



S P H E R E
SOUTHPORT LIVING

Property Management Information Guide

Sphere Management Pty Ltd

Ground Floor "Kingfisher"

154 Musgrave Avenue

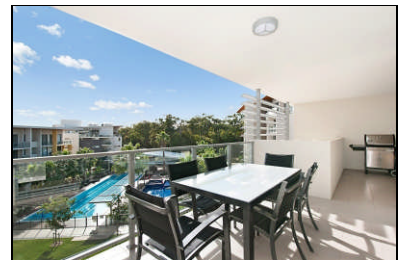
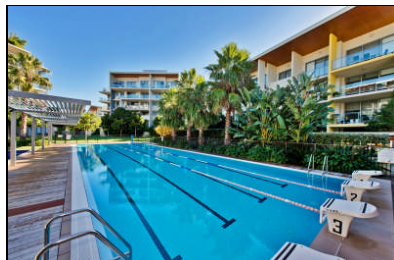
Southport QLD 4215

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www.sphererentals.com.au



Team Profile

The Sphere Management Team

A team of dedicated professionals who will ensure you receive the very best service



Building Management

To ensure that your property and the grounds of Sphere are being efficiently looked after, a dedicated team of personnel with high levels of experience and expertise actively manage the day to day building management of Sphere.

Debbie Triffett – Letting Manager

Debbie is your first point of contact regarding your Property. With 18 years of experience in real estate her position is to oversee every facet of the business and to ensure that you are receiving the very best service from Sphere Management. She ensures that you receive a quality applicant for your property in the shortest possible time and at the highest possible price. Debbie's skills mean we will always strive to achieve the best results for you.

Kerry McCue – Finance Administrator

Kerry is the dedicated Trust Account Manager. She has an extensive background in finance and office management and has focused on property management for the last 11 years. Kerry has been with Sphere Management for 5 years and was on hand to witness the very first residents move in to Sphere back in February 2008.

Robyn Kirk – Property Management Assistant

Robyn is at the front line of the office. Her role assists Debbie with the leasing of the apartments incorporating reference checking to inspections, and making sure we have the right people for your investment property.

Sphere Management

What We Do For You

Finding a tenant

- Prospective tenants are attracted to Sphere by our on-going marketing of the brand via a continued presence on the most searched rental website www.realestate.com.au, our own dedicated websites:- www.spheregoldcoast.com.au and www.sphererentals.com.au, newspaper advertising (utilising the most read newspaper on the Gold Coast), billboard advertising and by maintaining on-going liaisons with Griffith University, local clubs and associations, local agents and referral programs.
- We inspect the apartment with prospective tenants – no keys are handed out
- Qualifying suitable applicants for tenancy
- Undertake identification checking of prospective tenants – minimum 100 points of identification required
- Obtaining previous rental reference and confirming same
- Tenant history checking via Tenancy Information Centre of Australia (TICA)
- Liaise with landlord/s in respect of recommended applicants

Prior to tenant occupation

- Prepare detailed property inspection report prior to the commencement of the tenancy agreement
- Prepare lease documentation for signing by the tenant
- Lodgment of rental bond with the Residential Bond Authority

After occupation

- A copy of the signed lease and property inspection report will be sent to you, the landlord/s
- Collection of rent
- Control of rent arrears (if any)
- Arrange property repairs if required
- Routine internal inspections of the property will be conducted four times per year and you will be provided with a detailed written report on the condition of the property

Vacating of premises

- You will be advised by letter when your tenants give notice to vacate
- A detailed final property inspection will be conducted on completion of the tenancy
- Lodgment of any rental bond claim, if applicable
- The property will be re-listed as available for rent as soon as a notice to vacate is received and the property re-let for a further term to an approved applicant

What We Do For You cont:

Financial statements

- Monthly Statements and Annual Financial Statements
- Statements include:- address of property, tenant paid to and from dates, total amount received by the landlord, details of any accounts paid on your behalf i.e., repairs, council rates etc, management fee
- Direct deposit into nominated bank account

Other services available

- Rate Notices can be directed to us so that payment can be made directly from your rental account
- Body Corporate Notices can also be directed to us and payments made directly from your rental account
- Landlord Insurance payments can also be made directly from your rental account and we will attend to the administration of your policy and any claims that might be required

Sphere Management

Point of Difference

Management Team location

Our office is located on the ground floor of the “Kingfisher” building, offering convenient access for residents requiring assistance, information or for tenants wanting to make rental payments in person.

Security with Success

Our team can find the best tenant for your investment. We want what you want – the highest possible return on your investment and the best tenants sourced within the shortest timeframe. We will creatively promote your property to the widest possible audience. *All prospective tenants will be accompanied to your investment - we will not just hand out keys*

Peace of Mind

Sphere Management handles the task of maintaining your investment through regular routine inspections. These inspections will protect your investment as they bring minor repairs and maintenance work to your attention. This gives you the opportunity to forecast and budget accordingly, for any upgrading work suggested in our reports. If required, we can include digital photographs to provide a visual explanation.

Your Investment Working for You

Our goal is to increase your income and ensure your investment is working for you. The review of the rental, prior to the expiration or renewal of each tenancy agreement is monitored closely. We will let you choose what lease terms and the weekly rental amount as guided by our current market analysis.

We encourage and educate tenants to pay the full rent amount due, not part payments. However, should a tenant fall into arrears, prompt actions follows in accordance with the Residential Tenancy Act. We would keep you informed throughout this process should it occur.

Communication

We understand that communication is the key to our relationship with you and therefore whether we have “good” news or “not so good news”, we will communicate with you keeping you fully updated in respect of your investment. The Sphere Management team is as close as a phone call or an email or visit us in person should you be in the neighbourhood.

Sphere Management

Fees

Management & Rental Fees:

5% Rent Collection

2.5% Management Fee

Letting Fee:

1 weeks rent per new letting

1/2 weeks rent per lease renewal

Other charges:

Annual Income & Expenditure Summary	\$ no charge
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Tribunal Attendance	\$ at cost
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Administration Fee – monthly	\$ 5.00
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Smoke Detector Fee - annual	\$35.00
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Filing an insurance claim on behalf of owner	\$55.00
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** All charges are subject to GST*

Services Included:

- Conducting an unlimited number of personally accompanied inspections of your apartment with prospective tenants
- Extensive marketing conducted to ensure we attract the best possible applicants
- Internet listing of your property
- Periodic promotional activities in the community
- Thorough screening process undertaken on all prospective tenants
- Preparation of a detailed in-going and out-going Property Condition Reports
- Preparation of all tenancy documentation for in-coming and exiting tenants including Rental Bond collection and lodgment/withdrawal with the Residential Bond Authority
- Arrange cleaning or any necessary repairs post tenant occupation if required
- Undertake four routine inspections of your apartment per year and provide you with a detailed report after each of the inspections
- Undertake rent reviews in line with your rental agreements
- Organise repairs/maintenance of your property as per your instructions
- Rent collection, receipting and banking
- Process rent collection and transfer electronically into your account (monthly)
- Rent arrears control (if deemed necessary)
- Provide you with detailed monthly and annual statements
- Disbursement of payments for Council Rates, Body Corporate Fees, Landlord Insurance, Repairs

Sphere Management

Contact information

Address:

Sphere Management Pty Ltd
Ground Floor "Kingfisher" building
154 Musgrave Avenue
Southport QLD 4215

Opening Hours:

Monday	8:00am – 5:00pm
Tuesday	8:00am – 5:00pm
Wednesday	8:00am – 5:00pm
Thursday	8:00am – 5:00pm
Friday	8:00am – 5:00pm
Saturday	9:00am – 12:00pm
Sunday	closed

Phone:

07 55323144

Fax:

07 55311769

Email:

propertymanagement@spheregoldcoast.com.au

Websites:

www.spheregoldcoast.com.au
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