of a tribunal/court case - \$110 per hour

NCAT Fees as per application

Processing Insurance Claims, including valuations for insurance purposes - \$110 per hour

Disaster/Emergency Management Fee - 4.4%

Arrangement of refurbishment or improvements - \$110 per hour

Onsite Quote Co-ordination Fee - \$110 per hour

End of Financial Year Statement Fee - \$55

File Closure Fee - \$99

Above Fees Includes:

Proactive database screening of all prospective tenants including social media checks and a stringent tenant selection.

Entry & Exit Condition Inspections - A thorough Property Condition Report will be completed at the commencement of all tenancies and forms part of the above Residential Tenancy Agreement. Photographs will also form part of the report to ensure accuracy. A copy of the agreements will be provided to you after the commencement of all new tenancies.

Making sure the property is compliant with the currently legislation.

Detailed Rental Statements upon each payment and an accountant ready end of financial year statement in Property Me. Including 24/7 access to your unique online Management portal (Property Me) which includes detailed reports and "live- real-time" status on the management of your portfolio.

Owners paid mid month or end monthly into your nominated bank account electronically.

Thorough Routine Inspections conducted up to 3 per year and resulting electronic report provided with digital photographs and a comprehensive summary of property.

Water Charging – including the arrangement of water compliance, calculating water consumption costs and invoicing tenants accordingly. Utility bills can be directed to our office for payment on your behalf.

Coordination of daily maintenance of your property.

Lease Re-negotiations with a detailed Market Analysis report of your property every 12 months to determine any acquired capital growth.

Strict arrears policy. Including management of appropriate RTA notices as required, i.e. notice of rent increase, notice to vacate, remedy breach notice.

Marketing Costs

Professional Photography

We collaborate with our trusted photographers to ensure your property is showcased to prospective tenants in the best possible light. High-quality, professional images highlight the unique features of your home, helping to attract quality tenants quickly and effectively.

Package Consists of 6 - 8 Photographs
(Once-off Investment)
\$165 inc.GST

Floorplans

Floorplans bring your property's layout to life by providing a clear visual representation of the space. They detail room dimensions and the overall property layout, giving potential tenants a better understanding of how the space can work for them.

Floorplan - \$135 (Once-off Investment)



For Lease Sign Board

A Sign Board will be installed at the property every time it is listed as "For Lease."

The Purpose is to enhance visibility and attract potential tenants. Installation will occur promptly upon the property being designated as available for lease.

The sign will be maintained in good condition for the duration of the listing period and removed upon lease completion.

Sign Board - \$97 - \$112 per Advertised Listing

Internet

Your listing will be featured across major real estate portals, including **Realestate.com.au** and **Domain**, ensuring maximum exposure to potential tenants and reaching a wide audience of active property seekers.

Domain.com.au - Complimentary
Realestate.com.au - \$110 per Advertised Listing



Videos

Our walk through videos are engaging to potential renters and is another way we make your listing stand out.

Complimentary.



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Business Development Manager



Bec Walton

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Business Development Manager and Team Leader

Bec is a Property Manager and Team Leader who specialises in residential Property Management throughout Belmont, NSW.

With over 24 years of experience, Bec is THE property management specialist across the Belmont area!

Bec always demonstrated the intuitive understanding required to navigate the challenges of today's property management market.

Bec leads the property management team by example with a commitment to excellent service, timely communication and always going the extra mile for every client who entrust their property to her care.

Priding herself on being both an excellent problem solver who delivers beyond expectations, Bec has all the qualities you want in a Property Manager and ensures her team reflects the same.

Contact Bec

During her time in the industry, Bec has also established a reputation among our local community and clients as being trustworthy, refreshingly positive and having expert knowledge to get the most out of your investment.

As an expert in Real Estate, Bec has been recognised for the following achievements:

- Winner of the Top 10 Award for Property Manager of the Year - First National Real Estate NSW Awards 2025
- Winner of the Diamond Award for Property Management - First National Real Estate NSW Awards 2025
- Winner of Magnificent 7 Award for Business Development Manager - First National Real Estate NSW Awards 2024
- Winner of the Diamond Award for Property Management - First National Real Estate NSW Awards 2024
- Winner of The Elite Office Award for Property Management - First National Real Estate NSW Awards 2024
- Finalist - REB – Property Manager of the Year (Regional) (2023)

What Clients are Saying

Bec was highly recommended by my Broker and I am so glad I took their advice. Bec is friendly, approachable, professional and extremely knowledgeable. Bec has made me feel supported each step of the way as a new landlord, which is a scary time. I highly recommend Bec and her smile!

Landlord Ashlee

I cannot speak more highly of property manager Bec. In fact, she's so amazing at what she does that I tracked her down when she left her previous employer. Having had real estate property managers in the past say my place is fine, that the state was due to wear and tear when it was in-fact malicious damage to the extreme is something I can't understand. I have felt at ease and can say my property is looked after thanks to Bec. I've had Bec managing my property for at least 7 years. She definitely lets you know when there's issues and her record keeping, documentation is second to none. Property inspection reports are detailed. If there's an issue, Bec attends to it straight away. She's a pleasure to have looking after your investment knowing it's safely looked after.

Landlord Fiona

Being novice landlords we wanted to ensure that we had a successful rental and followed the appropriate steps to lease our family home. The team was fantastic in assisting us throughout the entire process from advertising the property to finding the appropriate tenants. A clear and concise with communication, prompt and informative with answering our questions and queries, and thorough with the processes that needed to be followed. We would not hesitate to recommend First National Engage Eastlakes and we are immensely grateful for them with there professionalism in leasing our property.

Landlords Aaron & Elise

The staff at First National Engage Eastlakes have always been courteous, friendly and helpful. Great achievement winning this years general excellence and marketing award, well deserved.

Landlord Donna

What a wonderfully painless procedure it has been to rent out my unit in valentine to a wonderful couple all thanks to the team. Exceptionally professional and caring. Thanks again, I look forward to a long rental relationship with First National Engage Eastlakes.

Landlord from Valentine

I would highly recommend Bianca at First National Belmont! Bianca made it a smooth and easy process for myself to relocate into our rental, something I was dreading but with Bianca's knowledge and help it was much easier! She was professional, and has always been available and ready to help with any of our inquiries. They are a down to earth professional team!

Tenant Melly

I can't thank you enough for the Wonderful Service and attention to detail we experienced, I would happily recommend first National Engage Eastlakes (formally Engage Property) to anyone, you have looked after us so well and would definitely use you guys again if the time came again. It is a shame we had to sell but these things happen.

Landlord Brooke

I would like to take the opportunity and express my gratitude to you personally and all your team members for the great service provided during years for me! Thank you for professional, proactive actions and great customer service. As a landlord I am very happy with my relationship with First National Engage Eastlakes all my properties are looking after the way I prefer - and I am looking forward to even more successful years together.

Landlord Irene

This is the third property my family has used them for. They've always been careful getting good quality tenants- so no dramas. They make all the setup and paperwork easy and don't need reminding or chasing up. Efficient and hard working.

Landlord A Monty

Professional and approachable. They went out of their way to assist us and were quick and clear in all communications. Would highly recommend.

Landlord Bryon

A very warm and welcoming rental experience. The team are adaptive and understanding of my needs. They look after tenants and provide a professional service. I strongly recommend.

Tenant Joshua O

Dear Team, I am extremely happy with the service you have provided. You have proven to be professional, efficient and thorough in all areas. We were blown away that you found a great tenant in a matter of hours without any advertising and for the price we wanted. We would not hesitate to recommend First National Engage Eastlakes (formally Engage Property) to friends and family.

Landlords Lisa & Tom

Just a quick email to say much we appreciate what you have done for us. Our previous tenant left us with damage and a flea infested house also unpaid rent. Unfortunately we did decide to go again with that property management company hoping that they would chase the outstanding debt. After 6 weeks of them advertising and still our house was empty and no outstanding rent paid. We rang you and within a week you had advertised and had open house as we requested and you found the best tenant any landlord could ask for. The communication from you on a regular basis was above our expectation and something I had not experienced before. We cannot thank you enough for your professional way you took on our property and done the best you could to satisfy our request of what we wanted. I would not hesitate to recommend you to any of my friends or family. Looking forward to a long relationship with yourself and First National Engage Eastlakes.

Landlords Lee & Sue

Bought an investment unit through First National and was so impressed with the easy process and assistance received we chose them to take care of managing the property. We found the team be prompt professional and kept us in the loop each step along the way.

Landlord