

uphillshaefer

# **Property Management Investment Framework**

# Company Profile

Buying a home is usually the biggest investment of our life and the process can be exciting but daunting. When purchasing an investment or commercial property you need experience to accurately predict a good return on your investment.

That's why you need the team at uphillschaefer Real Estate.

For over 46 years they have been committed to giving the best possible service and have earned the reputation as "The trusted name in real estate." They have the experience to help you every step of the way and get the result you desire.

Uphill & Schaefer opened its doors in 1971 in its original office in Faulkner Street and relocated to its current modern and professional office at 127 – 129 Beardy Street where they are in the Hub of the business section of the city.

Uphill & Schaefer Real Estate has provided a strong service in Property Management, Auctions and Valuations to the Armidale community ever since.

uphillschaefer is now recognised as the leading sales and property management performers in the Armidale area. This is attributed to strong exposure, hard work, professionalism, ethical business practice and a dedicated, highly qualified team of 12 staff.

You will be kept informed of every step of the sales and leasing process. The cohesive team environment provides a seamless transition from listing to leasing and beyond. It is the sort of service that people tell their friends about – in fact much of the current business is from referrals and previous clients, a good indicator the team is doing it right!

# Why put your rental property in the hands of uphillschaefer?

Our highly experienced and qualified team is dedicated to providing a service to you that cannot be matched. With 13 people in the uphillschaefer team, you can be assured not only of experience but the resources and manpower to get the job done. We appreciate that your property is an important investment and we will help to look after it and create a good return for you.

Introducing the Uphill & Schaefer Team

Shane Kliendienst - Director / Sales Manager (LREA)

Gail Schaefer - Director / Office Manager (Licensed Real Estate Agent - LREA)

Julie Schaefer - Director / Sales and Marketing Consultant

Maddison Whetton - Professional Assistants Sales

## Your Property Management Team



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Chantelle Esplin  
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# Professional management of your property

**Here is what is included in our full residential Property Management package:**



## **PROMOTE**

Promotion efforts include media advertising, rental brochures, newspaper, signs, flyers and our website. We receive most of our inquiries by e-mail and our website.

Overview of Marketing Resources

- Classified Ads
- Office Open Mon-Sat
- National Web Sites
- Competitive rents
- Full-time Leasing Agents
- Our Web-Site & e-mail
- Professional Yard Signs
- Experience & Referrals



## **ENQUIRY**

Property managers accept calls and enquiries regarding your home. They arrange appointments and coordinate showings of your property.



## **APPLICATION PROCESS / TENANT SCREENING**

After a potential resident is located we conduct an extensive screening process. This process includes credit reports & reference checks.

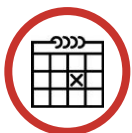
### Overview of Resident Screening

- Investigate credit
- Check references
- Verify employment & income
- Important information provided to resident
- Security deposits & pet rent
- Check rental history
- Negotiate most beneficial lease terms
- Strong documentation



## **LEASED**

After acceptance, we complete negotiations, execute the Residential Tenancy Agreement, process documents and the resident moves in to the home.



## **PROFESSIONAL MANAGEMENT**

- Monthly or mid-monthly statements & payments
- End of financial year statement
- 3 routine inspections per year
- Processing of invoices
- Management of repairs
- We offer 24/7 availability to your files via our online filing program.
- Supervision and follow up of maintenance
- Written entry condition report
- Exit inspection and management of bond refund
- Preparation of leases and other tenant documentation
- Monitor lease expirations, lease renewals and rent reviews
- Issue tenant breach notices (where necessary)
- Enforce the conditions of the lease
- Enforce zero tolerance of rentals arrears
- Arrange smoke alarm checks



## QUALITY MAINTENANCE

- Property managers supervise maintenance.
- We employ only the most skilled and reliable maintenance personnel.
- The actual maintenance expenses for the home are the responsibility of the homeowner. Every effort is made to control maintenance costs while maintaining the integrity and value of the property.
- Maintenance that is the resident's responsibility or fault is billed to the resident.
- All maintenance personnel are properly licensed and insured.
- Our staff oversees maintenance and contractors are not paid until all work is satisfactorily completed.

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*'We have an impressive track record in placing quality residents.  
We attribute this success to our extensive marketing efforts,  
screening process and commitment to exceptional service.  
We believe the most important part of professional property management is  
finding a quality resident for your home.  
Most important is our reputation.'*

## Accounting



### FINANCIAL REPORTING

- Property managers provide monthly statements for your rental income and expenses. We can handle all your accounting and payment requirements.
- Funds are paid out at the end of each month or mid-monthly if requested.
- Proceeds are either mailed or directly deposited electronically each month.
- A complete statement of your property account and an income statement are provided each month.
- Account history is stored on-line for 7 years. We can quickly search your records on request.
- At the end of the financial year, we provide an Income & Expenditure Report for your tax preparer.
- Periodically, we send information on the status of your home.



### **MANAGEMENT FEES**

Property management is a very competitive business. Some property managers Only offer a standard management service while others offer a range of services. There are different ways property managers can charge for services. It is Important to ask what services are optional or available. Be sure to understand all Possible charges other than a percentage of the rent. Fees and charges should be Addressed completely in the property management agreement.



### **STREAMLINE YOUR PORTFOLIO**

Do you have investment properties managed by different agencies? If so, then why not consider streamlining all your properties with the one efficient and professional agency. Place your properties in the hands of one of the most experienced and advanced Property Management teams in the New England area. We understand that when you invest in a property it is important to maximise your returns. Our team of experienced professionals are committed to providing you with the best possible service to achieve this.

The process of changing estate agents to Uphill & Schaefer is a simple one. All that is involved is a letter to your current agent advising them of your intention to terminate the existing agreement. It doesn't matter if your tenants are on a current lease agreement or if it has expired, we do everything for you. We will collect all the files, keys and tenant reports and then we immediately organise for our team to inspect the property and introduce ourselves to your tenants, followed by a comprehensive report to you. From there on, it will be smooth sailing!

## **Schedule of fees**



### **FOR TOTAL MANAGEMENT OF YOUR PROPERTY**

Management Fee - To be tailored to your requirements  
1 weeks rent - letting fee on initial lettings  
\$30 Lease Preparation Fee (on new & existing tenancies)  
Statement Charge of \$6.00 per month  
10% GST on all Fees  
Annual Income & Expenditure Report - \$20.00  
Tribunal Attendance Fee - \$40 per hour  
Local Newspaper & database Advertising - FREE OF CHARGE

Uphill & Schaefer Real Estate issues statements at the end of each month or the next working day.

In addition, your monies will be transferred as cleared funds into your nominated bank account and will be available to use immediately if required.



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**FOR  
LEASE**

02 6772 1200  
[uphillschaefer.com.au](http://uphillschaefer.com.au)

*“ The future belongs to those who are prepared ”*

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