

OWNER HANDBOOK

A LESSOR'S GUIDE



Blackburne

PROPERTY MANAGEMENT



AFTER DECADES OF
MANAGING PROPERTIES
IN PERTH, BLACKBURNE IS
ONE OF THE MOST TRUSTED
NAMES IN THE INDUSTRY.

*Our powerful combination of property development,
property management and mortgage broking supports
our clients at every step on their property journey.*



We understand that your property is a precious asset and everything we do is about making sure it's well cared for and generating the best possible returns on your investment.

The services detailed in the following pages take in every aspect of maximising the performance of your property and minimising hassle and risk for you.

We want to give you total confidence that everything is under control, from organising tenants, to monitoring finances, to expediting maintenance.

The key is quality people and meticulous processes. Our staff receive regular industry-specific training and they work to a documented Procedures Manual. To show you how serious we are about outstanding service, we also supply a written Premium Service Guarantee.

As you'd expect, given our long track record, we have extensive experience in executive apartments, managing new complexes, dealing with new building queries and managing strata-titled properties.

YOUR ASSET IS IN A SAFE PAIR OF HANDS

HOW WE PROVIDE PEACE OF MIND

- An after-hours emergency phone service, answered by a member of the Property Management team
- Qualified staff with extensive knowledge and high-level conflict resolution skills
- Online owner and tenant portals, to access your information 24/7
- Management of your accounts and records through specific Property Management software
- Efficient administration and Trust Accounting support
- Operating under a regulated Real Estate and Business Agents Licence
- Your funds will be held in our Trust Account, regularly audited in compliance with DMIRS
- Regular, routine inspection reports
- Detailed Property Condition Report with photos



PREMIUM SERVICE GUARANTEED

Our goal is to provide you with a consistently superior customer experience.

Our Customer Service Guarantee lets you know what you can and should expect from Blackburne Property Management and what we are doing to hold ourselves accountable every day.

We want our customers to be amazed with the standards Blackburne offer, excited by the innovation we provide and extremely satisfied with the service and reliability of every interaction with us.

WE MAKE THE FOLLOWING GUARANTEES:

We will answer all emails and phone calls within one business day

We will proactively advertise and show your property to minimise any vacancy period

We will update you on the status of your advertised property at least once a week

We have a "Zero Tolerance" policy for rent arrears and contact the tenant within two days of rent becoming overdue (in line with current legislation)

All non-urgent repair requests from tenants will be processed within two working days of receipt

Urgent repairs will be actioned within 24 hours

We will contact you every six months (where applicable) to discuss a rent review and advise on the current market rent rate

We will contact you to discuss the tenancy agreement for your property not less than thirty days prior to its expiry

We will provide photographs with every routine inspection we carry out for you.

If we fail to meet any of these standards, or we have not lived up to your expectations in the service we have provided in the management of your property, then please contact us and if we haven't addressed your concern within 48 hours you will receive one month's management of your property absolutely FREE.

Note: This Guarantee does not apply when we are requested to carry out non-standard duties or matters that are outside our control (e.g. a natural disaster or accident).



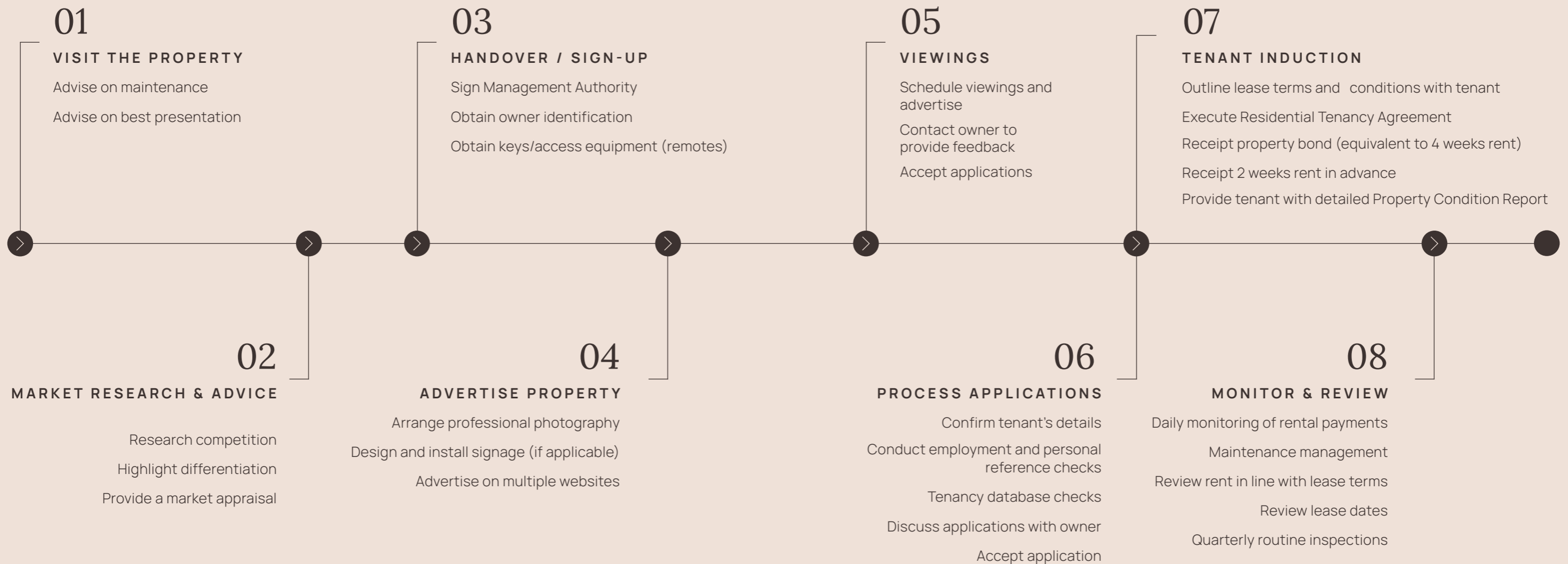
OUR PROCESS AT A GLANCE

In addition, to avoid disruptions to your cashflow we maintain a 'Zero Tolerance' policy on rent arrears. Each day we review all rental payments and act swiftly to ensure any issues are dealt with proactively.

Given the fluctuating rental markets, we make sure that rent reviews are conducted every six months and your returns are always optimised to the prevailing market conditions.

During our routine inspections, you can also ask for a senior member of our sales team to assess the current market value of your property. This information can be very useful, especially if you're considering using your equity to add to your investment portfolio.

At Blackburne, we know the supply and demand in any given area and we're aware of the comparative rental prices of properties. This helps us to maximise the rental returns of your investment.



FINDING YOUR TENANTS

Our experienced staff will provide you with detailed information and advice on the market rental value of your property

Before we even begin to advertise a property, our experienced staff will provide you with detailed information and advice on the market rental value of your property, anticipated timeframes, recommended maintenance and the most suitable marketing techniques.

Letting a property involves marketing of one form or another; we use the following techniques to maximise exposure.

RENTAL LIST

A comprehensive description of your property is placed on our vacant properties list and emailed to all enquiries from prospective tenants looking for rental properties.

ONLINE LISTING

The internet is the leading information source for prospective tenants from the local area, as well as those relocating from interstate and overseas. We're linked to the largest and most popular websites, including realestate.com.au, domain.com.au, reiwa.com.au, rentfind.com.au and rent.com.au. Each advertisement contains enticing photographs and descriptive text.

EXECUTIVE RELOCATION

Providing another source of potential tenants, Blackburne is in touch with many Perth-based relocation agents who help with accommodation for people moving to Perth, such as corporate executives.

PROPERTY OPENINGS

We have a full-time Leasing Team to conduct viewings at advertised times, so prospective tenants can view properties without making a specific appointment. We also conduct viewings by request if necessary to ensure your property is shown to as many prospective tenants as possible.

DAILY ENQUIRIES

Blackburne is known by tenants as one of the largest property managers in WA, so we receive regular calls from people looking for rentals. We provide tenants with a list of all our properties outlining the property details.

SELECTING TENANTS

The most critical factor in achieving a 'hassle-free' tenancy is selecting a quality tenant.

Blackburne interviews all prospective tenants and validates details so an informed decision can be made. We'll keep you well informed during this process and you have the option of approving the applicant.

We contact the nominated referees and confirm the prospect's employment details and rental references. Additional checks are carried out through national databases, so your Property Manager can see if any complaints have been lodged against the potential tenant. We request a variety of items from tenants in support of their application, including salary slips, I.D. and previous rental history.

Our policy is not to accept a tenant until we have your approval.



UNDERSTANDING TENANCY DOCUMENTS

LEASE DOCUMENT

This is a written contract between the agency, Blackburne (on your behalf) and the tenant. It sets out the details of the agreement, the length of the tenancy, the responsibilities of the owner and the tenant and any special conditions of the contract (e.g. no pets), all in accordance with the Residential Tenancies Act, 1987 (WA).

PROPERTY CONDITION REPORT

This is completed prior to any tenant moving in. It's a detailed document describing the state of the property at the start of the lease. No fewer than 50 photographs are taken to accompany the written report. This document is thorough and detailed as it will be compared to the later Vacating Report to assess the condition of the property at the end of the tenancy.

BOND LODGEMENT FORM

At the commencement of a new Tenancy Agreement, each tenant is required to complete a Bond Lodgement Form. The Bond Lodgement Form is a legal document that records the lodgement of the tenant's security bond with the Department of Commerce's Bond Administration.

INFORMATION FOR TENANTS

In accordance with the Residential Tenancies Act 1987 (WA), Form 1AC 'Information for Tenants' is provided to all tenants with the lease documentation. This document outlines the upfront costs associated with a new lease and the rights and responsibilities of both the owner and the tenant.



OUR SERVICE COMMITMENT

Blackburne's reputation has been built on the delivery of high standards of service. Here are a few important aspects of our approach.

We'll deliver friendly, courteous, professional service.

We will always honour our commitments to you

We'll respond to your calls and emails within one business day

We'll be honest, ethical and upfront with you at all times

We'll communicate regularly with you to build a long-term 'win-win' partnership

While our services will rarely be the cheapest on the market, we'll make sure they're the very best value for your money

We'll always welcome your ideas, your comments and your suggestions as a means of improving and innovating

KEEPING AN EYE ON YOUR PROPERTY

We carry out regular, thorough inspections, acting immediately on any maintenance issues.

We also encourage 'good' tenants by leaving thank-you notes to acknowledge their efforts. We provide you with a Routine Inspection Report, including photos of your asset.

Our staff are trained and experienced in identifying maintenance issues (both current and pending) and in educating tenants on the expected standards.

Your Property Manager also understands which items of the property need to be thoroughly recorded in case compensation is sought from a tenant's bond.



DISPUTE RESOLUTION

Our thoroughly trained Property Managers understand the intricacies of the Residential Tenancies Act 1987 (WA) and its subsequent amendments. They employ that knowledge to amicably resolve any difficult issues that may arise from time to time.

MAINTAINING YOUR INVESTMENT

For general and urgent repairs, Blackburne has developed a large team of reliable, competitively priced tradespeople that are able to handle all kinds of maintenance and 24/7 emergencies when necessary.

Where appropriate, particularly with large scale repairs or maintenance issues, we obtain comparative quotes to ensure the best value for money.

If you have contractors of your own that you'd like to carry out works to your property, you can specify these, perhaps to be included on a list of contractors invited to quote. (They will need up-to-date Public Liability Insurance and registration with an Australian Business Number.)

We'll record your preferences at the time of our appointment.



MANAGING THE MONEY - ADMINISTRATION & REPORTING

MONTHLY STATEMENTS

Your monthly statement will include full details of your rental proceeds and any expenses disbursed from the funds. These statements are emailed to you to ensure you receive them immediately at the end of every month.

ANNUAL INCOME & EXPENDITURE REPORT

At the end of each financial year we can provide you with a complete income and expenditure report in a single-page summary format, to assist with your tax return.

ELECTRONIC TRANSFER OF FUNDS

To improve the return on your investment we aim to transfer rent into your bank account as quickly as possible. So, it's electronically transferred straight from our Trust Account to your nominated account, usually on the last working day of the month.

PAYMENT OF OUTGOINGS

Blackburne can pay any outgoings for your property on your behalf, deducting the funds from your rental income.

A copy of the invoice is attached to your statement in the month it's paid. We'll determine which payments you'd like us to make at the time of our appointment (e.g. water rates, strata levies, council rates).

AUDITED TRUST ACCOUNT

All funds we receive in relation to your property are immediately recorded in our Department of Commerce approved Trust Account.

This account is audited regularly to the strictest control standards, by an approved independent auditor.

RENTAL PAYMENTS

Tenants' rental payments to Blackburne are made by BPAY or EFTPOS. Tenants have the convenience of being able to make rental payments over the phone or online through their bank. This simplifies the payment process and has proven to significantly decrease late rent payments.

SECURITY BOND

The Residential Tenancies Act 1987 (WA) allows for a security bond of up to four weeks' rent for leased properties. All tenant bonds are held in a bond trust account with the Government Bond Administrator, in accordance with the Act. The bond is returned to the tenant when they vacate the property, following a satisfactory final inspection and deduction of any relevant expenses.



PROFESSIONAL FEES & DISBURSEMENTS

MANAGEMENT FEES

The Management Fee is based only on amounts received and covers the services provided by Blackburne.

This includes collecting and processing of rents and other monies, pursuing late rent and invoice payments, advising the owner of relevant matters and attending to other routine issues throughout the month such as maintenance, payment of accounts and liaison with tenants.

Management fees are detailed on each monthly statement.

PROPERTY CONDITION REPORT

A comprehensive report, including photographs, which detail the condition of the property at the time the tenant took occupancy.

It's an important document that is the basis of bond disposals. In cases where there is a dispute, it is a powerful document submissible in court.

ROUTINE INSPECTIONS

Inspections should be carried out 6-8 weeks after a tenant takes occupancy. This acts as an early check of any issues a tenant may need to be warned of and is then set at three monthly intervals for the term of the tenancy.

We believe regular and thorough inspections prevent minor issues becoming major problems. Additional photographs are taken of any maintenance issues.

Inspections ensure proper care is being taken and reinforces the expectations to the tenant.

ADVERTISING

The internet is the most successful way to advertise a vacant property. Blackburne advertises on all major real estate websites. Each advertisement consists of photographs and descriptive information. If we think a paid advertisement in a newspaper would help let the property, we will contact you first for permission.

FINAL BOND INSPECTION

This inspection is carried out against the in-going report and is necessary to decide whether any damages or cleaning need to be charged from the tenants bond.

Photographs are taken in case evidence is needed over a bond dispute. Our fee also covers the updating of the in-going inspection for the next tenant, so the owner will not need to pay again for a Property Condition Report.

ANNUAL FINANCIAL STATEMENT

An End of Financial Year Report summarises income and outgoings for the last 12 months in detail. It shows accumulated totals instead of twelve individual statements.

RENEWAL OF TENANCY

This fee applies if a tenant chooses to extend their lease and the owner agrees. It covers negotiations between the tenant and the owner, preparation of paperwork and organising signing of the lease documents.

This fee replaces the leasing fee as there is no requirement to find a new tenant.

NATIONAL TENANCY DATABASE SYSTEM

We have access to the performance history of tenants via two databases: the National Tenancy Database via the Real Estate Institute of WA and TICA, which is a database of defaulting tenants.

This enables us to obtain information from real estate agents across Australia when processing prospective tenants. It also allows us to list our defaulting tenants thereby reducing the possibility of them relocating and leaving rent debts and damage behind them.

TITLE SEARCH

Department of Commerce requires that real estate agents ensure that the owner name on the managing authority document matches the owner name on the certificate of title. If an owner cannot supply a copy of the certificate of title, Blackburne can order one on their behalf. This verifies ownership of the property.

COURT ATTENDANCE

Every attempt is made to avoid taking matters to court wherever possible. However, in some cases it is the only means to resolve matters or to gain permission to refund a tenant's bond to an owner.

LETTING / LEASING FEES

Includes all scheduled and appointment-only viewings with prospective tenants and processing of application forms, thorough reference checks and ID checks, collection and lodgement of tenant's bond to the necessary authority. Also includes orientation interviews with the tenant to advise of their rights and responsibilities, explanation of the lease in detail and signing of all necessary paperwork, photocopies, records and sign-out keys.

FREQUENTLY ASKED QUESTIONS

HOW DO I CHANGE THE MANAGEMENT OF MY PROPERTY TO BLACKBURNE?

Simply contact us with details of your current Management Authority and we'll take it from there. Once appointed, we will notify your tenants and collect the keys from your previous agent. Changing your property manager couldn't be easier plus there's no charge for this service.

HOW LONG WILL IT TAKE TO FIND A TENANT?

While there isn't a single solution to guarantee a quick rental, presenting your property in the best light, marketing it professionally, and setting a reasonable price will increase your chances. At Blackburne, our leasing team has access to a comprehensive database of prospective tenants and can help you find the right match. We'll reach out to tenants who fit your property criteria, allowing them to view and apply early.

DOES AN AGENT'S LOCATION AFFECT THEIR ABILITY TO MANAGE MY PROPERTY?

Most prospective tenants use the internet to find homes online and pay their rent electronically. So, location matters much less today than in the past and we manage properties all over Perth.

CAN I REFUSE PETS, CHILDREN, SMOKERS, UNEMPLOYED, CERTAIN RACES OR RELIGIONS?

There are strict laws preventing landlords from discriminating against prospective tenants or people with children. However, you are entitled to consider whether or not pets and smokers will be suitable for your property.

The balance of the categories is strictly governed with heavy penalties. Be warned the maximum that a pet bond can be is only \$260 and a pet bond is only held for fumigation purposes, whereas damages are taken from the bond.

DO I NEED LANDLORD'S INSURANCE?

While it's not compulsory, it is our professional recommendation that every investment property owner have a specific landlord insurance policy in place. It protects you in the event of a tenant not paying rent, departing early or damaging the property. It also includes public liability and limited cover for contents (e.g. floor coverings, curtains). Building insurance is compulsory however.

HOW WILL I KNOW WHAT MY PROPERTY WILL RENT FOR?

While the market will determine the final amount, we work with you to ensure your property is presented at its very best to achieve the maximum possible rent.

We will also provide evidence of current rental values of similar properties in your area as a guide.

WHAT HAPPENS IF MY TENANT DOESN'T PAY RENT?

Our "Zero Tolerance" policy on rent arrears is actioned when the rent is two days late. Apart from outlining to new tenants the ramifications of not consistently paying rent by its due date, our system monitors tenant arrears on a daily basis.

We immediately contact the tenant by SMS/ phone for prompt resolution and if the tenant remains in arrears, we will issue a Breach Notice or a Termination Notice.

It is our intention to always minimise any loss to the owner and ensure prompt action is effective and continuous.

WHAT HAPPENS IF I WANT TO SELL MY PROPERTY?

Our Sales Representatives are experienced sellers of occupied properties and will ensure your tenant is not unduly inconvenienced, whilst still achieving an excellent sale result.

Blackburne has a long history of successful real estate sales throughout Perth and our team welcomes the opportunity to provide you with an obligation free appraisal.

TESTIMONIALS

Really professional and amazing team and have been outstanding with managing my properties. They have helped me better understand how to maximise returns in my investment portfolio and have always been available to answer any question that I have. Would highly recommend the team from Blackburne.

Marcus L, Perth CBD

The Blackburne team have managed my investment property for well over 15 years now. I live in NSW and so rely on them heavily. They have been fantastic. The team are responsive, proactive and definitely have their finger on the pulse of the market. Go team!!!

Simone S, Subiaco

SCAN TO REFER A FRIEND



Extremely impressed by timely , clear and proactive communication. Being out of the country - these factors give peace of mind that property is well taken care of. Balanced view of the rental applicants with sound judgement.

Sanjeev M, Perth

We are satisfied with Blackburne property management. Their teams are very friendly, professional and responsive to manage our property. Not only giving a good advice to achieve the best outcome, but they are also able to answer promptly all our queries. At last, the weekly report has kept me up to date with their activities. Thank you so much, Blackburne.

Lucy H, Winthrop

Thanks to the Blackburne team for making my home hunting experience a breeze. I was kept in contact with throughout the application process and all of my questions have been swiftly answered, allowing me to make an easy decision on a beautiful apartment.

Victoria P, Claremont

The Blackburne Property Management team is very professional and very effective. They managed to rent my property in a week to high quality tenants and at a strong rent. They are also very courteous and move very quickly.

Ryan F, Highgate

Our family multi-residential apartments have been managed continuously by Blackburne since 1978. As the company has grown, the personal touch has been retained and the structure and systems added create a most comprehensive management department for us. We are extremely satisfied and have never contemplated shopping for another managing agent in the past 40 years.

David P, South Perth

All the interactions with staff so far, getting me into a great new rental that meets all my requirements has been very positive and supportive to complete the steps needed. The final signing with the property manager was quick and easy with a lot now online saving time and stress. So far so good!

Paul P, Subiaco

Honestly everything you could wish for from a property group. The leasing team have been nothing but amazing each time we work together to renew or find a new place. Looking forward to many more years with Blackburne Property.

Zaron BC, Perth



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