

# elevate

RESIDENTIAL





## Welcome to Elevate Residential Property Management

Thank you for the opportunity to manage your investment property.

Our residential property management specialist team possess the skills and experience to provide every owner the exceptional service they deserve. Rest assured that we are committed to achieving the best return on your investment.

Our property managers only manage a small portfolio of properties. This combined with the latest technology and the support of professional administrative personnel, means that we are accessible and can deliver personal attention to owners and tenants alike.

We offer a complete range of property management services with a high quality approach, designed to provide you with both personal and financial peace of mind.

## About Elevate Residential

Elevate Residential is a specialist residential property company new to the Brisbane market. Elevate Residential is customer service driven - our fees are competitive, our services are exemplary, our systems are top of the line. Our tenants are carefully chosen and pay market rents, with owners having the final say on tenant approval.

Like all traditional real estate agents we seek to make a profit, but our big difference is that our profits are used to help others. All profits support BHC Creating Liveable Communities, a registered Tier 1 Community Housing Provider, Public Benevolent Institution (PBI) and Deductible Gift Recipient (DGR).

**Chris Meadmore**  
*Principal Licensee*



## Why Elevate Residential?

*Our Approach is Different*

### **Personalised Property Management**

We are specialists in residential property, providing the highest level of service. Your property manager will be the main point of contact and they are supported by a 'hands on' Principal who is available at all times.

### **Improving Returns on Your Investment**

Our experienced staff are focused on maximising your returns and will provide suggestions on maintenance and capital improvements when necessary.

### **Retaining Good Tenants**

We respect our tenants and pride ourselves on the quality of service we provide. Prompt and open communication channels assist in building and maintaining these relationships.

### **Zero Tolerance for Late Payment**

We take the necessary steps to protect our owners by having a strict arrears policy to pursue any overdue payments on a daily basis. Our methods are simple but effective and begin on day one.

### **Latest Technology**

Our online owner portal gives our owners access to up to date information about your property; inspection reports, financial status and maintenance.

### **Service Guarantee + No Lock-in Contracts**

Highest level of service standards supported by a written service guarantee.

### **Asset Services**

Our owners benefit from access to an experienced in house team of asset managers and qualified, vetted trades to ensure your property is well looked after. If you would prefer to have someone who is familiar with your property, we are happy to use your own trades.

### **Routine Inspections**

We undertake to conduct a routine inspection every quarter. You will be provided with a comprehensive report with photos and we will invite you to attend these inspections should you desire.

### **Tenant Database**

Our integrated database allows us to have real time data on the market, providing owners with timely reporting and analysis to ensure we rent your property quickly. We also work closely with relocation agents to ensure we get the best results.





## Preparing your property for tenancy

### Keys and Locks

Ensure that you have keys to all lockable doors and windows within the property. A set of keys is required for each tenant on the lease, our agency will also require a set.

### Smoke Alarms

As required by law, please ensure Smoke Alarms are installed and checked before the start of the tenancy, in line with the Queensland smoke alarm legislation. We will establish an annual maintenance agreement with you to ensure compliance with the law. Window cord compliance will also be undertaken at the same time.

### Water Efficiency

The Residential Tenancies Authority requires that tenants can only be charged for full water consumption if the property meets specific water efficiency conditions. A compliance certificate can be issued by most licensed plumbers but we can assist in providing details or organising this inspection.

### Presentation

To ensure your property attracts the best tenants at a premium price, presentation is key. We can assist in providing guidance to achieve the best return on your investment.

### Landlord Insurance

We recommend taking out landlord's insurance before leasing out your property. Landlord insurance covers you for tenant-related losses, giving you peace of mind when leasing out your property.

### Depreciation Report

To ensure you get the most out of your tax returns, as a property investor you are legally entitled to claim depreciation of your investment property against your taxable income. In order to claim depreciation deductions, our property managers can enlist a specialist certified quantity surveyor to complete a detailed description of your property and outline the claimable deductions you are entitled to.

## Marketing Difference

### Professional Photography

Properties offering professional photography have the lowest vacancy rates and attract greater interest from high quality prospective tenants. We can arrange a professional photo shoot of your property to ensure it is presented strongly to the market.

### Internet Marketing + Social Media

To achieve optimum exposure for your property, we ensure you have equal presence across all of the major real estate websites. Whilst these websites can seem similar, we recognise that each one has an established set of users who rarely visit other sites - we understand the importance of multi-platform advertising to capture all quality applicants and find the right fit for your property. We also utilise social media platforms to target specific audiences which suit your property.

### Tenant Enquiries

We utilise the Inspect Real Estate program which offers 24/7 convenience for potential tenants to arrange inspections or ask queries about your property. This also keeps you up to date with inspections and feedback from inspections. We ensure that all interest is dealt with quickly and not lost in this fast moving market.

### Property Signage

We offer professional 'For Rent' boards to actively promote your property to prospective tenants who may be living in the immediate area and may not be actively seeking a rental property online. This also attracts those who have friends or family looking to move into the area.



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