



The Property Management Specialists

property sales award winner 2019

ratemyagent[®]



Top Agency by Recommendations and Leased Properties – Forest Lake


@ap-realty
Property Sales & Management

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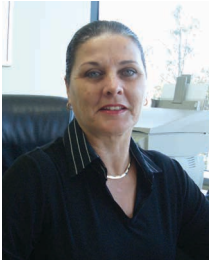
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Property management is our core business



Property management is so much more than collecting the rent and sending the owners a statement at the end of the month! In fact, experienced Property Managers are a crucial link in the property investment chain and they should be armed with the knowledge and have sufficient hands-on experience to satisfy all

of the ongoing management requirements for the property.

Sadly, for many real estate agents the property management component of their business often plays second fiddle to the sales operation. Staff turnover is generally high and in many instances junior staff are employed and given the responsibility for tasks way beyond their pay grades... as a result the property is not managed professionally – often at the owner's expense!

Many of our current clients have come from this environment – suffering sub-standard management practices without being aware of just how easy it is to change managing agents if they wished to do so. All you really need to do is to sign a simple transfer form and we do the rest. If there are charges for an early termination of the existing agreement, we will reimburse you for these. So there is absolutely no cost to transfer your management to us.

Choosing the right agency to manage your property is a critical part of the wealth creation process and that is why more and more owners are switching to us **@ap-realty. Property management is the main-stay of our business and not the poor relation.** Our new low-capped fees and mature professional staff are setting new industry benchmarks. Try us – you won't be disappointed, you have my personal guarantee!

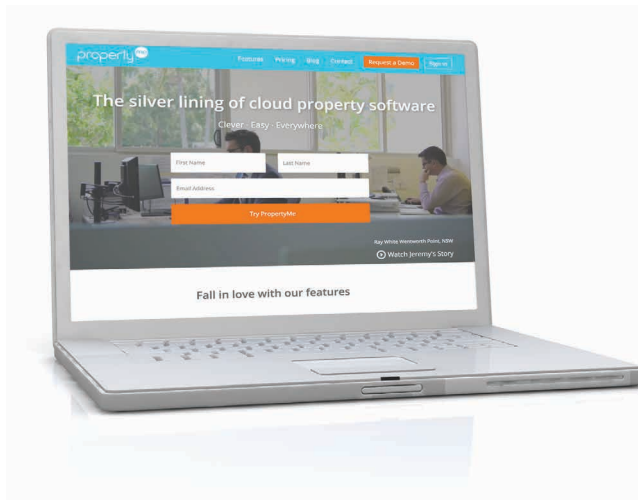
Chris Hayter
Principal @ap-realty

The silver lining of Cloud property software

The Owners Web Portal gives you the ability to monitor your residential investment property 24/7. Instead of having to get in touch with your property manager during office hours, you can view, search and download all the information you need, all from your own home or office computer. No more fussing with installation or software updates.

Landlords now have access via their portal to:

- The current financial status of all their properties
- All historical statements and copies of attached bills
- All general scanned documents
- Tenancy agreements
- Photos and details for the property and tenancy
- Financial activity graph
- Activity summaries for jobs and inspections
- Statements and much more...



Client service standards guarantee

The following schedule itemises the list of services that will be provided under our property management agreement. If you are not happy with any of our standards or obligations **we will manage your property for three months rent free!**

- Advertise both nationally and internationally on real estate websites.
- Conduct open homes for prospective tenants or private one-on-one inspections as required.
- Thorough background checks.
- Applications are presented to owner for approval.
- Preparation of lease agreements, bond lodgements and thorough entry condition reports (which includes photos).
- Collection of rental payments / daily monitoring of rental arrears / strict procedures for outstanding payments.
- Conduct regular routine inspections which includes photos.
- Attend to any maintenance issues promptly – total communication with owners.
- Notification of any breaches or changes to the tenancy agreement.
- In the unlikely event that legal action is required, presenting the case to the magistrate at QCAT on your behalf.
- Appraise the current rental market prior to the lease expiring.
- Regular drive-by inspections.
- Attending to any property insurance claims quickly and with detailed reporting.

The Residential Tenancies Authority (RTA) is the Queensland Government statutory body that administers the Residential Tenancies and Rooming Accommodation Act 2008 (the Act). Under this Act the tenant must:

- Pay the rent on time.
- Keep the property clean and undamaged and leave it in the same condition it was in when they moved in (fair wear and tear excepted).
- Keep to the terms of the tenancy agreement.
- Respect their neighbours' right to peace and quiet.

It is also our role to ensure compliance with these conditions.

Fee structure

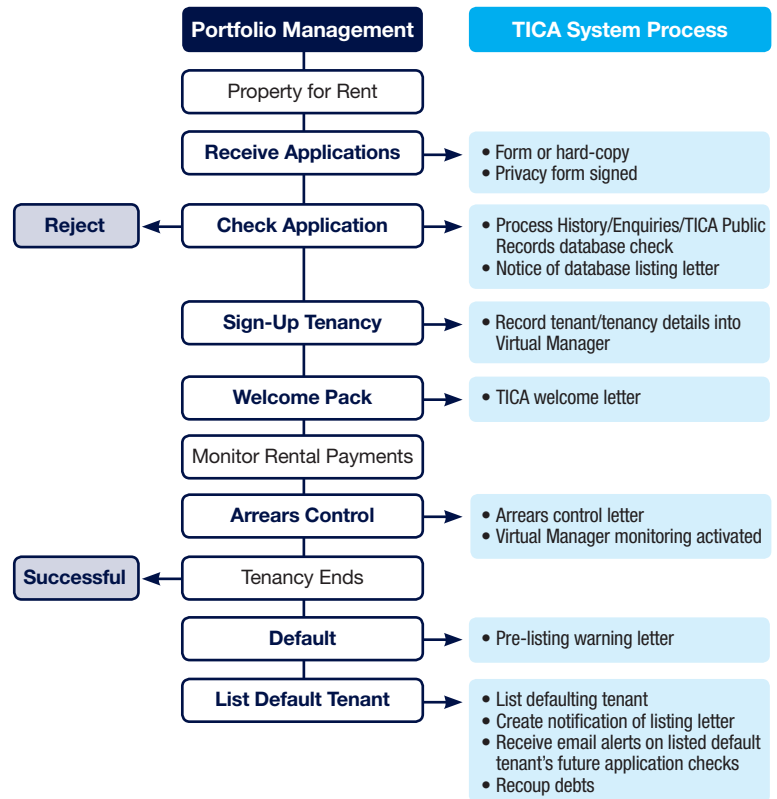
Management Fee	8.5% inclusive of GST (rent collection included)
Fully Furnished Property Management Fee	12% inclusive of GST (rent collection included)
Let Only Fee	POA
Letting Commission	One week's rent plus GST
Administration Fee	FREE – Monthly statements emailed
Financial Statement	FREE – EOFY statements emailed
Smoke Alarms	Refer to information sheet and individual requirements
Landlord Insurance	Refer to information sheet and individual requirements
Routine Inspections	FREE
Signboard	FREE
www.rent.com.au	FREE
www.realestate.com.au	FREE
www.domain.com.au	FREE
www.rentfind.com.au	FREE
www.ap-realty.com.au	FREE
Lease Renewal Fee	FREE
Title Search	FREE
OTHER:	
Mediation/Tribunal	\$65.00 per hour incl. GST for dispute resolution
Insurance Claims	\$65.00 per hour incl. GST as above
Body Corporate	\$65.00 per hour incl. GST as above to attend meetings

Tenants credibility checks – TICA

Our company uses the TICA credit checking system to monitor tenancy applications. TICA is the market leader for tenancy databases within Australia. They provide real estate offices with a complete risk management system along with other industry related products for Australia and New Zealand.

TICA follows the core principles of risk management which are the systematic application of policies, procedures and practises to identify, analyse and monitor risk.

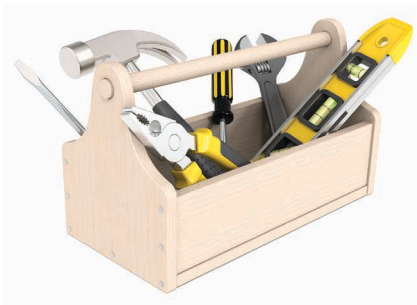
The rental marketplace is an ever changing environment which forces agencies to increase their security and protection when managing a client's property. Professional risk management and compliance is fundamental to property management 'best practice'.



Professional maintenance contractors

The day-to-day maintenance of your property is essential for attracting and retaining good quality tenants – thereby ensuring that the rental income that you receive each month from your investment meets expectations. **@ap-realty** has a panel of approved and licensed tradespeople on call 24/7 to deal with regular maintenance and emergency call-out requirements.

Professional property management should address the delivery of maintenance services as a three-fold process: emergency services, ongoing day-to-day operational functions and long range planning and implementation.



24/7 Emergency services

Sensible preventative maintenance programs will minimise them, however, maintenance emergencies are a fact of life. Our maintenance team are on call 24 hours a day, 7 days a week – they live locally and they are just minutes away. We can provide this 24/7 response service at a reasonable price because of the cost efficiencies in managing multiple properties within the area.

Ongoing day-to-day operational functions

The fast and efficient delivery of service is at the core of the business. A key element that makes us different from other management companies is the quality of the people in our team who deliver prompt and effective execution of a variety of services. All tasks are monitored daily and invoices can be viewed through our client online facility.

Long range planning and implementation

Professional property managers when conducting their routine inspections will always cast a critical eye over the property, however their primary focus is to ensure that the property is clean, undamaged and that no unauthorised residents or pets are living there. From time to time it just makes sense to have a licensed professional inspect the property for building/structural issues that might lead to capital expenditure for the owner.

Annual inspection service for landlords

Landlord's responsibilities

Under the Residential Tenancies Act, a landlord must ensure the property is maintained in a **safe condition**. At common law, a landlord has a duty of care to provide the tenant with a safe dwelling.

Insurance will not cover you

If your property is not maintained in a safe condition, then you are likely to be in breach of your Landlords Insurance and/or Building Insurance conditions. Most insurers require a landlord to maintain the property in a safe condition at all times.

The Property Manager is not responsible

Inspecting buildings for structural defects and safety hazards is a job for a licensed and insured professional with suitable experience and training.

Your Property Manager or handyman is not considered to be a fit and proper person to thoroughly inspect your rental property to The Australian Standards.

There are a number of Building Inspectors available to check your property "risk management" such as BuildingPro.

The buck stops with you

Deaths and serious injuries from the collapse of decks, balconies, stairs and floor boards are becoming all too frequent. You, the landlord, are ultimately liable. If someone is injured or dies whilst at your rental property and this is found to be due to a lack of maintenance, you may well be liable.

The answer

We offer a number of annual inspection services including Annual Building & Timber Pest Inspections, Annual Building Maintenance Inspections, Annual Termite Inspections and Annual Deck Safety Inspections. By utilising our Annual Inspection Service you can meet your responsibility and aid in protecting yourself from litigation and penalties while maintaining your property investment and providing a safe environment for your tenants.

Annual Inspection Service

A consultant will visit the property initially and re-inspect thereafter on an annual basis. They arrange the access to the property with your Property Manager and/or tenant/s.

A consultant will inspect and report on the condition of the rental property according to the annual service requested. A detailed report will be sent to both you and your Property Manager. The report will enable your Property Manager to promptly arrange any necessary repairs, after discussing the report with you.



Preventative Maintenance Program



Preventive maintenance audit

You purchased your property to make money... NOT to spend money or place your assets at risk!

@ap-realty we are minimising RISK to both the Owners & Tenants.



- ☒ **Safety Switches Checked**
- ☒ **Smoke Alarms Checked**
- ☒ **Blinds & Curtain Cords Checked**
- ☒ **Drains & Gutters Checked**
- ☒ **Water Charging Checked**
- ☒ **Pool Maintenance Checked**
- ☒ **Annual Inspection Checked**
- ☒ **Insurances Checked**
- ☒ **Tax Depreciation Checked**

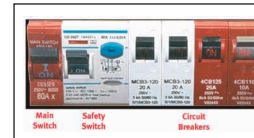
Safety switches

Safety switches are often confused with circuit breakers and fuses, but they perform different tasks. Safety switches monitor the flow of electricity through a circuit and turn off the power in a fraction of a second if a leakage of current is detected. Safety switches provide personal protection against electric shock.

Circuit breakers protect an electrical circuit by quickly cutting power when there is a high current fault or overload that may cause a hazard.

Even if your home has a safety switch installed, one may not be enough to protect you from electric shock. A safety switch only protects you if it's on that circuit. You should consider having safety switches installed on all circuits in your home, including power points, lights, air conditioning, oven, hot water and pool equipment circuits, even if they are on a separate tariff.

We are recommending that you authorise for a qualified electrician to check this for you and report back.



Typical switchboard – this shows the main switch, safety switch with test button, and four circuit breakers. All homes have circuit breakers or fuses. These are designed to protect the wiring and appliances within the premises. Only safety switches are designed to protect people.



Smoke alarms

Property owners **MUST** install smoke alarms in **ALL** domestic dwellings.

Queensland Fire and Emergency Services recommends:

- All residential accommodation be fitted with photoelectric type smoke alarms.
- Smoke alarm s either hard-wired or powered by a 10-year lithium battery.
- Smoke alarms located:
 - on each level of living space
 - outside each bedroom and
 - in every bedroom
- All smoke alarms should be interconnected.
- Every home should have a practised escape plan.

Property owners/managers must:

- Install smoke alarms complying with Australian Standard 3786-1993 outside sleeping areas and one on each level of the dwelling.
- Replace smoke alarms before the end of their service life (smoke alarms are required to have a recommended service life of at least 10 years under normal conditions of use).
- Test and clean smoke alarms and replace any flat or nearly flat batteries within 30 days before the **start or renewal of a tenancy**.

Smoke alarms save lives. Reports indicate that the risk of death in a house fire is reduced by more than half if a properly maintained smoke alarm is installed.

Property owners/managers must not remove a smoke alarm, remove the battery (other than to replace it) or do anything to reduce the effectiveness of the alarm (e.g. paint it).

Tenants must:

- Test and clean (by vacuuming or dusting) smoke alarms at least once every 12 months.
- Replace any flat or nearly flat batteries.
- Advise the property manager/owner if there is any issue with the alarm (apart from batteries).
- Allow the property owner/manager right of entry to install smoke alarms.

The tenant must not remove a smoke alarm, remove the battery (other than to replace it) or do anything to reduce the effectiveness of the alarm (e.g. paint it).

Penalties apply to both Tenants and Property Manager/ Owners for not complying with these requirements.

Design your own compliance package



You have the choice of two different annual smoke alarm services, which have been designed to protect you from litigation and penalties, and to enhance the safety of your tenants. For further information please contact your Property Manager or Smoke Alarm Solutions on 1300 852 301.

Platinum Annual Smoke Alarm Service* \$99 per property, per year

Under this service, we will:

- Carry out unlimited smoke alarm compliance inspections to ensure smoke alarms are compliant with current legislation, including re-attendance when beeping or faulty alarms require attention
- Service, clean and maintain all smoke alarms and change 9 volt batteries where required
- Ensure all smoke alarms meet AS3786
- Relocate incorrectly positioned battery-operated smoke alarms
- Replace any faulty, expired, missing or damaged 9 volt, 240 volt or 10 year lithium-battery operated smoke alarms if required by legislation
- Install any additional 9 volt, 240 volt or 10 year lithium-battery operated smoke alarms in order for property to comply with current legislation
- Send a compliance report following each inspection

Smoke alarms will only be replaced or installed for free under this annual service if they are required for compliance.

*In Queensland, this annual service complies a property with the specifications set out in the Fire and Rescue Services Amendment Act 2006. Qld properties built prior to 2017, which do not require a building application due to renovations, can be enrolled in this annual service.

Ultimate Annual Smoke Alarm Service \$129 per property, per year

- **New or substantially renovated Qld properties that are subject to a building application submitted from 1st January 2017, will need to be enrolled in this annual service to comply with new legislation**
- Ensures compliance with Fire and Emergency Services (Domestic Smoke Alarms) Amendment Act 2016 and the Building Fire Safety (Domestic Smoke Alarms) Legislation Amendment Regulation 2016
- Unlimited compliance inspections to ensure smoke alarms are compliant, including re-attendance when beeping or faulty alarms require attention
- Service, clean and maintain smoke alarms and change 9 volt batteries where required
- Ensure all smoke alarms meet AS3786
- Replace or install 240 volt or 10 year lithium battery-powered, retro-fitted, radio frequency photoelectric, interconnected smoke alarms in bedrooms or hallways where required by legislation, for \$229 per alarm. The type of smoke alarm installed will depend on the age and layout of property
- Five year warranty on any smoke alarm replaced or installed by a Smoke Alarm Solutions electrician or technician
- Send a compliance report following each inspection

In addition to the Ultimate Annual Smoke Alarm service fee of \$129, your property will need the correct number and type of smoke alarms installed as per new legislative requirements. This is an additional cost of \$229 per smoke alarm installed by Smoke Alarm Solutions.



Safety Switches

All residential rental accommodation in Queensland must have a safety switch installed. If a rental property does not have a safety switch installed, you must arrange installation by a licensed Electrician.

Your solution

For properties enrolled in one of our Smoke Alarm Annual Services, we provide the following services to ensure that you and your Landlord meet your duty of care in relation to safety switches.

Whilst on site:

Safety Switch Sighting – Free of charge

Safety Switch Test – \$10.00 per year

Corded Windows

Legislation from 1 July 2011 states all suppliers, including Landlords, must comply with The Trade Practices Mandatory Safety Standards in relation to any corded window covering such as Vertical, Venetian, Holland and Roman Blinds and Curtains (including pencil pleat “ready mades” and pencil pleat tape) and any fitting containing cords, such as curtain rods and tracks.

Corded Window Annual Service:

To ensure you and your Property Manager meet your duty of care, we will:

- Inspect all window coverings for compliance.
- Install cleats, tensioning devices, chain safes and warning labels free of charge.
- Provide the tenants with a Safety Information Statement and instructions on correct usage.
- Provide a Compliance Statement including recommendations for any furnishings that cannot be made to comply.

Landlord obligations

Landlords are responsible for ensuring the property and the products they provide work effectively and safely and that products come with instructions and safety information where necessary.

\$90.00 per property, per year

Meth labs

The methamphetamine scourge in Queensland is not only taking its toll in human misery, but also creating a nightmare for property managers and owners who have to clean up after the clandestine drug manufacturing operations.

It can cost up to \$30,000 to rid a property of the potentially deadly chemical residue, a task which can require the services of specialist cleaners, often equipped with protective gear and procedures to protect against the harmful chemicals.

These are drugs so potent that they can still be detected after going through a thorough water treatment process. Where does this leave the property owner?

In the RTRA Act, a landlord must “...ensure at the start of the tenancy, the property is fit for the tenant to live in...”

Regardless of its size, the residual contamination arising from illicit drug manufacture presents a serious safety risk to human health and the environment. Property owners may have insurance which will cover the cost of clean ups, but preventing the problem may be achieved by checking references and conducting regular inspections during the tenancy.



By using a laboratory based screening method you can validate if the property you are about to purchase or rent out is safe and clean from meth contamination.

Meth labs continued...



Meth Screening – Are your properties meth free? It's not worth the risks/cost

Meth contamination, which is invisible and has no smell, is a very real issue. You may be surprised to learn, a large threat to rental properties is not meth labs but the meth users. It is estimated around 20% of contamination problems are linked to labs; 80% to meth users.

Base Composite Screening – The most affordable way to screen a dwelling for methamphetamine.

A number of samples are collected from the property and analysed. If the accumulative result of the samples indicates the presence of meth above $0.5\mu\text{g}/100\text{cm}^2$, In-depth Room Sampling will be required to establish which rooms require decontamination.

The screening services are conducted using the NIOSH Method 9111(methamphetamine on wipes by liquid chromatography – mass spectrometry) and tested in our Australian based laboratory.

Smoke Alarm Solutions expertly-trained technicians will carry out Base Composite Screening at your properties with results being provided within a week – ensuring your peace of mind.



**Base Composite
Screening is
now available!**

\$314*

*Price as of 1st September 2018

Drains and gutters

- It is the responsibility of the owner to ensure that the property is in good condition.
- Generally, if a drain or gutter becomes blocked due to fair wear and tear (e.g. due to tree roots blocking a drain), it is the owner's responsibility to deal with the problem.
- If a drain becomes blocked due to something the tenant has done (e.g. putting something in the drain), it may be the tenant's responsibility to pay for fixing the problem.

Hidden costs of blocked gutters and the potential dangers to landlords

Gutters are one of those items that all homes have, we can see the exterior but not what lurks within, as the old saying goes “out of sight out of mind” and it's only when we start seeing problems like over flowing water and leaf debris clumped over the edge that we think we should do something (that's assuming your tenant actually mentions it) but sometimes unfortunately that can be too late and more intrusive damage may have already been caused.

Just some of the problems blocked gutters can cause:

- Foundation problems: over flowing water can erode foundations;
- Black flow of water into the ceiling area;
- Wood rot which in turn can attract termites;
- Potential fire hazard;
- Mould;
- Playground for vermin.

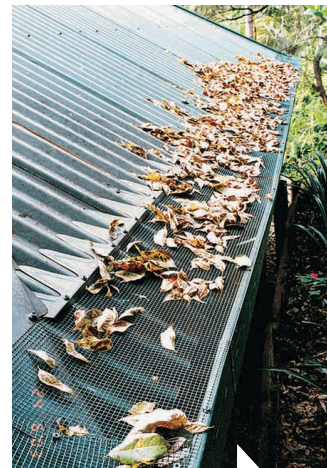
Some insurance companies will knock back claims if the cause is due to blocked gutters as this is seen as a ‘maintenance issue’ or rather ‘lack’ off. Some tenants may try to clean the gutters themselves which is really not a good idea at all as if they have an accident that can open up a legal can of worms for the landlord.

What can be done to solve this problem?

Some landlords climb up there themselves and get to work, but without proper training and equipment that's REALLY not a good idea.

You can pay to have your gutters cleaned, of course, but that doesn't solve the problem for very long and becomes costly over time. You can ignore it and do nothing... until you have to shell out the BIG money to repair extensive water damage.

Drains and gutters continued...



Really when you think about it none of these are very good solutions. Would you like to eliminate this annoying and dangerous chore from your annual maintenance, ONCE AND FOR ALL? Gutter guards are designed to keep out leaves and debris, ensuring that your gutters and downpipes keeping working year-round... especially with Queensland's heavy downpours!

Save money and add value to your property by installing a high quality gutter guard system to your investment property – apart from being claimable at your end of year expenses add peace of mind knowing your investment is being protected.

Contact your Property Manager and they will arrange a quote for you or deal with gutter cleaning on a regular basis.

Water charging

Owners are allowed to pass on the full water consumption charges (including bulk water charges) to tenants provided all the minimum criteria have been met.

What are the minimum criteria for water charging?

Owners are able to pass on the full water consumption charges to tenants if:

- the rental premises are individually metered (or water is delivered by vehicle), and
- the rental premises are water efficient, and
- the tenancy agreement states the tenant must pay for water consumption.

Items a tenant can be charged

A breakdown of water charges is shown below.

Charge as shown on water bill	Can tenant be charged?
State Bulk Water Charge	Yes, tenant can be charged*
Water Usage Charges	Yes, tenant can be charged*
Sewerage Usage Charge (may appear on the bill as fixed or variable)	No, tenant cannot be charged. Sewerage is not a service charge as defined by the Act and cannot be passed onto the tenant.
Fixed Access Charges (including Water Access Charge and Sewerage Access Charge)	No, tenant cannot be charged. The lessor must pay all fixed charges for water supply.

**If the above criteria are met.*

Water charging continued...

What are water efficient rental premises?

A rental premises is considered water efficient if certain water fixtures meet the standards listed in the table below.

Water efficient devices	Minimum water efficient standard required
Internal cold water taps and single mixer taps (excluding bathtub taps and taps for appliances)	A maximum flow rate of nine litres per minute.
Showerheads	A maximum flow rate of nine litres per minute.
Toilets	A dual flush function not exceeding six point five (6.5) litres on full flush and three point five (3.5) litres on half flush and a maximum average flush volume of four litres (based on the average of one full flush and four half flushes).

The requirement for taps applies only to internal cold water taps that are installed over a hand basin, kitchen sink or laundry trough (including single mixer taps). The requirement does not apply

to other taps in the premises such as bath tub taps, outside taps for the garden, or taps which supply washing machines or dishwashers. These taps are not required to be water efficient.

How can the lessor/agent prove the premises are water efficient?

At the start of the tenancy agreement, the lessor/agent and tenant should negotiate arrangements for water charging and the frequency of charges. The presence of water efficient devices should be noted on the *Entry condition report* (Form 1a).

Lessors/agents should be able to demonstrate the presence of water efficient devices where it may be unclear, such as by providing copies of:

- plumbing reports,
- receipts,
- packaging,
- warranties or instruction manuals for taps and showerheads, etc.

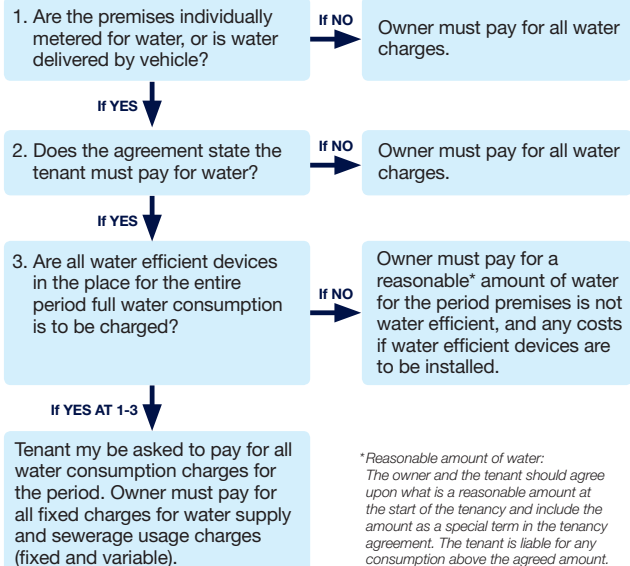
For any water fixtures produced from 2005 onwards, the easiest way to check if they meet the required efficiency standard is to look for products with a WELS rating of three stars or higher. WELS is Australia's water efficiency labelling scheme which rates fixtures including taps, showerheads and toilets according to water efficiency – the more stars the better. To find out more about the scheme or search the registered product database, visit www.waterrating.gov.au.

Water charging continued...

Important points to note

- Tenants and owners/agents should negotiate obligations at the start of the tenancy and put these in the tenancy agreement, for example, if the lessor is to contribute to water costs.
- It may be helpful to contact your local water provider about average local water consumption. You can find the correct contact details on your latest water bill.
- Water billing periods are unlikely to align with tenancy agreements. It's important that both the tenant and the lessor/agent make note of the water meter readings on the condition reports at the start and end of the tenancy to calculate water consumption.
- Owners must contact the Council and Urban Utilities and have their postal address changed to our P.O. Box 4292, Forest Lake, QLD 4078, before the next billing period. This way the invoices will come directly to us ON TIME and be paid from the rent. YOUR ACCOUNTANT will love this, as at the end of the financial year come "TAX TIME" all of the expenses for your investment property are clearly shown on your EOFY statement. The RTA are now very strict on owners not passing on to the tenants the water usage charges in a timely fashion – so we need to deal with this for you. **Our company policy is we can't on-charge your tenants for the water usage if you haven't changed over the postal address.**
- Tenants have **one month to pay** the agreed amount for water consumption after the lessor provides evidence of the costs to the tenant. The owner/agent can not require the tenant to pay more than the billable amount, or charge tenants late fees.
- If the tenant and owner/agent cannot agree about water charges, the RTA's dispute resolution service may be able to assist.

Who pays for water in a rental premises?



Further information

For more information contact the Residential Tenancies Authority on 1300 366 311.

Accessing RTA forms

The RTA's forms can be obtained electronically or in person by:

- rta.qld.gov.au
- 1300 366 311
- Level 23, 179 Turbot St, Brisbane

Pool maintenance

If a swimming pool is included as part of the rental property, the maintenance should be covered in the special terms of the tenancy agreement. The tenant is generally responsible for everyday maintenance such as clearing leaves from the pool and may be responsible for more regular maintenance. This should be discussed prior to signing the agreement. It is recommended that the owner provide instructions for any maintenance the tenant is required to carry out.



- The property owner/landlord must have a pool safety compliance certificate from a licensed pool inspector prior to renting the property and should include a copy with the tenancy agreement.
- If a tenant is not familiar with pool maintenance they should discuss this with the property manager.
- If the pool maintenance is covered by a contract between the property owner/landlord and an external company. Understand who pays for chemicals. **This should also be clear in the tenancy agreement.**
- A property manager/owner cannot require the tenant to enter into a maintenance contract or require the tenant to use a particular company to provide maintenance services.
- It is important to include the condition of any pools on the Entry condition report (Form 1 a) as the tenant will need to return the property in the same condition they received it, allowing for fair wear and tear.

In a caravan park, rooming accommodation or unit complexes tenants are not generally responsible for pool maintenance but may have rules around how the pool can be used.

BMT Tax Depreciation Quantity Surveyors

BMT Tax Depreciation Quantity Surveyors specialise in the preparation of tax depreciation schedules for residential, commercial, agricultural and manufacturing investment properties.

BMT Tax Depreciation frequently liaises with the ATO to utilise current legislation to the clients' advantage.

- BMT site inspectors are fully trained depreciation specialists.
- BMT gather needed information from councils and relevant authorities.
- BMT reports project depreciation for 40 years, the life of the property. Every schedule projects detailed calculations for 10 years (not just a summary) which helps Accountants update the schedule with replaced assets in later years.
- BMT also include additional works or additional plant and equipment – which saves on accounting fees.
- BMT turnaround time is 5-7 days from all information being received.
- The report is tailored to the client's individual scenario, settlement date and purchase price.
- The schedule is structured to recoup missed deductions – so clients can go back and amend two years of previous claims.

BMT GUARANTEE

Clients will receive at least double the BMT fee worth of deductions in the first full financial year claim, or there will be no charge for their services.



Landlord insurance services

AON Risk Services Australia Limited

Level 6, 175 Eagle Street
GPO Box 65
Brisbane, Qld 4000
Phone: (07) 3223 7400
Fax: (07) 3223 7545

The Barclay MIS Group

PO Box 553
Wynnum, Qld 4178
Phone: 1300 883 916

Terri Scheer Insurance Pty Ltd

1445 Logan Road
PO Box 143
Mt Gravatt, Qld 4122
Phone: (07) 3362 4689
Fax: (07) 3362 4722
Freecall: 1800 351 788

Warning: Information provided on this page is intended solely to provide general guidance on matters of Landlord Insurance. The information on this page does not constitute legal or consulting advice, and should be used of the readers own free will. The information provided is optional and further advice or information should be obtained from a suitably qualified professional who understands the reader's particular factual situation.

Buyers agents

Full Service Operation

Our property investment service has been designed to get clients “investment ready” before they put their loan funds or investment capital at risk... ***our aim is to create a roadmap for you that will ensure your future success as a property investor.***

Getting into a market that is turning makes more sense than chasing property in a hotspot that everyone is already talking about or buying in your own backyard because you know the area.

Part of our role is to Identify low entry point suburbs in growth corridors within the emerging market. In the SE corner of Queensland we have a network of builders and developers with whom we have worked for the last 15-20 years – providing residential house & land packages and light commercial/industrial investment opportunities.

Source ■ Negotiate Price ■ Contracts ■ Supervise Build ■ Property Management

Where packages are to be constructed we become your “feet on the ground” and oversee the process through to completion for you. When finished we then arrange for tenants to be secured by a local property management professional.

We also arrange where required – independent valuations, building & pest inspections and local solicitors to manage the conveyance.

In simple terms we do the leg work for you... acting as Buyers Agents to source investment properties in high growth areas – buying directly from developers, builders, project marketers and private vendors.

No fee is payable by you for this service.

The property vendor pays us our normal property sales commission... we also have in-house cutting edge software that can analyse a potential investment and determine your after-tax cash flow position quickly to assess whether a deal is feasible before you’ve even seen the property.



Selling a leased property

A tenancy agreement does not automatically end when a rental property is sold. The purchaser takes on any agreement in place prior to taking ownership.

Selling the property

- Property manager/owner must give the tenant a Notice of lessor's intention to sell premises (Form 10), which includes how they plan to market the property.
- If the selling agent is different from the property manager, the selling agent must give the property manager a copy of each Entry notice before entering the property.
- An open house or on-site auction can only be held if the tenant agrees in writing.

Fixed term agreements

The property owner cannot make the tenant leave because they decide to sell the property. The tenant can stay until the end of the term, and the purchaser will take over the tenancy.

The property manager/owner and tenant may agree (in writing) to end the agreement early (this may include compensation for the tenant).

Periodic agreements

If the purchaser requires vacant possession, the property manager/owner must give the tenant a Notice to leave (Form 12) or Notice to leave (Form R12) for rooming accommodation.

The tenant must have at least 4 weeks' notice from the signing of the contract of sale.

Tenant has just moved in or signed a new agreement

If the property is advertised for sale or the property manager/owner enters to show the property to a prospective buyer during the first 2 months of an agreement (including a new agreement), and the tenant was not given written notice of the proposed sale before entering into the agreement, the tenant can end the agreement by giving a Notice of intention to leave (Form 13) with 2 weeks' notice.

The tenant must give the property manager/owner the notice within 2 months and 2 weeks of the start of the tenancy.

10 reasons to change your property manager...

Property management is so much more than collecting rent and sending the owners a statement at the end of the month!

Property managers are a crucial part of an investor's team of professionals who must have the knowledge and experience to satisfy an owner's needs. If they don't live up to this then it may be time to find a better property manager who will.

These are the top 10 reasons why landlords change agencies...

- 1 The current agent never returns phone calls or emails.
- 2 The property manager has resigned and they don't know who is caring for the property.
- 3 The tenant has vacated and the owner didn't know.
- 4 The property is in an unacceptable condition.
- 5 The property manager didn't hold back the bond for repairs or rent.
- 6 The weekly rent has been the same for five years.
- 7 The tenants are always in arrears and no action is taken.
- 8 The property manager is not up to date with legislation.
- 9 The property manager hasn't inspected the property for 6 months.
- 10 The property is empty and there has been no advertising.

Many property owners put up with sub-standard management of their property because they feel it is just too hard to change property management companies... **NOT TRUE... changing your management agent is easy and we can handle this for you!**

Our promise to you is that we will look after your investment property as though it were our own.



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For almost 30 years we
have specialised in crafting
authentic tailor-made
solutions for buyers, sellers
and property developers.





Thinking about
property management?

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