

Advertising and promotion of your property:

Our goal is to minimise the vacancy period of your property; therefore, we give maximum exposure to your vacant property,

free of charge, to deserving tenants through the following means:

- **Internet advertising** on the following websites: Realestate.com.au and the Brisbanewestrealestate.com.
- **Window displays** - A full-colour image of your property is displayed at the window of our office at the busy Moggil Road, Kenmore.
- **Onsite “for rent” signage** – is placed at your vacant property unless otherwise advised by you.
- **Full-colour “for rent” brochure** - with your vacant property is made available to the public at the entrance to our office during week days and week ends.
- **Relocation agents** – are informed of the availability of your property.

Potential tenants & screening process

We value the pride and purpose of your investment; hence, it is paramount that we provide suitable tenants for your property. To this end, we undertake the following steps.

- Keys to properties will not be handed over to potential tenants. Your Brisbane West Executive Leasing qualified property manager will escort potential tenants through your property during inspection.
- We carefully screen potential tenants to ensure the most desirable is placed in your property.

During the screening process, we check the following five-point mandatory list to ensure they meet the high standard we’ve set for ourselves:

1. Obtain reference from previous agent, if previously renting or personal reference.
2. Check rental history for the 12 month prior.
3. Confirm employment details as supplied with the application.
4. Obtain and check to meet a “100 point” applicant’s identification.
5. Utilise the TICA (Tenancy Information Centre of Australia) database to check for any history of rental default in the past.

Your property manager will then present this information to you. The owner will ultimately have the final decision of tenancy approval.

Exit and Entry Condition Reports:

When a tenant moves out of your property, we will conduct an Exit Condition Report. This is to ensure that your property is completely clean and has not suffered any damage, apart from the normal wear and tear resulting from the aging of the property. This report is completed within 24 hours of the tenant leaving. The Bond is not released until the condition of your property is deemed satisfactory by us.

Similarly, before a new tenant moves into your property, we will conduct an Entry Condition Report. This is for both parties (The property manager and the tenant) to sign off on the condition of the property the tenant is moving in to. Photo documentation of the condition of the property are taken and kept on file to be checked against when the tenant is exiting.

Your Property Routine Inspection

Brisbane West Executive Leasing prides itself in delivering exceptional service to property owners. In order to maintain this reputation, we have deliberately reduced the amount of properties managed per team member and provided adequate back of house support services.

What you will get

- 4 inspections per property annually.
- Photo documentations of the state of the property during each inspection.
- A copy of the Inspection Report after each inspection.
- An invitation to attend inspection sections with the property manager, if you wish.
- With your permission, seek trades quotation for the repairs of any defects noticed.

Maintenance of your property:

The maintenance of the value of your investment property is of paramount importance to us, hence:

- We take immediate action to fix repairs and maintenance that are noticed during inspections or are reported to us by the tenant.
- We only employ qualified and registered trades people to work on your property.
- We obtain written quotes from trades people before any major repairs are carried out.
- We oversee the repair through to completion

Rents and Payments:

As this is one of the principle reasons for engaging an agency to manage your property, we take this role seriously.

- All tenants pay their rents into Brisbane West Executive Leasing's trust account.
- Property owners' rents are disbursed to their designated bank account once a month.
- An account statement is sent to the property owner once a month.
- Property owners are provided with itemised financial year report on the activities, income and expenditures of their property for incomes tax purposes.
- You are assigned a system login password to check the update of your account at your convenience.
- We act quickly and within the legislation to take necessary steps to recover payment from recalcitrant tenants.

Relationships and Communication:

At Brisbane West Executive Leasing, we value a robust business relationship with property owners and tenants: We will be there when you need us. Some of the matters we may communicate with you about may include:

- Updates of the result advertisement placed for vacant properties
- When your tenant's lease is due for renewal
- When notification is received that your tenant is vacating.
- When inspections are about to be carried out in your property. And the result of the inspection.
- When tenants require certain repairs.

Communication with property owners may be through the following: SMS, Email, Telephone or Post. Please advise us if you do not wish to be communicated with regarding the above bullet point matters.

Fees and Charges:

In spite of the value you get from our point of difference, our fees and charges are in line with legislative requirements. See break down below:

[Contact us](#)

Download Forms:

[PAMD20A](#)