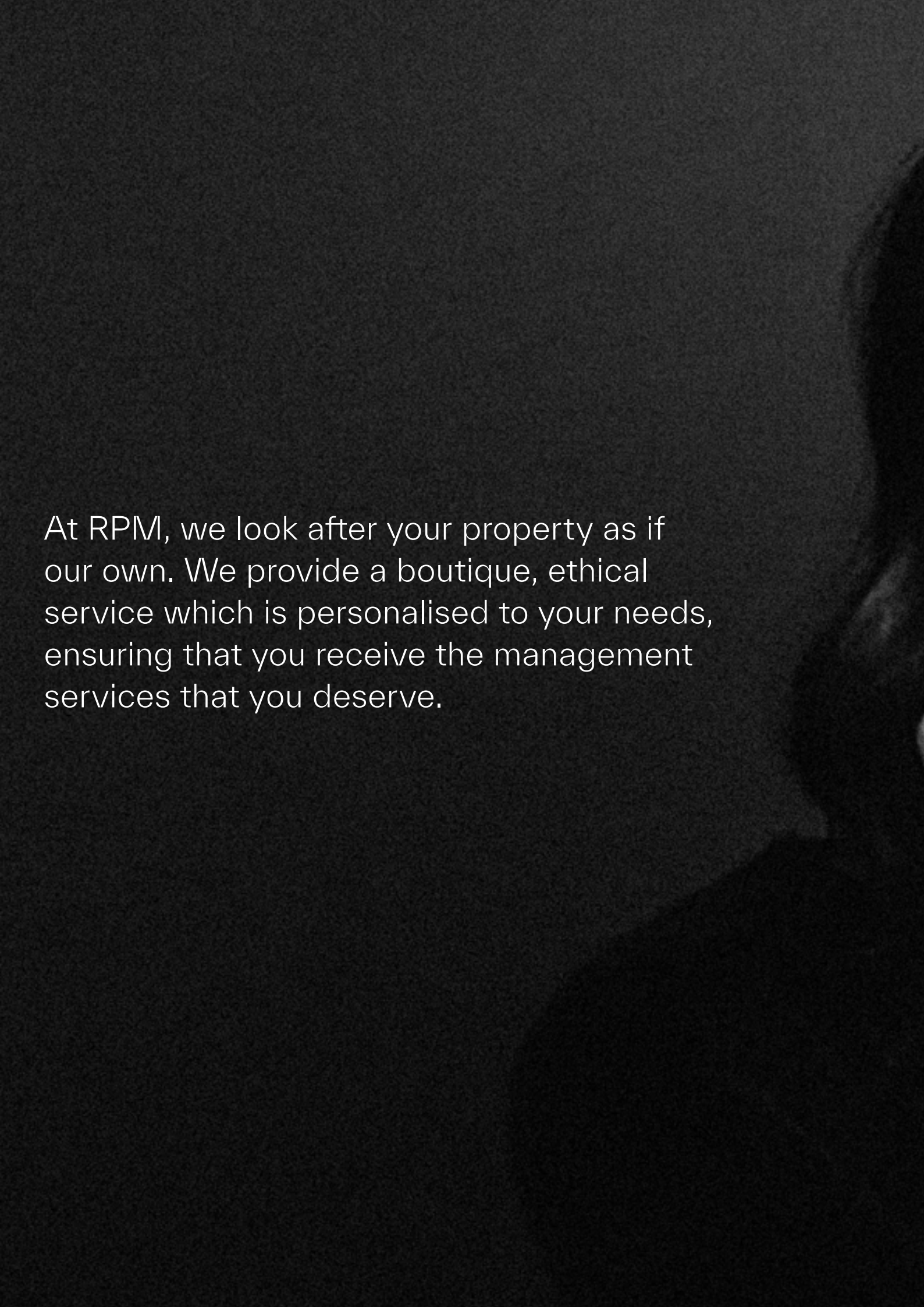




PROPERTY MANAGEMENT SERVICES

Boutique, personalised and
ethical services



At RPM, we look after your property as if our own. We provide a boutique, ethical service which is personalised to your needs, ensuring that you receive the management services that you deserve.



What we do

RPM provides comprehensive property management services for both Local and International clients to ensure their property assets **are protected and maximised.**

RPM's Property Management services are specifically aimed at residential property investors. Our highly experienced and knowledgeable professionals manage your property and protect your investment every step of the way.

At RPM, our focus is to meet your individual requirements. We work proactively to maximise rental returns through minimising vacancy, selecting quality applicants and ensuring your investments are well maintained.

Why RPM?



Local knowledge

Our team understand the rental market and landscape in Victoria, having access to current market conditions and local knowledge, we are able to guide you through the end to end process.



Capital growth

Our goal is to increase your return by ensuring all maintenance issues are dealt with promptly and cost effectively, thereby helping you to achieve a higher level of capital growth when the time comes to sell.



Comprehensive Service

Our competitive fee structure ensures that you receive a complete and comprehensive level of service at exceptional value. All fees are tax deductible.



Peace of mind

Our team is highly experienced and qualified to manage all matters concerning your investment.

Our service philosophy is simple. We don't take short cuts, and we leave no stone unturned. From the first appraisal through to marketing, renter selection, inspections and reporting, our tight knit team knows every aspect of your property and tenancy to ensure the best outcome is achieved.



Your guide to the leasing process



Introduction

Appraisal of rental value

About you

About us



Owner Integration

Signing of managing agreement

Initial inspection

Maintenance & improvement
discussions



Marketing / Advertising

Professional photos

Advertising on key real estate
websites

Targeting RPM enquiry
network and databases



Tenant Selection

- Inspection
- Application / process application
- Lease / document preparation
- Occupancy



Management Operations

- Collection of rent and payment of outgoings
- Ongoing maintenance
- Manage facilities
- Agreement & rent reviews



End of Agreement

- Outgoing inspection & report
- Finalisation of bond
- Recommendation for improvements
- Facilitate maintenance / improvements
- Provide comparative rental appraisal for re-leasing

Our approach to key stages



Renter Appraisal and Preparation

Our extensive local knowledge enables us to provide a detailed comparative market analysis report which will provide a guide of predicted rental value based on current market rental values, vacancy rates and location.

We also recommend ways to best present your property to optimise market appeal.



Marketing

Our approach to marketing is based on maximum return with minimum expense.

We prepare a tailored marketing programme to target the right renters for your investment that may include:

- Advertising on key real estate websites
- Targeting RPM enquiry network and databases
- Professional photography

Our successful marketing strategies and management of all enquiries drives maximum exposure to match the right person for your investment.



Renter Selection

To find the best fit for your property, experience and attention to detail counts. After meeting with prospective applicants, a detailed application process reduces risk to you.

By providing regular reports on enquiry at inspections and updating you with any pending applications we ensure that you are kept informed of the ongoing rental process.



Lease Terms and Conditions

Once confirmed with you, an initial fixed term agreement is negotiated with the applicant and sent out for electronic signature along with any legislative documentation.

We require the applicant to pay one calendar month of rent and bond (one calendar month of rent) to secure the property prior to removing it from the market.



Ongoing Management

Inspections and maintenance

Routine inspections are carried out every six months. The inspections give you peace of mind to also ensure that your property is being properly maintained and any maintenance is reported if required.

Maintenance is handled as you prefer unless in the case of an urgent repair as per the Residential Tenancies Act. We aim to ensure that your needs are individually catered to.

Accounts and arrears

We offer disbursement of your rental monies via direct deposit. This means once your renter has paid their rent you receive it promptly. A statement of all income and expenses is emailed at the time of your payment.

We are also able to pay council rates, water rates, owners corporation levies and landlord insurance premiums on your behalf. If you require, an end of financial year report will be provided thus making it easier when preparing your tax return.

Daily arrears management is of a priority. We have systems in place that ensure the renter is followed up in accordance with the Residential Tenancies Act. Renters are advised to pay the full rental amount in advance through BPay to ensure an easy tracking system.

End of Agreements

Entry and final exit inspections are carried out at the commencement and finalisation of all agreements to ensure that your investment is left in an appropriate manner. The reports include photographs and details of each room. You will receive a copy of each report to keep you up to date in relation to the condition of your property.



Client Testimonials

“

“I have had the opportunity of dealing with RPM over the last few years and have found them to be professional, courteous and honest. They provide exceptional customer service (a trait often missing in today's business world). I have introduced RPM to many of my clients, which is something I only do if I have full confidence and trust in the person I am referring.”

MR & MRS LLOYD, NSW

“We dread to think of the emotional and financial mess we would be in had we not been fortunate enough to have engaged your services as our property manager. We would like to especially thank you for finding us such high quality, reliable, rent paying tenants. We look forward to working with you in the future and personally would not even consider enlisting another property manager.”

MR & MRS RUTHERFORD, QLD

“I am writing to you to tell you about my wonderful experience and the agent who has gone above and beyond for us. We were amazed at how professional and honest the Property Manager was. He was genuine and really wanted to help us out. He went out of his way to help us and we are so truly appreciative of the outstanding service.”

P. VARSELL, VIC

”



Contact Us

Jane Ormerod

Head of Property Management

+61 488 210 951

jane@rpmgrp.com.au

Peter Grant

Managing Director

Business Development

+61 411 494 499

peterg@rpmgrp.com.au



Helpful information

Residential Tenancies Act
www.legislation.vic.gov.au

Consumer Affairs Victoria
www.consumer.vic.gov.au

Victorian Civil and Administrative Tribunal (VCAT)
www.vcat.vic.gov.au

Property Owners Association of Victoria
www.poavic.org



T +61 3 9862 9555
F +61 3 9862 9512
E contactus@rpmgrp.com.au
W rpmgrp.com.au

Level 5, 52 York Street
South Melbourne VIC 3205