

<p>Who are Prorentals</p> <p><b>"FIGJAM"</b></p> <ol style="list-style-type: none"> <li>1. Property Management only Office</li> <li>2. Manage Properties across Brisbane</li> <li>3. Have built up the business through results.</li> <li>4. 12 Full time staff</li> <li>5. Dedicated Roles <ul style="list-style-type: none"> <li>- Leasing Team</li> <li>- Office Administrator</li> <li>- Property Manager</li> </ul> </li> <li>6. High profile office location</li> <li>7. Long term Staff</li> <li>8. Strong Internet presence</li> <li>9. Property Managers results based pay structure based on rent collected</li> </ol>	<p>The benefit to the owner is:</p> <p>Owners benefit from our focus of expertise and resources, no sales distractions</p> <p>No need to have more than 1 property manager looking after their Brisbane portfolio, ease of communication, consistency of quality, expertise with a wide variety of property styles and areas</p> <p>No cost to use our service unless we provide a result – no risk for the owner</p> <p>Sufficient staff resources to maintain quality of care, staff able to draw upon the expertise of the other staff to find solutions</p> <p>Results driven team dedicated to renting your vacant property quickly and efficiently, deal with prospective tenant enquiry, able to respond quickly to interest; provide accompanied inspections for owners piece of mind and to provide feedback on the prospective tenant - reduce vacancy</p> <p>We have a full time administrator for receipting of rent; payment of invoices; issuing of owner statements and processing of end of Month payments to owners – no property management distractions ensuring accuracy and prompt payments to owners</p> <p>With the above functions already handled, the property manager is left with more time to compile comprehensive entry condition reports, deal with maintenance issues, carry our routine inspections, be pro-active, carry out detailed vacating inspections – property is better managed</p> <p>Attract high numbers of prospective tenants to the office looking for available rental properties – reducing vacancy – saving the owner \$\$</p> <p>Of the 9 Property Managers that have been employed by prorentals in our 6 year history, 8 are still working at the office, 3 Have been promoted to other positions within the office &amp; 1 was "let go" after the first 2 weeks of her 3 month probation. I would expect our trend of long-term people to continue. This will provide you with the same continuity of care experienced by our current owners.</p> <p>Able to reach a wide audience of prospective tenants, increasing the chances of finding the best tenant within a short time frame</p> <p>PM's motivation is aligned with owners – you don't get rent – we don't get paid; tenants causing problems at the property - less time to grow portfolio; property damaged at end of tenancy – takes longer to rent out – need to ensure the property runs smoothly</p>
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Our Property Management System

***"The most important thing in finding a tenant – is finding the right one"***

- Expert knowledge of Residential Tenancies Act, General Tenancy Agreement and associated documentation
  - o Able to deal with issues in accordance with legislation
- Detailed Descriptions and vacancy photos
- Open for Inspections
- No application fee for tenant
- Thorough Application Processing
  - o Requirement for sufficient documentation and ID
  - o Cross referencing of information with multiple sources
  - o Use of third party tenancy databases
- Owner approves application

***"Provide all parties with quality information in order to solve problems before they occur during the tenancy"***

- Signup interview carried out with approved tenant
- Tenant issued with B-Pay Card
- Rental payment schedule
- Detailed entry condition report
- Thorough Arrears Management

We know what can and cannot be done – able to provide sound advise to owner – stay on the right side of the ledgislation  
Reduce oppourtunity for litigation against agent and owner

Prospective tenants already have a good idea of the property they are inspecting – high ratio of inspections to applications – less vacancy, less disruption for residents of property

Creates competition between prospective tenants – will bring forward a decision, multiple applications – owner gets to choose who they want, less disruptions for residents

Able to accept multiple applications so we can choose who's best not just who's first – better quality of tenant  
No downtime should an application not be suitable (i.e. the property is continually being promoted until the deposit from the approved applicant is paid)

Reduced likely hood of a undesirable applicant moving into the property and causing damage and being behind with the rent

Owner is in control – they feel more comfortable

Tenant is provided with information designed to help the tenancy run smoothly also designed to avert any problems that may occur during the tenancy

Limits excuses why rent cant be paid on-time  
Cleared funds for owner

Shows tenant our expectation of timely rental payments, helps tenants to pay on time, this helps ensure owners are paid on-time

Tenant is aware we are thorough – aware of our expectations  
A detailed record of the property puts us in a better standing should their be a dispute – decision likely to benefit the owner

Constant monitoring and pro-active communication with aim to a solution with the tenant - reduces arrears duration and consistency – rent paid in advance and on time to owner

<ul style="list-style-type: none"> <li>- Routine Inspections <ul style="list-style-type: none"> <li>o Able to pro-actively identify maintenance issues</li> <li>o Identify tenancy breaches</li> </ul> </li>   <li>- Vacate Letter – Provide information to tenant on ending the tenancy <ul style="list-style-type: none"> <li>o Confirm vacate date</li> <li>o Confirm how much rent is left to pay</li> <li>o Advise tenants the need for quality professional carpet cleaner</li> <li>o Provide vacate cleaning checklist</li> </ul> </li> </ul>	<p>Cheaper than waiting for the issue to cause problems</p> <p>Arrange for the breach to be remedied to prevent or stop any negative effect it may have on the property</p> <p>Increases the likelihood of the property being ready for new tenants to occupy as soon as the tenants move out – less vacancy, better return</p>
<p>Must have the PAMD authorised before we can make any representation about the property – no exceptions</p> <p>Completing and Authorising the PAMD</p> <p>Non exclusive basis clause</p>	<p>Government requirement – we can be fined up to \$15,000 if we act for the owner without the appropriate forms being signed</p> <p>Provides a clear outline and agreement of fees charged to the owner so they know exactly what to expect</p> <p>Benefits the owner as they can list with other agents – spread the risk – in order to reduce vacancy</p>