



OBrien Real Estate

Exceptional Property Management.



A photograph of a man and a woman in a rustic living room. The woman, with short grey hair and glasses, is sitting on a white sofa and holding a blue folder or tablet. The man, also with grey hair and glasses, is lying on the sofa, looking up at the ceiling. A large, ornate chandelier with many lit candles hangs from the ceiling. The room has wood-paneled walls and a large window in the background showing trees. In the foreground, there is a wooden bowl with green and black decorative spheres and a stack of books on a coffee table.

Feel at home with OBrien.

Our purpose.

To create a place where we can increase
the value of **your investment property.**

Company overview.

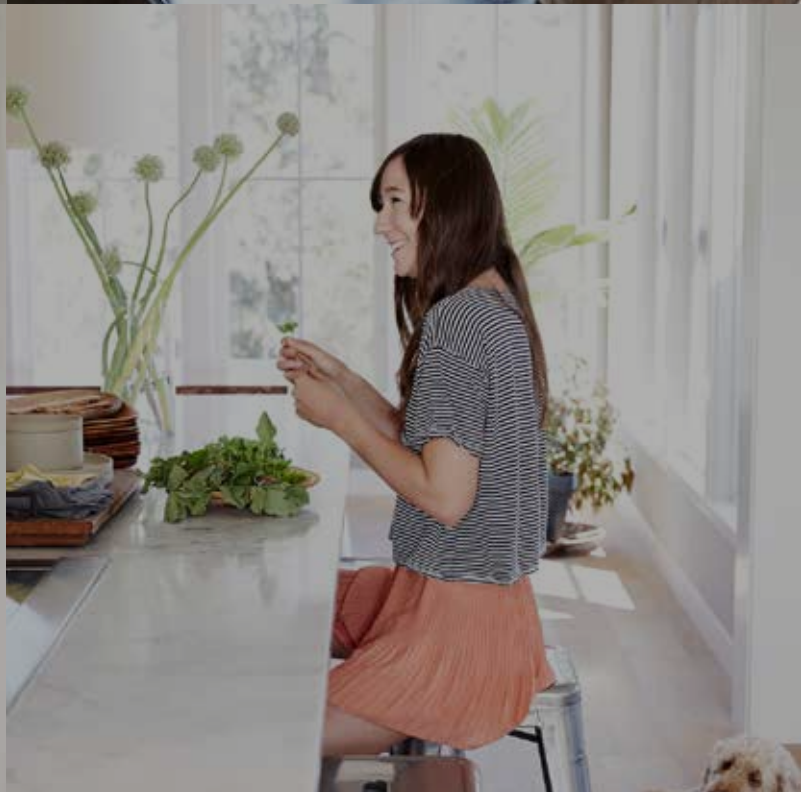
OBrien Real Estate are committed to delivering the best in personalised service, achieving the best results and building a team of world-class property management professionals.

Our hands-on, personal approach is what sets us apart from our competitors and we believe the best results come from working collaboratively.

With a can-do culture, OBrien Real Estate is committed to providing our landlords with a first class property management service, with exceptional communication and advice to ensure you have the best property investment experience.

An investment in property, managed and protected correctly becomes a high performance asset.





Steps to a successful leasing.

Accurate appraisal.

Our goal is to lease your property for the best price to the best tenant in the shortest possible time.

Presenting your property.

Your property's presentation is paramount, so we'll make recommendations to improve your return.

Advertising and marketing.

More exposure, utilising Australia's premier real estate website, professional Photography including for lease boards.

Accompanied viewings.

Our expert leasing team will accompany prospective tenants highlighting the features and benefits of your investment and therefore helping them at time of comparison and or choosing against other properties on the market.

Receiving applications.

Tenancy screening is carried out using the latest in validation technology. National Tenancy Database checks, employment checks, past rental history checks, photo id, etc.

Tenant selection.

Our professional property managers will outline your options, providing recommendations and guidance on who to lease your investment to.

Preparing for tenancy.

Specific lease documentation is prepared. Bonds and initial rent collected. Tenancy obligations and expectations outlined using a 10 minute DVD and a detailed lease agreement. A thorough entry condition report with photographic records is prepared and assistance with utility connections is offered to the tenant to make move in a breeze.

Ongoing management service.

We provide a peace of mind approach to protecting your asset. We outline our service overleaf.

Steps to our ongoing Asset Management Service.

OBrien Real Estate boasts the most proactive, experienced and professional staff. With our advanced technology and our growing number of offices we provide you with the peace of mind when managing your investment.

Property maintenance.

Early response to maintenance requests is the key to a good tenant.

Regular periodic inspections.

We inspect your investment regularly in accordance with the Residential Tenancy Act 1997. The tenant is also notified of any defects for which he/she could be considered responsible for.

Timely payment.

Reliable landlord payments are crucial. Our expert leasing team and technology ensure we track and monitor any arrears daily we manage this with your tenants to ensure we minimise the risks to our investors.

Regular rent reviews in accordance with the RTA.

Reviewing the rent payable regularly in-line with the market and any property improvements ensures your investment return is maximised.

Monthly and Annual Financial Statements.

Our office produces Annual Financial Year Statements during the first week of July, which provides a summary of income and expenditure for the financial year. This will save you time and money when dealing with your accountant.

All Property Managers are trained in conflict resolution.

Our professionals are highly trained in conflict resolution, ensuring positive tenant relations, reflecting in good property management.





Steps to our ongoing Asset Management Service. (cont.)

Experienced VCAT representation.

Representing our landlords investments in VCAT for the best outcome.

Access to experience, qualified and reliable tradespersons.

All our trades offer first class service, a competitive rate and a fast turnaround. Our tradespeople all work after hours services in case of an emergency.

Professionally trained in lease renewal negotiations.

Our Property Management department professionals can negotiate lease renewals and long term leases to protect your investment returns.

Constant meetings to focus on tenancy co-operation, arrears and property maintenance.

We carry out daily meetings to ensure our landlords finances and assets are protected and secure, to give you peace of mind.

Access to expert quantity surveyors.

Maximise your tax depreciation with a registered quantity surveyor. You can save thousands and the report is 100% tax deduction.

Assistance with landlord insurance requirements.

Your insurance requirements will differ depending on what sort of property you own. It is critically important for you to have a policy that adequately covers your investment property such as loss of rent, damage by tenant and content insurance.

Frequently asked questions.

- 1. Does the agency have a dedicated property management department and how many staff will be looking after my property?**

OBrien Real Estate have a dedicated property management team, led by a department leader, along with qualified property manager/s and administration staff.
- 2. Is a director/owner of the agency involved in the day-to-day management of the property management department?**

No, not on a daily basis. The director/business owner is responsible for the operation of the entire office. Weekly high level meetings are carried out with the property management department leader and the director or as often as required.
- 3. How many years have your property managers been working in real estate?**

Our staff combined have been in the property management industry for approximately 15 years.
- 4. Does the property manager give you a written proposal?**

Yes, together with a detailed Current Market Appraisal.
- 5. Does the property manager hand out keys or do they attend property inspections with prospective tenants?**

Under no circumstances are keys handed out. A representative from the company is always present during inspections.

6. How many properties does the manager look after?

Each manager is capped at 150 properties unless they are capable of comfortably managing more. They also have a dedicated assistant to carry out the administrative tasks as required.

7. Do you have staff available to show my property to prospective tenants six days a week?

Yes, our inspections are carried out both midweek and Saturday's by appointment and at OFI's.

8. Do you have a system for checking prospective tenants with regard to credit worthiness, past rental history and their current employment?

Yes, OBrien use a National Database to qualify all applicants, as well as referring to any previous rental reference sources available.

9. Will you go to court for me if need be?

Yes. Our Department Leader and the property managers are all very experienced with VCAT attendances.



O'Brien Real Estate

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