



PROPERTY MANAGEMENT THE ROCKPOOL WAY

WE LOVE A CHAT ESPECIALLY IF IT'S
ABOUT YOUR PROPERTY

LANDLORD HANDBOOK



Accredited
Agency



hey savvy property peeps,

Thanks for reaching out so that we can provide you with the information you need to maximise return your investment.

This handbook has been created to detail the service that we offer, and give you peace of mind that your investment is in the best hands.

Rockpool Real Estate is genuinely passionate about helping you on your Real Estate journey. We love Real Estate and we love the GC, and we think that investing on the Gold Coast is one of the best decisions you can make.

Property Management isn't just a job for us, we treat your property as if it was our own, and it's that what makes us different from larger agencies. We know and understand all of our properties intricately and that helps us foresee any issues before they arise!

So you don't have to be worried about being just a number with us, because once you become part of the Rockpool portfolio, you become a client for life!

Be safe, be kind and happy investing ☀️

Tara and Brad Wallis
Directors, Rockpool Real Estate



Hover your phone camera here to keep your finger on the GC pulse with some fun filled interviews with the locals!



#experiencecounts



KELLY DRYBURGH – PROPERTY MANAGEMENT SPECIALIST

You know your investment is under control when Kelly is in charge.

A remarkable professional with over 25 years experience in Real Estate, her passion and dedication to her clients is second to none. No job is too big or too small for the lovely Kelly!

Kelly brings exceptional business credentials to her role including building her own property management business from the ground up, finally having 290 properties in her portfolio.

With her deep understanding of property management and her exemplary communication skills, she ensures you will receive honest advice and service.





CUSTOMER SERVICE - THE ROCKPOOL WAY

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Whether you are a landlord, a vendor or a tenant, you want your journey to be a positive experience, we exist to provide just that!

~ Tara Wallis Principal


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As our client we believe communication is key to a positive relationship and in turn a positive experience. So while we are huge advocates of technology, we still believe in good old fashioned customer service.

Here are our 10 commitments to you and the 10 reasons people choose Rockpool Real Estate;

1. You receive one on one personal service always
2. We have a mature approach in dealing with your tenants to ensure they understand their obligations while living in your home
3. We provide a friendly efficient service using market leading technology which provides transparent and easy to use systems and procedures to make sure nothing slips through the cracks!





“ *Rockpool Real Estate believe's in a customer first approach... it's the Rockpool Way!*

~ Tara Wallis Principal

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4. We offer you a landlord portal so that you can check on the status of your home at any time of day or night
5. We offer timely advice prior to lease expiry or other critical dates in your property cycle
6. We provide thorough routine inspections every 3 months
7. Marketing is our passion so we market your property using real estate portals, social media and video marketing, to ensure we lock in a quality tenant and provide you with the highest rental yield.
8. We constantly monitor the market and keep you up to date with any legislative changes that may impact your property or your rights as a landlord
9. We approach you with solutions not problems
10. We suggest and cost up maintenance strategies for your property and provide cost saving techniques along the way



#FAQ'S



How much do you know about the area?

Living locally we don't just rely upon what everyone else is doing, we use multiple platforms for research and thinking outside the box. Being a small independent agency we work harder for our clients.

What action do you take if a tenant hasn't paid their rent?

Immediate! We have our own agreement the tenants sign for arrears and balance our trust account daily.

What happens if my property needs urgent repairs?

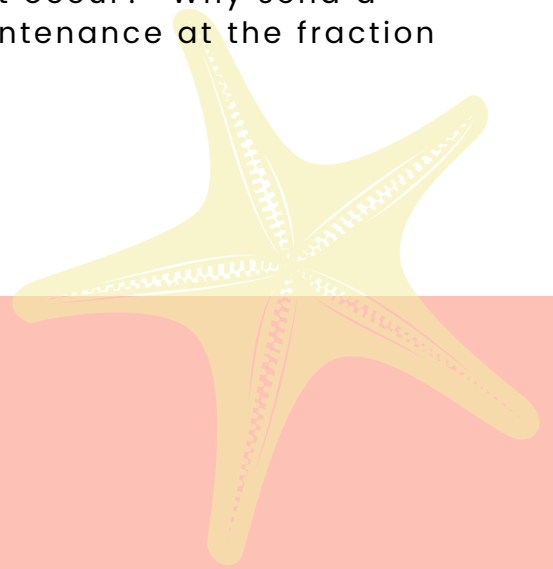
We have a 24 hour after hours service. The call is taken by a tradesperson and the tradesperson contacts us prior to attending.

How much do you know about the area?

We collect rent weekly, fortnightly or monthly whatever the tenants wage period matches. The first thing paid out your tenants income should be the rent. We can pay our owners as often as weekly, fortnightly or monthly.

How do you assess if maintenance is necessary?

We must keep in mind what is minor and what needs to be done now to prevent additional damage. Also how did it occur? Why send a plumber when a handyman can attend to maintenance at the fraction of the cost?



#FAQ'S



How do you screen tenants?

We use a proven method on checking history and multiple databases. We contact work places, accountants and personal referees to ensure the picture presented is true.

What if a tenant asks for repairs, do we have to pay for that?

We demonstrate the difference between a wish and an actual requirement. Often lease renegotiation is the time to attend to these items. We will suggest improvements to our owners to maximise their rental return.

How do you attract the best possible tenants?

We use multiple internet platforms, social media and our database. We can also letterbox drop and also use social media. Inspections are by appointment only, as we qualify the prospects prior to the inspection appointment.

How will I know I am receiving the best possible rental return on my property

We conduct 2 market appraisals per annum and provide you with a written report.





Be assured that your investment is covered under our satisfaction satisfaction guarantee;

- 1.Transparent Fees
- 2.Attention to Detail
- 3.Regular Communication

If we have not met the above satisfaction criteria you can terminate our appointment at any time!

~Tara and Brad Wallis
Rockpool Real Estate