



Guide to Management





Take a Walk Down the Yellow Brick Road

We commit ourselves to providing the best service to you as our client. You will receive our professional assistance in every matter during the leasing and management process of your property.

Our First Meet Cue

What Are You Signing For?

Your Property Manager will provide you with answers to the important questions regarding how Property Management pays off.

Marketing Your Property

Lights! Camera! Action!

This is easy when you have all the information available and a team who excels in the best options tailored for your property!

Meet Your Property Manager

Let us show you how our service will benefit you and your property.



Is Your Property Ready?

Let us cover some vital information such as landlord insurance and property compliance.

LEASED!

Now that we have found you a tenant you are happy with, you can relax and let us do what we do best - managing your property!

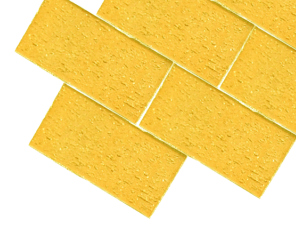
Home Opens

Let's show prospective tenants what they have been missing! Your Property Manager will conduct both private viewings and public home opens, and you will be kept updated so that you can experience the process with us!

**Our
Blossoming
Relationship**



“ The name Shellabears has been synonymous with property throughout the Western Suburbs for over 90 years. Shellabears Real Estate is acknowledged as one of the most successful marketers of Real Estate in Western Australia. ”



Why Choose Shellabears

In a highly competitive property management market, why do so many clients only trust Shellabears with their valued asset? A few reasons include:

Experience	Service	Adaptation
We have been managing properties for over 90 years and have a dedicated team who know the market, and will manage your property effectively	We pride ourselves on communication, trust and a personalised approach. Creating a valued relationship with both you and your tenant is vital to managing your property successfully	In an ever changing industry, we are constantly upgrading and improving how we service our clients and how we can provide further value, without you having a fear of change

Shellabears has proven over the years, to be the trusted name in property. A motivated team with an understanding of the industry, sees us service a high number of valued clients across the 'Western Suburbs' and surrounding areas.

We look forward to living up to your expectations, as well as our own.

Our approach to Property Management is to;

Listen	Advise
A great relationship is built on trust. In order to develop trust, we need to listen to your needs and expectations, and ensure that we deliver	After listening to your expectations, goals and objectives, we will advise as to how we deliver results for you, taking into account our knowledge of the market and your property
Communicate	Maintain
Transparency and timely communication, in a method that suits you is another key to building a great relationship. We are transparent with regard to our processes, our fees and the role you will play as an owner	Once you are part of the Shellabears team, we aim to maintain a level of service that lives up to your expectations, and supports a valued relationship going forward



Our Service Explained

Management Fee	<ul style="list-style-type: none"> • The handling of all lease and invoice payments as well as handling any maintenance and repairs • Payments into your account, issuing your statements and payments of outgoing disbursements as instructed by you • Meeting with tenants, handling any arrears and issuing notices as required
Routine Inspection	The first inspection is carried out six weeks after a new tenant moves in, and quarterly thereafter. You are provided with a report after every inspection.
Leasing Fee	<ul style="list-style-type: none"> • Covers all home opens/private viewings conducted at the property • Processing applications • Negotiation of lease terms including the rent amount • Executing required documentation for new tenancies • Lodging bonds with the Bond Administrator (Department of Commerce)
National Tenancy Data Check	An Australia and New Zealand wide check to ensure that the tenant has not defaulted on payments or been black listed by previous agents in the past.
Property Condition Report (PCR)	Before a tenant moves in to your property, a PCR is conducted. This is a comprehensive and detailed report alongside substantial photos. The report is returned to the property when the final bond inspection is conducted to assess the comparison (with the exception of wear and tear). Any damages will be deducted from the tenants' bond.
Inventory Report	This report is to ensure your property is returned with the same inventory in place as at the beginning of the tenancy. If any items are missing or damaged at the end of the tenancy, a fair amount will be deducted from the bond.
Certificate of Title and Strata Search	The Department of Commerce requires management to have a Certificate of Title. This fee is simply to cover what Landgate charge us to provide the title and any relevant documents.
Lease Renewal Fee	When a fixed term agreement has expired and both yourself and the tenant have agreed to a new fixed term, a lease extension document will then be executed.
Final Bond Inspection Fee	<ul style="list-style-type: none"> • After a tenant has vacated the property a final bond inspection is conducted within 3 business days of the keys being returned. The inspection is conducted in reference to the property condition report and photos, to determine how the tenants have left the property. We use the ingoing report and photos to reference the properties condition prior to the tenant moving in • *The tenant may request to be present at the final bond inspection*
End of Financial Year Statement Fee	A comprehensive and detailed summary report that outlines all ingoing and outgoing payments for your investment property, plus your net/gross income. This report will be required in order to complete your tax return at the end of the financial year.
Court Preparation and Attendance (if applicable)	This fee covers the time spent to prepare all documents as well as the time spent to attend court for the hearing. Please note we always endeavor to have court as the last resort option.
Meeting and Attendance	This fee only applies to meeting attendences specifically requested by you, be it in relation to renovations or onsite emergencies, issues out of business hours and Strata meetings.

*Please note that all costs have the potential to change slightly, but any change to the above will be discussed at the time of signing a Management Authority.



Marketing Your Property

In the current market, presenting your property for lease requires the same attention to detail and methodology, as presenting a property for sale.

Due to a variety of factors, prospective tenants are in a position where they have a high number of properties to select from, and are also in a position to negotiate on price and terms. It's a 'Tenants Market'.

We at Shellabears believe that presenting your property for lease must be done in a manner that impresses your prospective tenant and ensures it has the best chance of attracting an application. Creating competition is the aim of the campaign.

With that in mind, we have provided a snapshot of how Shellabears will market your property for lease. All marketing is completed with your approval.

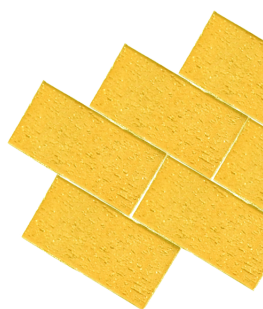
Suggested Marketing Budget:

Professional Photos	\$130
'For Lease' Sign	\$110
Internet Advertising	\$260
Video	\$400 (optional)

- **Professional Photos** – once your property is clean and tidy, we enlist a professional photographer to visit your property and capture it in a way that will create immediate interest/engagement
- **For Lease Sign** – as part of ensuring that your property is noticed by prospective tenants driving/walking by, we will facilitate the design and installation of a For Lease sign for your property
- **Internet Advertising** – with today's prospective tenants predominately searching for properties online, we will use professional photos and engaging content, spread across a number of relevant websites, to maximise exposure of your property
- **Video** – for those properties where you want to provide a prospective tenant with their first inspection without them physically visiting the property. We have a lot of success with our video approach and are happy to discuss this with you further in person

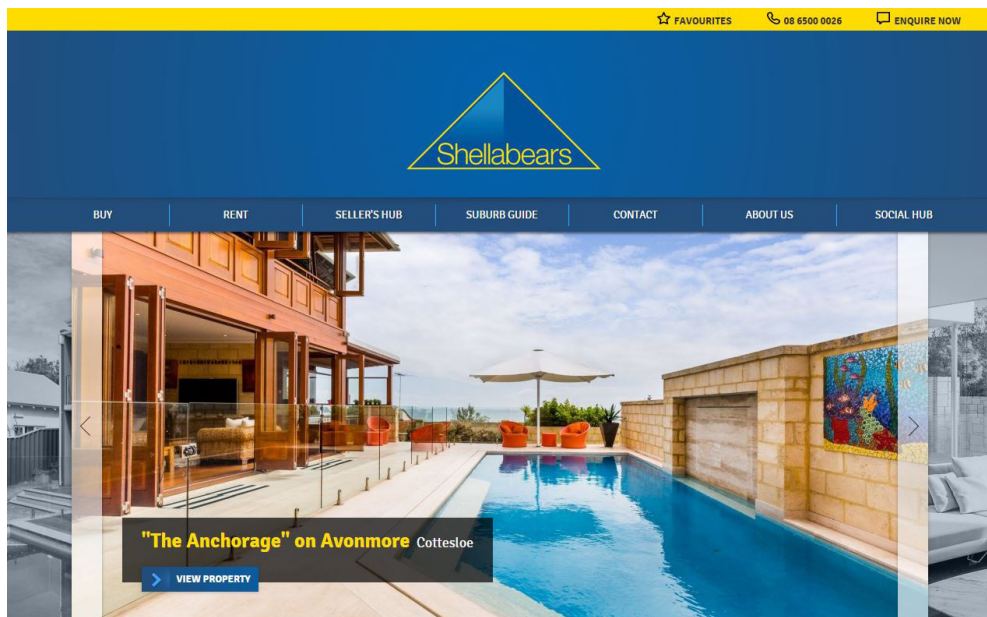
Valuing and undertaking the steps above, will provide your property with the best chance of attracting interest and achieving the result you want in a timely manner. We will keep you up to date along the way and show you how your property presents to the market, once live online.

We value your feedback and look forward to working with you to successfully lease your property!





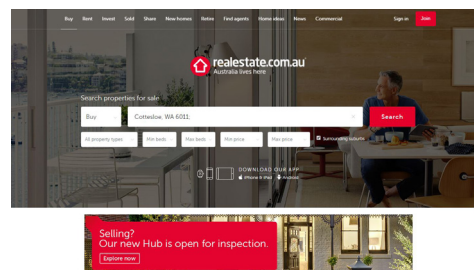
Digital Marketing



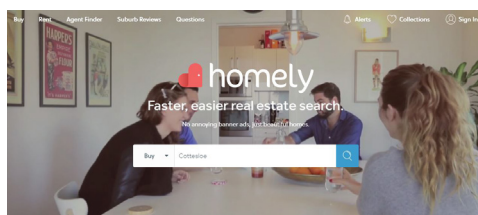
Shellabears.com.au



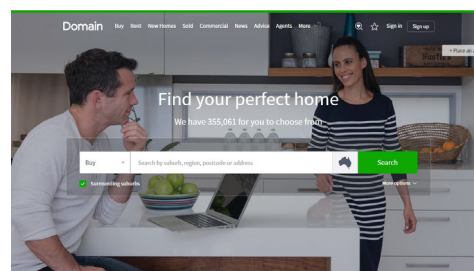
reiwa.com.au



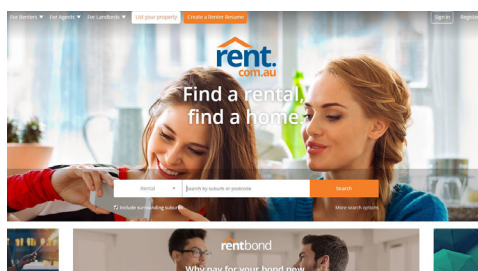
realestate.com.au



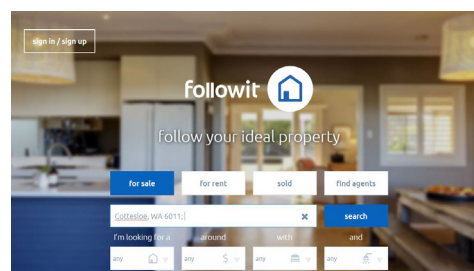
homely.com.au



domain.com.au




rent.com.au



followit.com.au


Real Estate.Com

Shellabears




\$300 per week
3/389 Stirling Highway, Claremont, W...
P 1 G 1 C 1
[☆ Save](#) [Details >](#)

Shellabears




\$1,300 per week
63 Victoria Avenue, Claremont, WA 60...
P 4 G 3 C 2
[☆ Save](#) [Details >](#)

Shellabears



\$420 per week
3/12 McNamara Way, Cottesloe, WA 6011
P 3 G 1 C 2
Agent
Kiera Simpson
[☆ Save](#) [Details >](#)

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\$850 per week
11/134 Marine Parade, Cottesloe, WA 6011
P 3 G 2 C 2
Agent
Luke Langford
[☆ Save](#) [Details >](#)

Standard

Feature

- Take your property to the next level with feature listings being accessible on mobile, tablet and desktop
- An interactive photo carousel appeals to the eye and motivates more enquiries than a Standard property


Highlight

- Stand out from the crowd with elevated search rankings and super-sized photos
- Highlight property features double-sized photos and more enquiries compared to a Feature property

Premiere


- The best of the best, always on top of search results to captivate tenants!
- Take prime position and maximise every opportunity with the largest, most prominent ads and photos.

Signs and Stockboards




Shellabears
Your Best Property Decision

FOR LEASE




Luke Langford
0427 251 211
9384 8000
luke@shellabears.com.au



Shellabears
Your Best Property Decision

FOR LEASE



Kiera Simpson
0417 182 174
9384 8000
kiera@shellabears.com.au

We have options of picture signs at 6x4 landscape and portrait or plain stockboards at 4x3 and 6x4.

For Lease



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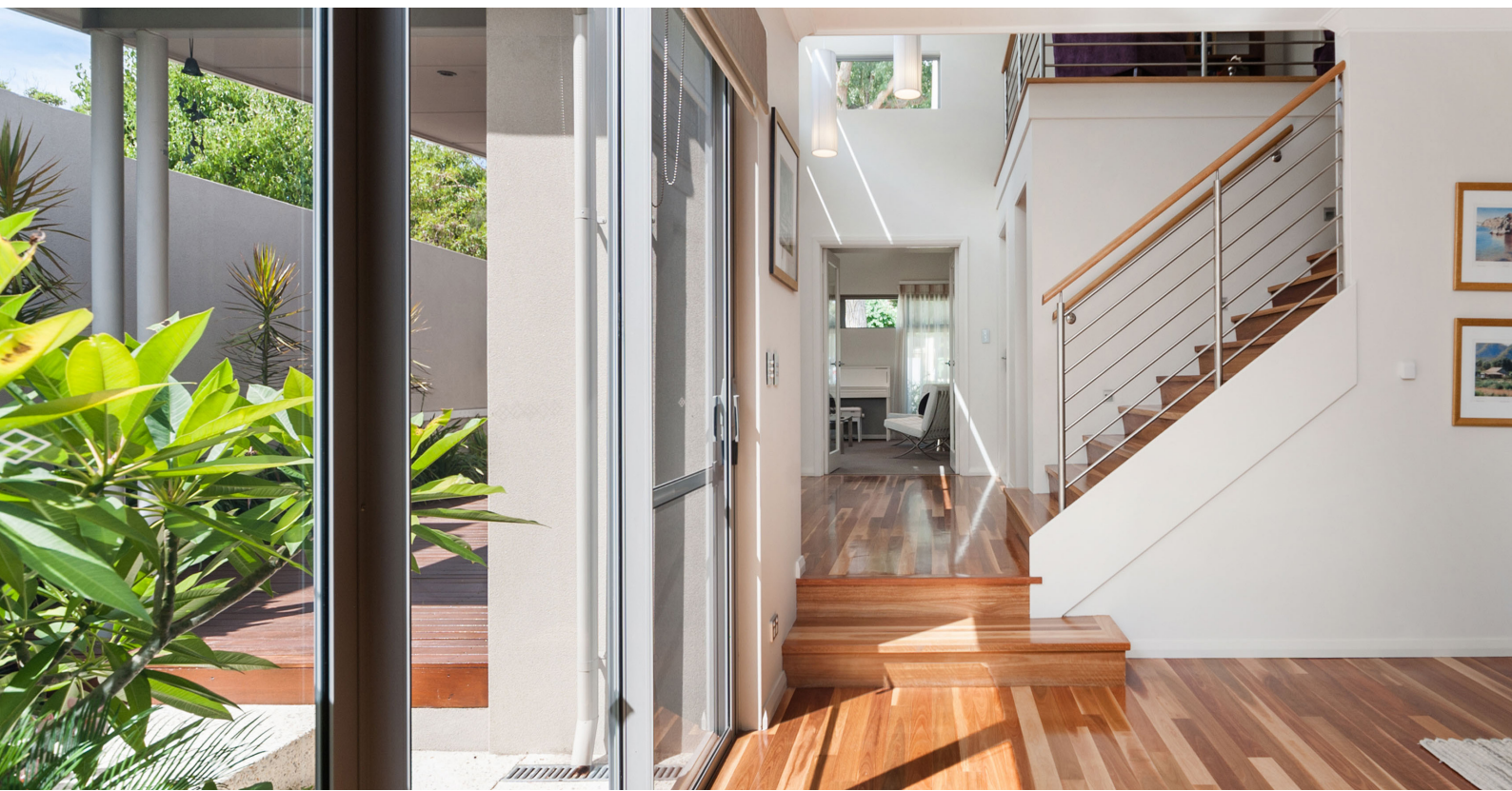
1 Bedroom Architecturally Designed Apartment



Luke Langford 0427 251 211
luke@shellabears.com.au



Shellabears
shellabears.com.au







Compliance

Owners

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Frequently Asked Questions

How much is the Management Fee?

Our Management Fee is specifically tailored to your property, with a standard rate being 8.5% plus GST. Management fees can vary depending on the size of your property and the service that your property deserves. As we come to learn more about your specific property, we will further discuss an agreed Management Fee with you.

How quickly will you find a tenant for my property?

Once you have signed a Management Authority with Shellabears Real Estate, we will commence marketing your property. The property will be placed on various relevant websites and our office vacancy list. A 'For Lease' sign will be installed outside your property. We recommend spotless presentation of your property and advertising at market value to maximise interest.

How do you check a prospective tenant?

We personally conduct every viewing and meet all prospective tenants. Any interested applicants are required to fill out a detailed Tenancy Application Form. This form requires the prospective tenant to provide all relevant information regarding current/previous employers, current/previous rental references, and character references.

We then cross reference all information by contacting employers, current and previous rental Agents and character referees. These checks are all carried out by your designated Property Manager. We also have access, should we need it, to the National Tenancy Database which the majority of Agents in Australia use to lodge defaulting tenants.

Once we have processed the application you make the final decision on all applicants. We offer our advice if required.

How do you collect the rent from my tenant?

Your tenant will pay their rent directly to us through these options;

- » Direct transfer into our trust account
- » Payment at any National Australia Bank
- » Posting in cheques

Once the rent has been paid by the tenant, when will I receive it?

We make our payments to our landlords on the last working day of each month. We will post and/or email a statement to you once this has been done.

Where is the bond held?

Real Estate Agents are required to lodge all residential bonds with the Bond Administrator via the Department of Commerce eTransaction system.

The bond can only be released at the end of a tenancy if the tenant and owner/Agent agree on the amounts.

What is Landlord Protection Insurance?

This insurance policy covers you for loss of rent and/or malicious/deliberate damage caused by the tenant, which your building insurance will not cover. For details about this insurance, talk to one of our Property Managers.

What about water consumption?

It is the Landlords responsibility to pay for Council sewerage, and drainage rates, Land Tax and all body corporate charges. From the date a tenancy commences, tenants are responsible for paying electricity, telephone, gas and water usage charges. The tenant can be charged for water usage provided the rental property is separately metered. You can request us to arrange for invoices to be forwarded directly to our office so that our accounts department can pay them on your behalf, using rental income received.





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