AFFINITY

Property Management Services & Service Guarantee (Print Version)



AFFINITY

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The Affinity Difference

At Affinity, we recognise the role of a real estate agent has fundamentally changed. Nowadays, people want to speak with an Expert Property Advisor.

We pride ourselves on our service delivery - our clients believe this is what sets us apart from other agencies.

A key part of this difference is the range of value-added services we provide to our clients in addition to our traditional sales and property management services.

Affinity Property has a highly experienced team and long-established expert partners, who assist clients with all their property needs. This includes:

- buying;
- selling;
- leasing;
- affordable housing;
- marketing;
- property finance;
- contract negotiation, conveyancing and legal services;
- due diligence;
- insurance;
- maintenance;
- assistance with accounting, quantity surveying and tax services;
- bill payments;
- auctions;
- property development;
- retirement living;
- body corporate management;
- property investment services;
- renovation information and services;
- styling and staging properties for sale and rent; and
- property planning in your transition to retirement.

How things have changed when it's Time to Sell or Lease Your Home

When your property is for sale or lease, it is in competition - not isolation. So it's important that your property stands out and makes a lasting impression. We've helped thousands of clients sell and lease their properties over the past 15 years. In doing so, we've learned the importance of personalising a property marketing strategy using various channels to maximise the exposure of our clients' properties. We utilise the latest technology and marketing expertise to promote your property, so it stands out from the crowd.

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Property Management Services



Our Service Commitment to You

At Affinity we understand the importance of renting your property to the best possible tenant/s who will care for your property and ensure the property is maintained to a high standard. We also understand the importance of achieving the best possible rent and getting your property let or re-let in the fastest possible time.

The 8 key steps we use to help landlords maximise their income and improve cash flow from their rental property are:

1.	Highest Possible Rent - regular detailed research to help you get the best
2.	Property Presentation - suggestions and assistance to help you stage & style your property, including profes
3.	landlords have minimal vacancy risk and generate the highest possible income throughout the year. One week's lost rent equals 2% vacancy rate for t
4.	Low Arrears - our arrears is consistently below 0.5%, meaning more than 99.5% of our landlords get paid on
5.	ch the right tenant for each property. Extra time up front often results in very good, long-term tenancies. We have less than 20% turnover of our tenan
6.	Well-priced Management Fees - our fees are well priced and flexible. We provide many services at no additional cost as part

imise Your Profit - we understand property investing inside out and help clients minimise maintenance costs, arrange depreciation schedules, manage	7
Property Finance - we work with a number of Australia's leading finance brokers who help clients reduce their property holdin	8

Communication is Fundamental

We recognize the fundamental importance of reliable and ongoing communication and understand the requirements of each property owner are different. Most property owners do not wish to be notified of minor management issues, whilst some property owners wish to be notified of all occurrences. At Affinity Property we welcome your specific requests regarding levels of communication and pledge to abide by them throughout our association with you and your property.

We make this pledge due to our advanced systems and training that provides us with the tools required to ensure all property management team members are fully aware of each owner's requirements and specific requests.

You can also expect the highest standard of communication throughout every change relevant to your property or legislation that affects rental properties. It's just one of our guarantees and we have no doubt you will love our hands on, caring approach to ensuring all our clients feel special and looked after.

How we get your property rented

We take great pride in marketing our clients' rental properties with the same high quality marketing that most agencies devote to selling properties. This high quality marketing achieves the best possible price in the shortest time. It also ensures our landlords minimize rental vacancy and maximize their rental income, whilst also capturing the largest possible pool of good prospective tenants.

To achieve the best possible rent for your property we ensure it is marketed correctly to the widest audience of potential tenants. Marketing through our high traffic web site is complemented with direct marketing to our extensive databases plus advertising through national real estate portals such as **realestate.com**, **Domain**, **Homely** and **rent.com.au**, along with social media marketing (on **Facebook**, **Instagram** and **Youtube**).

A well maintained and smartly presented property that is marketed effectively can often achieve a 50% - 100% increase in enquiry which can mean an extra 5% - 10% in the weekly rent. Our rental property marketing achieves a high volume of tenancy applications per property.

Our company has the best marketing in the industry and we have a highly experienced team who can assist clients with all their property needs including buying, selling, property management, marketing, due diligence, insurance, maintenance, assistance with accounting and tax services, bill payments, auctions, development and body corporate management.

Rent Collection & Arrears Management

We have a dedicated Trust Accounts Manager and have a very strong focus on maximising cash flow for our property

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owners. Our arrears management is the best in the industry and we consistently have arrears at less than 1%. **For the 2019-20 year we achieved arrears at less than 0.5%**.

Our rental receipting and rent arrears process is performed daily and we have strict financial process controls in place. We commence the rent arrears follow-up process from day one of arrears so you can be confident that the financial management of your property is being managed effectively to maximise your monthly income.

We disburse rental funds twice per month; mid-month and end of month. The disbursements are sent to your nominated bank account unless otherwise instructed.

Payment of Bills

We understand that many investors' lead busy lifestyles and they wish for their property manager to be responsible for all aspects of their investment property. As such, we can arrange the payment of bills from funds collected, before the due date. Included in this service is the payment of local authority rates and charges, insurance premiums and any other costs as they fall due. We'll take care of the entire process and make your investment the easiest asset you own.

Expenses that Affinity Property can pay on your behalf can include:

- Water Rates
- City Council Rate
- Body Corporate Fees
- Property Insurance invoices
- Repairs & Maintenance invoices

Tax Deductible Fees

Affinity Property's fees are set out in the schedule of fees. Fees are charged monthly or twice monthly during mid/end of month account finalisation and transfer. All fees attract GST and this is automatically deducted. All fees are tax deductible and are itemized for your convenience in monthly statements. Record keeping for end of financial year is a breeze with Affinity Property. We provide the End of Financial Year Statement breaking it down for each property to show revenue, expenses, fees and commissions for each (GST is also shown on the statement).

Income Security

Affinity Property ensures all tenants pay a bond equivalent to four weeks rent. This bond is lodged with the RTA in a trust account until both parties agree, usually at the end of the tenancy, to distribution and refund of the bond. Should a dispute arise regarding the distribution and refund of the bond, dispute resolution and possible Small Claims Hearings could result so that neither party can unfairly claim the bond. This process is done through QCAT, Queensland Civil and Administrative Tribunal.

Client testimonials

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We have a lot of very satisfied clients and we're proud that many of our clients have become good friends over the years. Please see our Client Testimonials provided.

Recently leased properties

We aim to have properties re-let within 5 days from the end of a tenancy. In many instances we turn properties around within 48 hours.

Local market knowledge

Our company has been operating in the South East Queensland property market for more than 15 years and we manage properties on the Sunshine Coast, Moreton Bay Region, Brisbane & Ipswich Region.

Existing Tenants

We have a large portfolio of existing quality tenants and past tenants (more than 1,200) that we regularly communicate with through our CRM (Client Manager) system.

Tenant Inspections

We personally invite every quality prospective tenant to inspect the property at specific times. All inspections are attended by our Property Managers. For those prospective tenants who are unable to attend an inspection, we provide: full colour photography property report; an online tenancy application form to create a sense of urgency for the tenant to apply for the property; and other relevant information that presents your property in the best possible light.

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Service Guarantee

Check List

- [x] You receive prompt payment of your rental income and monthly or fortnightly accounting reports
- [x] Rent reviews are conducted at least once per annum to ensure you achieve maximum returns on your investment and the highest possible income.
- [x] You have quality tenants who have been properly reference checked with national tenancy databases and past landlords/property managers.
- [x] Your property is maintaining a high occupancy rate.
- [x] Routine inspections are conducted once every 13 - 17 weeks and are in line with your personal expectations.
- [x] You receive a detailed report following routine inspections including photos
- [x] You have peace of mind that your property is being properly maintained to the level you expect and was discussed on signing your agency appointment
- [x] You receive regular communication from Affinity Property
- [x] When advertised, your Property is listed on multiple internet sites and via social media to promote to prospective Tenants and generate the highest possible demand.
- [x] You have a Service Guarantee in writing which you and the agent have personally signed.
- [x] Your Managing Agent is a member of REIQ and is publicly rated on Agency Rating Web Sites
- [x] You receive an annual compliance statement from Affinity Property confirming your property is compliant with the latest property management legislation, including Insurance, Smoke Alarms, Water Use and other regulations.
- [x] A member of the Affinity sales department has contacted you to provide a current market appraisal to advise the potential sale value of your property.
- [x] You know who runs the Property Management Division and who is responsible for the Property Management Team's performance.
- [x] You are provided with regular updates regarding the property market surrounding your property.
- [x] Property expenses are paid on time and water bills are recovered from the tenant as they fall due.
- [x] Any Client Special Requests

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How We Maintain Your Property



Property Maintenance

If you wish, we can arrange all property maintenance repairs associated with your property. We utilise only licensed, experienced and trusted tradespeople employed or contracted by Affinity Property Australia. We will always contact you to seek authorisation for maintenance repairs prior to sending work orders. Alternatively, you can specify for maintenance repairs to be carried out without prior authorisation if they fall below the maximum spend of a predetermined budget.

Tenants and Owners can log maintenance requests 24/7 using our on-line digital Maintenance Request Portal.

Emergency Repairs & Maintenance

Emergency repairs (as defined) must be dealt with immediately and we will always endeavor to contact you and provide you with advice. In the absence of your instructions, we shall act in your best interests and attend to the repair; particularly in matters of possible high risk. The tenant has the right under the RTRA Act to spend up to two weeks rent in an emergency repair within a reasonable timeframe.

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Meaning of Emergency Repairs

Emergency repairs are works needed to repair any of the following:

- A burst water service or a serious water service leak;
- A blocked or broken lavatory system;
- A serious roof leak;
- A gas leak;
- A dangerous electrical fault;
- Flooding or serious flood damage;
- Serious storm, fire or impact damage;
- A failure or breakdown of the gas, electricity or water supply to premises;
- A failure or breakdown of an essential service or appliance on premises for hot water, cooking or heating;
- A fault or damage that makes premises unsafe or insecure;
- A fault or damage likely to injure a person, damage property or unduly inconvenience a tenant of premises;
- A serious fault in a staircase, lift or other common area of premises that unduly inconveniences a tenant in gaining access to, or using, the premises

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Tenant Selection & Inspections



Tenant Assessment and Selection

Applications are taken from prospective tenants on a daily basis and are promptly assessed in accordance with our quality assurance procedures and other eligibility criteria. We conduct checks against national tenancy databases, scrutinize references from other agencies and consider income suitability. Once the assessment of applications has been completed, we will forward our recommendations to you, and allow you to choose your preferred occupant for your property.

Comprehensive Cleaning Guides

Tenants are issued with a comprehensive cleaning guide when they inform us they wish to vacate their dwelling. This guide provides instructions on what needs to be cleaned at the completion of the tenancy, in order to maintain the dwelling in its original condition and to ensure the full return of the tenant's bond payment.

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Routine Inspections

The completion of routine inspections occurs every 3 or 4 months, to ensure the terms and conditions of the lease are upheld and the property is being maintained as expected. Not only are owners notified of any concerns or obvious breaches, but they are notified if the tenant is maintaining the dwelling above expectations. If a tenant fails to comply with their responsibilities as outlined in the Form 18a (General Tenancy Agreement) then an RTA Form 11 - Notice to remedy breach will be issued.

Entry Condition Reports

We thoroughly inspect the dwelling prior to the incoming tenant taking possession, and prepare an Entry Condition Report (ECR). All entry condition inspections include photographs of the interior and exterior of the dwelling. The ECR informs the incoming tenant of the condition of the property at the commencement of the tenancy, and establishes how it should be left at the end of the tenancy period taking into account fair wear and tear.

Exit Condition Reports

A detailed final inspection is carried out once the tenant vacates the dwelling and returns keys. An Exit Condition Report is prepared including photographs of the interior and exterior of the dwelling. The Exit Condition Report clearly details the physical condition of the dwelling and is compared against the Entry Condition report. The tenant is required to complete further cleaning if the Cleaning Guide was not adequately followed, or repair any damages/unapproved alterations.

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Managing Risks & Compliance

Public Liability and Landlord Protection Insurance

It is a policy of Affinity Property that we require property owners to have Landlord Protection policies for each individual property. This protects the landlord, the tenant and the property manager and ensures the landlord is not exposed to potentially catastrophic damages and financial liabilities. The policies offer coverage for arrears in rent, vandalism and malicious damage, and contents cover.

Lessors are required to provide adequate insurance on their property, with particular attention to public liability insurance to a minimum of $20,000,000 (twenty million dollars). Landlord Protection Insurance policies also provide this required public liability insurance. Tenants are advised at the time of signing their General Tenancy Agreement that they must organise contents insurance for their own personal belongings.

Water

If your investment property does not have an individual water meter, water charges cannot be passed onto to the tenant. If your property has an individual water meter and is not water efficient, the lessor must pay for a reasonable amount of water. If your property has an individual water meter and is deemed water efficient, the lessor may pass on total water consumption charges to the tenant. It is strongly recommended that a plumber certificate or sufficient evidence is kept on file in the event the tenant disputes that the property is water efficient in compliance with the relevant legislation. A rental premises is considered water efficient if certain water fixtures meet the standards listed in the table below. The requirement for taps applies only to internal cold water taps that are installed over a hand basin, kitchen sink or laundry trough (including single mixer taps). The requirement does not apply to other taps in the premises such as bath tub taps, outside taps for the garden, or taps which supply washing machines or dishwashers. These taps are not required to be water efficient.

How can the lessor/agent prove the premises are water efficient?

At the start of the tenancy agreement, the lessor/agent and tenant should negotiate arrangements for water charging. The presence of water efficient devices should be noted on the Entry Condition Report (Form 1a). Lessors/agents should be able to demonstrate the presence of water efficient devices where it may be unclear, such as by providing copies of:

- plumbing reports
- paperwork from 'Home Water Wise' services
- receipts
- packaging
- warranties or instruction manuals for taps and showerheads, etc.

For any water fixtures produced from 2005 onwards, the easiest way to check if they meet the required efficiency standard is to look for products with a WELS rating of three stars or higher. WELS is Australia's water efficiency labelling scheme which rates fixtures including taps, showerheads and toilets according to water efficiency - the more stars the better. To find out more about the scheme or search the registered product database, visit www.waterrating.gov.au

Pool Safety Laws

The Building Act of Queensland sets out the legal requirements for pools and spas. A rental property (house or unit) with a pool cannot be rented without a pool safety certificate. In addition, all pools and spas in Queensland (regardless if they are a rental property) must be registered on the State Government pool register. Shared pools (units generally) are required to also have the pool safety certificate in a conspicuous position at the property or on the pool gate. We recommend that you speak with the body corporate for more information in this regard. Pool safety certificates are valid for two years from the date of issue for non-shared pools, and one year for shared pools.

Smoke Alarms

It has been a requirement in Queensland since July 1 2007 for smoke alarms to be installed in all homes, including all owner occupied and rental properties. Every property listed for sale and/or rented in Queensland must have minimum smoke alarms installed. Smoke alarms in all properties must be in working order at all times. For rental properties, lessors have further requirements and obligations in relation to cleaning, testing and battery maintenance. Tenants also have responsibilities. The Legislation which governs these requirements is the Fire and Rescue Service Act 1997 (Qld).

The Fire and Emergency Services (Domestic Smoke Alarms) Amendment Act 2016 (Qld) commenced on 1 January 2017 and imposes additional obligations on property owners/managers with regards to the installation and maintenance of smoke alarms at domestic dwellings.

If the existing smoke alarms were manufactured less than 10 years ago, and are still in good working order, they will comply with the new legislative requirements. However, it is important for property owners/managers to understand the new requirements and the timeframes that apply.

Pets

As a Landlord, you have the right to accept or refuse pets at your investment property. If your property is a house with suitable fencing, we would ask you to consider allowing a pet at the property. Fenced houses are appealing to people with pets which broadens your options in the market place and making your property more appealing to prospective tenants. A special term can be written in to only allow pets to remain outside of the home or if you allow pets to be inside this can occur. Also, a special term will be added to the tenancy agreement to require tenants to carry out pest control and carpet cleaning upon ending the tenancy.

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Client Testimonials

From: Michael Katris - Landlord
Sent: Friday, 31 July 2020 4:18 AM
To: Jodie O'Brien Jodie@affinityproperty.net.au>
Cc: Sean McCreanor sean@affinityproperty.net.au>
Subject: RE: Recommend - Affinity Property

This letter will serve as my very high letter of recommendation for Affinity Property Managing Director Mr. Sean McCreanor and Affinity Property Manager, Ms. Jodie O'Brien.

Mr. McCreanor and Ms. O'Brien have assisted my wife and I with our properties for several years. I have worked with other Property Managers over the years and can say with confidence that Ms. O'Brien is the best Property Manager I have ever used. Ms. O'Brien has the qualities that make her an extremely successful and effective Property Manager. I can't say enough about her professionalism and knowledge within the industry. She has high integrity and is very conscientious and tenacious, always keeping the clients best interests in mind. Our properties represent a few relative to the size of properties Affinity normally handles but Ms. O'Brien treats us with the same professionalism and courtesy one would expect for someone with more properties.

One of the qualities I respect the most is Affinity's no nonsense style. As a busy executive, I don't have time to waste. Mr. McCreanor and Ms. O'Brien get to the point quickly yet professionally, always respecting my time. They do a great job of listening to needs and do not waste time which do not meet the client's objectives. They are extremely responsive to questions, often responding immediately to our calls and emails. They show great attention to the details in their goal of meeting our expectations. I have the highest level of confidence in Affinity Property through Mr. McCreanor and with Ms. O'Brien.

The management of our properties continues very smoothly with minimal fuss. Affinity follows up many times with us until any issues or concerns are resolved.

I also would not hesitate to use Affinity Property as my listing agent if I were selling or buying a property. The Affinity Team has the experience and intelligence to handle complex matters. I have the highest level of confidence in Affinity and feel they would be able to properly assess any situation and figure out an effective solution. In any future transactions, I will only have Affinity Property and Ms. O'Brien manage our properties and represent me.

If you have any questions, I would be happy to email or talk with prospective clients to provide feedback on our very positive experience.

Respectively submitted,
Michael Katris

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From: Anthony Fuge - Landlord
Sent: Thursday, 30 July 2020 9:54 PM
To: Jodie O'Brien
Subject: Re: Recommend Affinity Property

Hi Jodie,

No problem. The complex you manage has 17 units and I hold 11 of those. All of the properties come under the National Rental Affordability Scheme (NRAS) which requires a significantly increased level of compliance for both new tenants as well as renewals each year. As a result, the property need to be diligent in not only the normal areas of tenant selection, rent collection, bond and legal matters, routine inspections and maintenance requests, but also in confirming the tenants eligibility to rent the property and data collection to ensure continued compliance.

Jodie, in all of the tasks mentioned above, you have consistently delivered at an exceptionally high level. What has actually set you apart from other property managers that I have dealt with in the past (and there have been many), is your operating style which is best described as protecting my assets as if they were your own. In doing this, you have my properties literally singing along with no fuss tenants who pay well and are happy. Thank you.

Warm Regards,

Anthony Fuge

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From: Donald & Mikayla Stephens - Tenants
Sent: Thursday, 30 July 2020 9:42 PM
To: Jodie O'Brien
Subject: Re: Recommend Affinity Property

My partner and I are young adults and have been tenants with Affinity Property for over a year in an NRAS property. We cannot recommend them enough, so let me explain why.

It is our opinion that the wonderful people at Affinity Property do not operate in black and white. They understand the grey, and facilitate actual communication between applicants and landlords so a real solution can be found. Through them, we were given a chance, and in return, we have never been late in rent or bills and have never had issues with inspections. We have been renters with a few different agencies, and their lack of understanding and communication created more problems then they ever solved. Affinity treats us with respect, so we respect them and our temporary home. We're not scared of them, as we have been of agencies in the past, which is also a good thing for you too! It means tenants are more willing to communicate any problems so they can be solved quickly rather then growing. I imagine their other tenants largely feel the same. If misfortune reduced our ability to pay rent, I would tell them before even being in arrears for the best chance of a solution. If you want property managers who actually solve problems, give people a chance for a better life, and help both the tenants and the landlords, I cannot recommend Affinity Property enough. They are professional, prompt, respectful and treat us like real people. That is very rare. We wish you well and hope you make the right decision.

Kind Regards,

Donald & Mikayla

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Brendan B - Landlord

Google Review

January 2020 -

Awesome to deal with - highly recommended

We had our property managed by another agency that kept letting us down. We then changed to Affinity and wished we did so from the beginning. Affinity would have saved us $1000's. We have mainly dealt with Jodie, Luanne and Kyle who have been amazing. Highly recommended. Save yourself time, stress and money. Get these guys to manage your property.

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From: Kashmira's Accounts - Tenant
Sent: Tuesday, 11 August 2020 9:25 AM
To: Jodie O'Brien Jodie@affinityproperty.net.au>
Subject: Re: Recommend Affinity Property

It's been such a pleasure working with the Affinity team. They are friendly, open and really take the time to get to know you and connect with your needs so they can find the right solution for you. This is the first real estate I've experienced that has taken the time to help me be a better tenant and excited me about what's possible for my rental journey. I found the perfect home with them! Additionally on an administration level the affinity team are fast too respond, easy to communicate with and professional. I'm so happy to recommend their services across the board.

Kashmira

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... plus hundreds more 5 star testimonials

If you would like to read over further feedback about Affinity Property please feel free to search us online.

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Request Rental Price Appraisal