

Landlord Information

Dowling Neylan Property Management is peace of mind to landlords. Results are achieved and service is delivered.

With us you'll have consistent, personal correspondence with your own property manager. Our solid, established band of staff work hard to maintain your valuable asset, because it's valuable to us. Be assured that we provide value. With rigorous internal policies, procedures and infrastructure, our focus is attention to detail, every day.

Expect your expectations to be superseded – your property is our business.

Our Office

At Dowling Neylan we understand the significance of your decision to invest in residential real estate. Equally, the decision to appoint an agent to manage your investment is not one that should be taken lightly.

We will never be the cheapest managing agent – that is not our business focus. We seek to offer the best value management available by offering a complete management strategy designed to deliver what is important to you – profit, protection and communication, at a fair price.

So before you decide which managing agent to appoint to represent you and your interests, please take the time to read the following information package and allow us to demonstrate why we are the best at what we do.

An Introduction

The Residential Tenancies & Rooming Accommodation Act has complex rules and regulations relating to property management. It places immense responsibility on whoever manages the rental property to comply with these guidelines.

Failure to do so can attract harsh penalties to either the owner (you) or the owner's nominated managing agent (us).

Agents involved in property management (and owners who manage their own properties) must possess a thorough working knowledge and understanding of this Act, as well as other Acts of Parliament.

Our staff are always thoroughly informed and fully trained in all aspects of the relevant legislation to provide peace of mind to you the owner.

Dowling Neylan Property Management gives you our assurance that we will be acting in your best interest – legally, ethically and financially, at all time.

Don't Pay Hidden Costs

Our fees are competitive. When choosing a Real Estate Agent/ Property Management you need to ensure that you read the fine print. Often there are hidden costs that you can run into that we include as part of our management fee.

Examples of hidden charges are:

- Monthly and End of Financial Year statement.
- Routine Inspection Reports.
- Organising Maintenance and Repairs.
- Lease Renewal Negotiation.

Preparing Your Property for Lease

Provide your property in the state of cleanliness and repair that you expect the tenants to maintain. Your valuable asset requires an ongoing commitment by you.

To maintain the competitive position of your property in the market, we recommend:

Gardening – If there is substantial lawn area the owner may consider either contributing to the water consumption costs to ensure tenant water the garden, alternatively they may supply a gardener to mow and edge the lawns on an ‘as needed basis’. Depending on the property a gardener may be a good idea.

Gutters – The gutters should be cleaned prior to letting the property and then once a year.

Pruning – Trees and shrubs should be pruned at least once a year, particularly prior to winter if there are any large trees close to the property.

Appliances – Instructions on the use of appliances and any valid warranty details should be supplied to the agent and communicated to the tenant to ensure correct usage.

Promoting Your Property

Internet advertising on various high-traffic websites is the primary form of marketing. Your property will also be advertised in the Noosa Newspaper.

Finding a suitable tenant at maximum market rent, as quickly as possible, is our first objective.

Tenant Selection

We are critically selective with tenants because our aim is for you to have a worry-free tenancy.

Our detailed screening process aims to ensure tenants meet the responsibilities of the General Tenancy Agreement. Tenant selection is in accordance with laws covering discrimination, residential tenancies and privacy.

In addition to this, all applications are screened on various national tenant default databases that we annually subscribe to. Essentially, we probe as much as we are legally able to ensure we have the best quality tenant for your home.

But most importantly, we keep you informed of applications, so you are in complete control of the selection and decision-making process.

Our Services to You

Prior to each tenant's occupancy, a thoroughly detailed entry condition report is prepared with full internal/external photos.

Routine inspections of your property are made regularly, and a comprehensive report will be provided. These inspection reports will give you an accurate indication of how your property is being maintained by the tenants. Here, we can also suggest any preventative maintenance or improvements that could increase your investment return.

Neglect of minor repairs can often lead to major expenditure and the loss of a good tenant. Our attention to maintenance will ensure that problems are resolved quickly, by qualified trade's people and at a reasonable price. You are in total control of the decision-making process.

When tenants vacate the property, we carry out a final inspection ensuring that it is left in an acceptable condition. Bonds will not be released until all parties are satisfied.

Regular inspections are a major part of how we care for your investment property.

Your Income

Each month, we forward you an itemised statement showing all rental income and payments made on your behalf, with copies of invoices attached to this statement.

Landlords Protection Insurance Policy

We strongly recommend Landlords Protection Insurance Policy for properties that are for residential tenancy. Many owners may be surprised to find that the normal household policy does not cover the property once it is tenanted.

Market Leading Sales Agency

Should you need to sell your investment or have it valued, we have a market leading team of sales professionals, led by Principal Dan Neylan at your disposal.

We assure all our valued clients of our best endeavours at all times.

For a private confidential chat about property management matters please contact our Property Management Team by phone or email.