

Property Vacant? New Tenant Selection

I believe great tenants are our most important asset. With A grade tenants they pay their rent on time and look after your property. I want to select the best possible tenants in the marketplace for your property and then wow them with our service so I can retain them for as long as possible, providing you with great returns year after year. Happy tenants are more likely to renew each year (helping avoid costly vacancies and advertising and re-let costs). Well serviced and educated tenants are more likely to accept regular reasonable rent rises if they believe they have been well treated. They are also more likely to treat your home as if it were their own.

Once selected, I ensure our tenants are treated with respect. I clearly educate them on the expectations they should have of us and of you as their property owner. By creating this two way relationship and demonstrating that I value our tenants, this allows us to then hold them accountable to our expectations, for rent to be paid on time and the property to be respected. This is the simplest way to ensure great returns and capital growth on your property year after year.

THE "PROCESS" FOR GREAT TENANT SELECTION

1. Enquiry and Inspection - Our tenant's selection process begins with the very first contact. The process of filtering suitable tenants begins right from the first phone call or email. I respond promptly to ALL enquires on your property
2. Most owners are unaware that this is easily one of the most costly areas within property management. I ensure ALL submitted applications are processed that day with an answer to the tenants the same day to ensure potentially perfect "A" grade tenant, does not go elsewhere because they are frustrated waiting for an answer.
3. Time is money so I act fast! If an application is successful I get the tenant in to sign up and pay immediately.
4. The application is processed by the same person who carried out the inspection as they will have already begun to build a personal relationship and will have a clearer understanding of the applicant's suitability or otherwise.
5. In addition to all of the above, I of course carry out all the normal checks including
 - a. (TICA) Tenancy default database check
 - b. Evidence of Income
 - c. Minimum 100 Points id
 - d. Previous rental references
 - e. Personal and work references.
6. The sign up includes:
 - a. Reinforce expectations/standards
 - b. Education (ie rent arrears procedure, lease break, vacate procedure and costs)
 - c. Maintenance procedure and how to lodge