

Leasing your property.



Elders
Real Estate





Why Choose Elders Griffith

Elders Real Estate has been long known and proud of their reputation for honesty, integrity, professionalism and a general caring approach to their dealings with their clients and customers.

Elders Griffith provide a wide range of resources and support that will enhance the range of services available from the Agency.

Elders Griffith is definitely the Agency to engage to market your residential investment property or to assist you in the purchase of your next investment.

Our Agency has a large Property Management department to cater for residential leasing. We service Griffith and surrounding villages.

Griffith is one of Australia's most vibrant and cosmopolitan centres. With a population of 26,000, Griffith exudes a rich blend of cultures and traditions.

Our adventurous and industrious people have developed a huge agricultural sector of vineyards, orchards, cereal crops, pasture and rice over the past 100 years and then added value through manufacturing, retail and innovative technology. Griffith is the agricultural powerhouse of the Riverina and services a population of 52,000.

The Riverina is one of the most diverse and productive regions in Australia, contributing over \$5 billion annually to the national economy.



The team



Meet your team.

With specialist staff in residential, commercial and land sales, we truly are a diverse yet qualified team. We also offer a specialist property management division, handling both commercial and residential leasing and management.

Principal & Commercial Consultant	Frank Franco
Principal & Office Manager	Frances Franco
Sales Consultants	Mark Davidson
	Brendan Catanzariti
	Joseph Poli
Sales Assistant.....	Patrick Franco
Property Managers / Assistants	Samantha Devitt
	Alex Agrillo
	Michael Franco
	Lucy Murphy
Administration.....	Andrea De Waal
	Josephine Cadorin
	Amber Armstrong
Trust Account Manager.....	Josie Romeo
Financial Controller.....	Irma Soliani



We Can Help

- Keep up-to-date with new legislation within the tenancy act
- Keep up-to-date with vacancy rates, time on market and rental values in your area
- Effectively market your property through our media sources
- Provide appropriate rental applications, along with reference checks, ensuring that we provide you with quality tenants for you to consider
- Complete detailed condition reports of the property internally and externally, also continuous ongoing routine inspections with a property report sent to you as well as the tenant
- Provide you with a monthly statement as well as a financial year statement for your accountant
- Having on hand a list of tradespeople we can rely on to handle all types of repairs & maintenance



Our Service To You

RENT COLLECTION & ARREARS CONTROL

As per our lease agreement, rent is to be paid one week in advance; and we encourage all our tenants to do so. Our computer program keeps track of the rental status of your tenant. At any time you can contact our office and we are able to tell you the 'paid to date' of your tenant. Tenants who fail to pay rent on time are contacted on a constant basis. Your Property Manager will contact you to discuss the matter as whether to proceed with a termination of the tenancy if the tenant has breached their agreement.

FINAL INSPECTION

Immediately after the tenant has vacated the property, we will conduct a thorough inspection to determine the refund of the tenant's rental bond.

- Sort out any potential concerns with the condition of the property so that the tenant can address them before they vacate.
- The need for any major work to the property can be evaluated and arrangements put in place.



Repairs and Maintenance

We monitor repairs closely and act on repairs according to your instructions in the Management Agency Agreement. Should any repair of more urgency be reported, such as no hot water, we will attend to this as soon as possible, as it is an essential service. We maintain complete records of maintenance carried out at your property for future reference. Repairs carried out on your behalf are paid from the rent monies held in Trust. Full details of the repairs are printed on your monthly statement with a copy of the relevant invoices attached for your reference.

Timely Paying Of Outgoings

From the rent collected on your behalf, we can arrange payments of all the standard property outgoings as you instruct in the Management Agency Agreement.

Such accounts could include Council Rates, Water Rates, and any other costs you wish our office to pay on your behalf.

Accounting To You

Each month we prepare and forward you a detailed Rent Statement for your property.

The statement details the rent period, the rent collected and any disbursements made on your behalf. Your rent monies will be electronically transferred into a nominated account.

Notwithstanding bank holidays, our end of month (EOM) is processed on the first business day of each month for the preceding month, with the exception of January.

Rent monies collected after our November EOM (carried out on the first business day in Dec) will be processed prior to the Christmas break.



Careful Tenant Selection

At Elders our job is to get the best possible tenants for your investment property by following these general guidelines.

- Stability in employment
- Satisfaction that the tenant is financially capable of paying the required rent
- Satisfactory record of previous tenancies
- Number of people to occupy premises
- Verifying that the tenant will maintain the property to the standard we require
- TICA Check (see page 11)

Owners Approval

Before proceeding with an application we believe it is important for an owner to consider not sacrificing quality in a tenant for the sake of expediency.

Once we have a suitable application we will contact you for approval before proceeding — YOU CHOOSE THE TENANT

Thorough Agreement Preparation

Once the tenant has been interviewed and approved for the property, we will arrange the signing of the Residential Tenancy Agreement and the lodgement of the Rental Bond Board as well as handing over the keys.

All documentation is carefully checked for accuracy to ensure the owner's legal rights are protected.



Our Property Management Team

Our Property Management Consultants Samantha Devitt, Belynda Henderson, Michael Franco & Lucy Murphy have a wealth of combined experience, having knowledge in all facets of residential property management.

Elders Property Management team have a sound knowledge of the legislation and correct procedure in enforcing the legislation.

These include:

- The Residential Tenancies Act
- Anti-Discrimination Act
- Local Government Act
- Strata Titles Act

Our property management team frequently attend accredited property management training held with the Real Estate Institute of NSW & Elders.

At Elders Griffith we understand that continuous training is one of the key points to providing excellent professional service.

Property Management Awards

2015 - 4 Awards No. 2 Property Management Office for Number of Lettings NSW
2016 - 4 Awards including No. 3 Property Management Office for NSW
2017 - 1 Award - Property Management Elite Team of the Year Award
2018 - 2 Awards including No. 3 Office Growth
2020 - 1 Award - Property Management Team of the Year Award
2021 - Agent of the Year
2022 - Agent of the Year

TICA Check

One of the greatest fears of any property investor and their property manager is that of default tenants, yet wherever rental accommodation is offered you face the risk of inheriting one of these people who are able to slip through the system. A fact of investment is the information available to a landlord or their agent that the tenant is prepared to offer. It is highly unlikely that a tenant will advise you that they have trashed another property or are in debit to another landlord or agent. Your asset can very easily and quickly become your liability by approving the wrong tenancy applicant.

Elders is a member of TICA Check (an extra service we offer to our landlords). TICA Check is a default tenancy database that operates throughout Australia and New Zealand. The system fully complies with the guidelines set down by the relevant Privacy Commissions. By using the TICA Check system we are in position to enquire if a tenancy applicant has previously defaulted prior to placing them into a property.

By uniting thousands of property managers throughout Australia and New Zealand and collating their information on tenants, TICA Check has been able to reduce their member's exposure to those people who believe they have right to affect another person's lifestyle.

All tenants on signing the Residential Tenancy Agreement are given a letter informing them that we are a member of TICA Check and if they become behind in their rent or damage property during or after the tenancy we will place them on the TICA Check data base. Their names stay on the database until all debits have been cleared.





Becoming A Landlord

If you are considering becoming a landlord and renting out a property, there are a number of important aspects you should consider.

By renting a property you will obtain an income that must be declared in your annual tax return as part of your total income, but all the costs of producing the rental income can be claimed, subject to the nature of your personal tax position.

For example, the costs of servicing the loan on the rental property are deductible from the income, as are most of the cost of repairs and maintenance, council rates, agents service fees and where applicable, body corporate fees.

If the costs of the mortgage interest repayments exceed the net income, then the property is negatively geared, which, in most cases, means that the shortfall between the net income when assessing tax liabilities.

A landlord must expect fair wear and tear to occur when a property is rented, no matter how good the tenants are, the property will require some redecoration sooner or later.

Rented properties must meet the requirements of local authority ordinances and the landlord and tenant must observe the requirements of the Residential Tenancies Act and Rental Bond Authority.

In any event, it is wise to seek advice from your accountant regarding your tax liabilities prior to engaging a Real Estate Agent to let your property.



Tenants... Your Clients

The big question in the landlords mind is, 'Will I get good tenants?' A good tenant is someone who not only pays the rent on time, but who takes good care of the property.

On the part of some landlords and indeed some agents, there needs to be a re-think about who tenants really are. They are clients, customers, the consumers, without whom the landlord's investment is somewhat doomed.

More and more tenants are approaching rental with a long term commitment in mind, they are looking for the stability that comes with longer, fixed term leases and an amicable relationship with a professional agent representing the landlord. They require security and

the dignity that comes from a win/win business relationship.

In the mind of the good tenant, fairness is the utmost importance. The landlord who demonstrates fairness will generate the kind of good that translates into dollars and cents. When tenants are valued as clients to be serviced most of the aggression and conflict between landlords and tenants is avoided.

Our experience tells us that in the industry there is very little that is not negotiable. There need not be winners and losers. A little care and a big dose of mutual understanding can mean we all win. When choosing an agent to manage your investment, along with the important question, 'How much will

it cost me?' the landlord should ask questions like, 'how will my tenants be chosen?' and 'How will my clients be treated?'

Happy tenants are good tenants, and good tenants means happy landlords. Our property management division is committed to this philosophy. Landlords and tenants deserve to be treated with respect and professional competence.



Management Fee Guide

Initial leasing, regardless of lease term	1 week's rent + GST
Subsequent leasing, regardless of term	1 week's rent + GST
Rent Collection %	8% + GST
Administration Fee	\$5.00 per month +GST
Preparation of Lease	\$30.00 + GST per lease
Attendance at Tribunal	\$40.00 + GST per hour (on request only)
Applying for Tribunal Order	At Cost
Preparation of Tribunal Case	\$40 + GST (on request only)
Calculation & Collection of water usage	\$15.00 per annum + GST

DUTIES: Bond Lodgement, Condition Report supported with Internal & External Photos and List of Inclusions, Collection of Rent, Disbursement of Monies, Monthly Statements, End of Financial Year Statement, Conduct Routine Inspections including Photos, Pursue Rental Arrears, Serve Notices and Arrange Repairs & Maintenance.

Fees and expenses may be subject to negotiation.





...our commitment

Our Elders Commitment To You

As an Elders client, we want you to know that when you appoint us to act for you, you have the right to expect the following standards.

1. You will receive friendly, enthusiastic and courteous service.
2. We will honour our commitment to you absolutely, we will communicate with you frequently as we build a winning and long term partnership with you.
3. Your decision to appoint Elders as your agent will be respected and not taken for granted.
4. You will always be able to seek our help on any Real Estate matter at any time.
5. We believe totally that your perception of our performance is always the reality.
6. We will acknowledge any communication you have with us before the end of the next day.
7. We will be honest, truthful and 'up front' with you at all times.
8. Our marketing procedures will be the absolute best quality and value so you can get real benefit from them.
9. Your feedback is critical to our continuing innovate and improve. We are looking forward to your ideas, your comments and suggestions.
10. Provide up-to-date market feedback and conditions in order to obtain maximum return on your investment.





Testimonials

GREAT SERVICE

Right from the beginning Alex was proactive and well organised. She genuinely cares about my property; and she also cares about maintaining a professional relationship. I highly recommend the Elders Property Management Team.

- A Perruzzi

EASY & HASSLE-FREE

I have no hesitation in recommending Samantha & the team at Elders. I am extremely blown away with the service and care they've given me.

Owning an investment managed by Elders is a hassle-free experience.

- L Nehme

OUTSTANDING OVERALL

Lucy was extremely efficient with the process of leasing my property. She was immensely polite and prompt with any queries we had. I would definitely recommend Lucy & the team at Elders Real Estate.

- A Pavese

NO PROBLEMS NO WORRIES

Elders has managed my property for over 20 years. They have always been professional and very capable. They always reply to my enquiries promptly and with the appropriate solution. I would not hesitate in recommending Elders Real Estate.

- F Tabotta

TRUSTWORTHY & PROFESSIONAL

We found Michael and the team at Elders to be professional and extremely knowledgeable of the rental market.

We are more than happy with the returns Michael has achieved for our properties. The communication and updates we received were outstanding and have reassured us that the takeover of our portfolio was being managed with care and seamlessness.

- R & L Spagnolo

VERY PROFESSIONAL

Samantha went above and beyond our expectations. She always kept us informed on progress. And she leased our property to great tenants just 10 days after we purchased it. Highly recommend.

- P & B Piroso



OUTSTANDING SERVICE

I have had a long association with the Elders Property Management Team and have always found the staff to be very professional, delivering a high level of service and expertise in all aspects relating to the management of my rental properties. I would highly recommend them.

- M Marin

COMMITMENT & HONESTY

Samantha has been managing rentals for me since she commenced a long time ago.

She's been professional in her dealings with both tenant/ landlord situations, being both very honest and upfront with everything.

- T Salvestrin

LOYAL CLIENT

I have only ever dealt with the rentals side of Elders, but I'm very happy with Samantha as our property manager. She is very thorough, good at what she does and keeps the contact between landlord & tenant open. Nothing is any problem to her & if there is an issue it is rectified quickly.

- K & I Minchin

LOCAL KNOWLEDGEABILITY

We couldn't be happier with Michael and the team at Elders Griffith. His knowledge of the rental market provided us with a good understanding of what we could achieve. Not only did he address all our concerns and questions, he was also able to secure an excellent family for our property.

- T& R Viselli

ATTENTION TO DETAIL

Right from our first meeting I found Alex to be friendly, enthusiastic and knowledgeable in property management. She has been very professional and conscientious as well as keeping me informed with any issues. I would definitely recommend Belynda and Elders Real Estate to anyone considering renting their home.

- T Savage

GREAT COMMUNICATION

I engaged Elders back in 2014 to manage my Griffith investment. Elders have a great ability to explain and go into detail with any situation that may arise. They are true professionals who from my experience are committed to good management for their clients. I am more than happy to recommend Elders.

- C Buller



Real Estate

Elders Real Estate Griffith

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