

rentalexpress[®]

specialist property managers



hands on property managers

Company Profile

Rental Express (formerly Harcourts Property Centre) was established in 2001 by Chris Rolls and Steve Sleswick and has been owned and operated by the pair of young entrepreneurs ever since. Initially the business began as a traditional sales based real estate agency, however in October 2006 Chris and Steve made the strategic decision to become a specialist property management company.

The success story that has become Rental Express is quite remarkable. Having started in real estate with next to no experience in 2001, Chris & Steve, aged just 26 & 21 respectively at the time, built one of the most successful real estate sales businesses in Brisbane turning over in excess of \$2.5 million in revenue in their second full year.

At the outset the pair had little focus on residential property management but started building the rental side of their business in 2003 and in the space of only a few short years, they have grown their property management department from practically nothing to the point where they now manage over \$1 billion worth of residential real estate. Prior to separating themselves from the Harcourts group they were awarded the prestigious property management team of the year which they won ahead of 350 other businesses worldwide.

To date Rental Express have acquired the rental businesses of more than half a dozen other agencies and are now the largest privately owned property management business in Queensland.

The business now accommodates over 3,500 tenants, collects over \$30 million in rent and conducts over 9,000 property inspections each year.

Rental Express is one of a very small handful of specialist property management organisations with an aspiration to become the largest independent manager of residential property in Australia.

The team at Rental Express have over 200 years of property management experience under their roof and handle large scale property management contracts on behalf of the Queensland State Government and previously managed part of the Queensland Labor Party's residential portfolio until it was divested in 2005. We also manage property for a range of superannuation funds including the CBA's superannuation plan.

Rental Express is a highly professional property management organisation with a strong emphasis on delivering results and improving returns to the investors for whom they service.

Growth

Rental Express continues to grow with offices now open in Wilston, Coorparoo, Kallangur & Southport.

A New Direction

The property management industry has operated for many years using the same approach and until now has not adopted new methods to improve the service provided to property investors.

The fundamental flaw in the property management industry and the cause of such widespread lack in service, innovation and professionalism is that traditionally residential property management has been a service provided almost exclusively by local real estate agencies whose primary business and core focus is on selling properties not managing them.

“We had a vision to create an organisation that was truly dedicated to the property investor”

Chris Rolls - Managing Director

The real reason that most real estate agencies operate a property management department is to provide a source of sales listings when the market is tight and to provide a source of steady cashflow to compensate for the very volatile and unpredictable revenue that a sales business generates. We know this because we used to be one of these agencies.

These agencies lack the passion for property management and because of this fail to provide superior property management service to rental property owners and this is the reason why the general level of expertise, service and

professionalism industry wide is so appallingly lacking.

This is where we saw our opportunity; to create an organisation that is truly dedicated to the investor and whose services, systems and culture have been created around ensuring that our clients are getting the best possible performance out of their rental property. There is a lot more to this than just collecting rent and fixing taps.

The Rental Express motto is ‘Hands on Property Managers’ because very often the return that an investor will get on their rental property has more to do with how it is being managed and what measures the management company is taking to improve investment performance than the market itself. To this end we believe that employing a proactive and skilled property manager is just as important an investment as the property itself.

We are very proud of what we have created at Rental Express and feel that the industry as a whole and the masses of under serviced property investors out there are long overdue to have the opportunity to engage the services of an organisation like ours.

We look forward to working with you...



Innovation

Rental Express have developed customised rental management software that has revolutionised our property management service.

A Team dedicated to Service

Rental Express employs more than 50 team members dedicated to property management. It is important that we have a team with the right skills and qualifications to ensure that each task relating to the management of a property is completed correctly. As a result we source and recruit employees of the highest calibre to ensure we provide an outstanding service to all of our clients.

Our team members play a vital role in the achievement of the organisations overall strategic objectives and goals and for that reason we are focussed on the importance of developing innovative plans to retain and develop our existing staff and to attract new team members to work with us.

At Rental Express we have analysed the work flows and responsibilities in property management and found that by breaking property management into four departments the key elements can be handled with optimum results. Team members are educated in specific property management areas enabling them to provide a level of service not previously witnessed within the industry.

Each and every staff member within our property management team genuinely takes responsibility for the role they play within the department and strive to improve the service they provide every day.

In addition to this we have built a key group of casual support team that are available at short notice and for extended periods of time to enable

the office to manage periods of absence of full time team member due to illness, annual leave or other unplanned leave and also during periods of peak activity.

These people are trained in the same manner as the full time team and are fully conversant with all office policies and procedures. This structure ensures continuity of service to all of our clients, tenants and owners alike.

Realising the importance of owner satisfaction we focus our energy on ensuring that we not only meet but exceed the expectations of every owner so that they become active promoters of the business. After all what better advertisement for Rental Express can we get than an owner who is a raving fan. This is clearly evident in the testimonials we regularly receive.

“ You can rest easy knowing that our team of highly trained, dedicated staff are committed to managing your investment property as if it were their own.”



Leasing

It is in the leasing of property that Rental Express differs most from other real estate agencies.

We believe that one of the most important parts of successful property management is securing the best possible tenant for your property in the quickest time for the highest rent.

For this reason we have a specific team of leasing consultants who focus directly on this task.

Unlike some agencies who hand out keys to prospective tenants, we ensure all tenants are accompanied when viewing properties. Aside from maximising the security and protection of your property, this procedure enables the leasing consultant to more accurately gauge the appropriateness of a tenant for the property and allow them to provide you, our property investor with constructive feedback.

Our leasing team maintains a rental register where prospective tenants are able to register their requirements and then be advised of new properties as they become available. This pro-active approach assists in reducing the vacancy time for your property.

Prospective tenants who submit an application to rent your property are thoroughly screened. Information including identification, previous rental history, employment history, income as well as personal and rental references are verified. Applicants must meet our stringent criteria before being accepted as a tenant.

When a tenant has been approved for your property they are required to attend a 'sign-up appointment' at our office. This appointment is between 30 minutes – 45 minutes in duration and allows our leasing consultants to meet with all parties to the tenancy and explain the tenants obligations and responsibilities under the agreement and our expectations of them during the tenancy.

You can expect to liaise with our leasing team from the moment your property becomes available for rent until a suitable tenant has been secured and a tenancy agreement signed.

"I have found Rental Express to be excellent with their customer service and efficiency. I have had excellent follow up each time and have been kept informed of the progress of my investment."

Peter Sherrie



Hands on

We believe in personally showing every tenant through your property

Your Property Manager

Our property manager's are responsible for the day-to-day management of the properties we manage. At Rental Express our property managers work in a portfolio structure where each property manager looks after the day to management for a portfolio of properties. The number of properties assigned to each property manager is determined by management according to the individual's capacity to manage the workload of their portfolio.

The benefits of this structure are;

- The owner has one point of contact for the management of their properties.
- The property manager has a full and complete knowledge of all matters relating to the management of their properties.
- The accountability for the successful management of any property comes back to one person. This puts a greater level of responsibility on the property manager to ensure that each property in their portfolio is being looked after.

Our property managers are rewarded based on their success in managing your property. This system has our property managers striving to achieve the very best results for you.

The tasks performed by our property managers are as follows:

Entry Inspection and Report

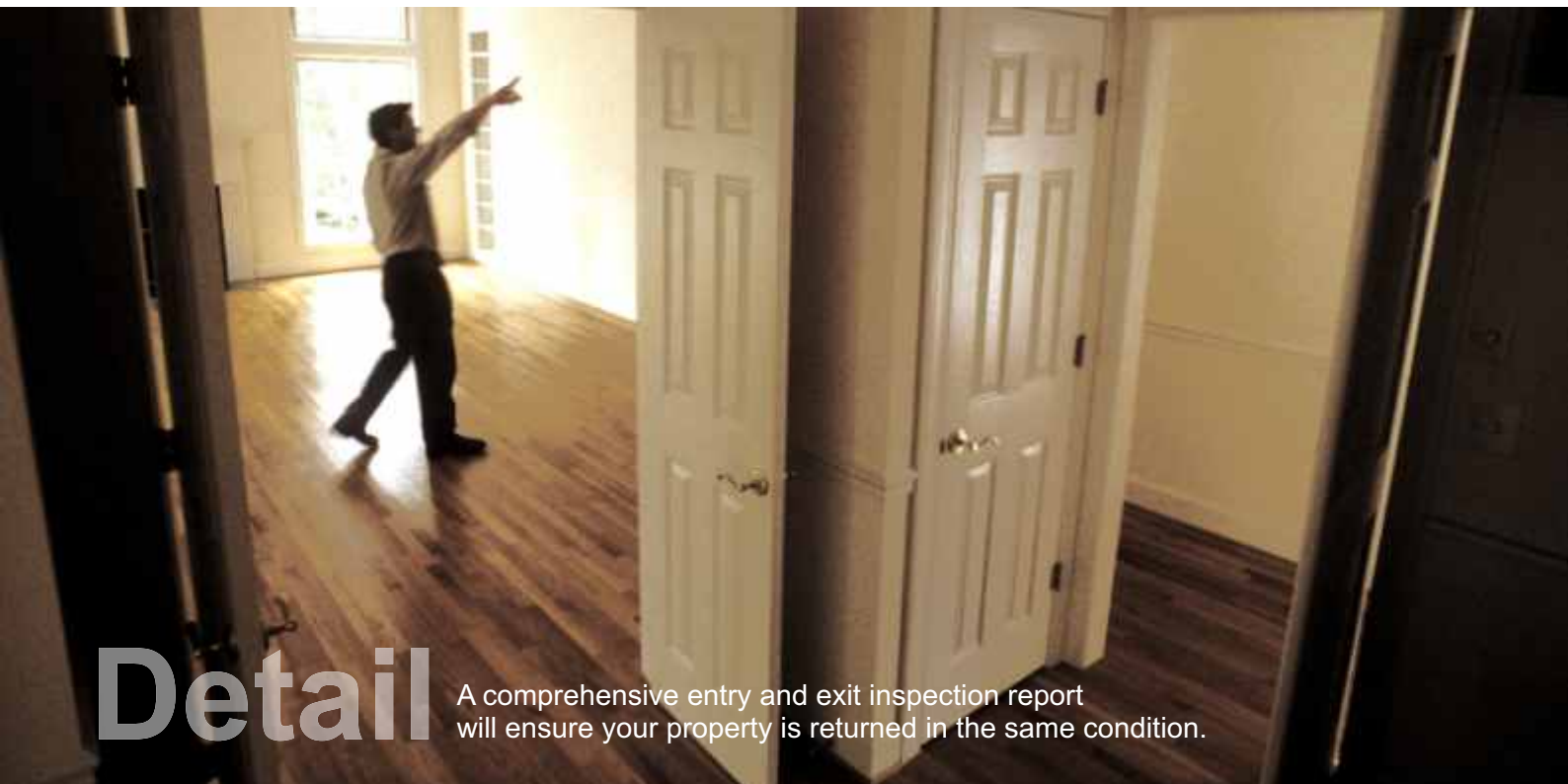
The initial entry condition report is the most vital document relating to the tenancy. This document is proof of the condition of your property at the beginning of the tenancy. Prior to a tenant moving into a property a thorough inspection is conducted and a comprehensive condition report is completed detailing the condition of your property as well as its fittings and fixtures at the commencement of the tenancy.

We also prepare an inventory of any furniture. A copy of this condition report will be forwarded to you with a copy of your tenancy agreement each time a new tenant moves in.

Exit Inspection and Report

Within 3 business days of the tenants vacating your property an exit inspection will be carried out and an exit condition report completed.

The exit condition report will be compared with the initial entry condition report and any discrepancies will be addressed with the tenants. The property is to be returned in the same condition as when the tenants entered (fair wear and tear excepted).



Detail

A comprehensive entry and exit inspection report will ensure your property is returned in the same condition.

Lease Renewals & Rental Reviews

At Rental Express it is our policy to have tenants under a current tenancy agreement at all times, unless otherwise instructed by our owners. This ensures increased stability in relation to your rental income as you are aware well in advance of the possibility of your property becoming vacant.

Lease renewals are monitored carefully and you will be advised approximately 6 – 8 weeks in advance that the lease on your investment property is coming up for renewal. This allows adequate time to discuss rental reviews and market conditions with you and negotiate a new tenancy agreement with your tenants.

Maintenance

We have a flexible system of maintenance to cover the varying requirements of our owners.

Our property managers have acquired a wide knowledge of maintenance issues that are common with rental properties and have very good relationships with a range of trades people that Rental Express engages to carry out work on behalf of our property owners.

By recommending and carrying out pro-active maintenance we ensure that your property always presents well. This promotes an atmosphere where tenants are happy and content, which in turn facilitates a better rental return.

Rental Arrears

As we take considerable care in the selection of tenants, our rental arrears level is almost non-existent. Rent is payable in advance and tenants are encouraged to pay on either a monthly or fortnightly basis.

We have a technologically advanced rental payment system, which allows tenants multiple methods of paying their rent including direct debit, BPAY, credit card, cheque or cash. Most tenants elect to use our direct debit system, which automatically deducts rent from their account. As an owner this means your rent is more likely to be paid on time.

Regardless of the care taken, occasionally tenants fall into arrears. When this occurs a set procedure is instigated and you will be kept informed of any ongoing rental arrears.

“You have been outstanding property managers for our unit. I have experience with multiple property management firms in other cities and you are still head and shoulders above the rest.”

Paul Atkins



Reliability

Routine Inspections

In addition to when tenants move in and out of your property, every rental property under our management is inspected internally on a regular 4 monthly basis during the tenancy.

Following each routine inspection the owner is provided with a written report detailing the general condition of the property, the manner in which the tenants are maintaining the property and any major repair or maintenance required in the foreseeable future.

Routine property inspection reports are recorded electronically via a PDA that synchronises with our property management software to enable us to keep an accurate history of the property. Each PDA is also fitted with a digital camera so that we can send you up to date photos of your property with every inspection report.

"Any past issues I have had with my property have been addressed promptly. I have found property inspections have been thorough and in great detail. I am entirely satisfied with my property portfolio being handled by Rental Express."

John Daddow


Residential Tenancies Tribunal

The basic function of the Residential Tenancies Authority and the Small Claims Tribunal is to arbitrate on disputes between tenants and landlords/agents.

Our residential property management service extends to mediating between the tenants and the owner should any dispute arise. As an impartial third party with a great deal of negotiation experience, we often achieve amicable results to the satisfaction of all parties.

Should it be necessary to attend a tribunal hearing our property managers not only have a thorough working knowledge of the Residential Tenancies Act but extensive experience in the handling of tribunal matters.

You can expect to liaise with your property managers on any of the above matters should the need for a tribunal arise.

A close-up photograph of a person's hands using a stylus to interact with a PDA device. The device is held in the left hand, and the stylus is being used to touch the screen. The background is blurred, showing what appears to be an office or a property management setting.

Electronic PDA's record routine inspections in detail including current photos of your property.

Technology

The Administration Team

This department handles all the paperwork and bill paying associated with each investment property. The staff are responsible for the disbursement of all rental income, including depositing rent into your account, paying invoices, and preparing monthly and annual financial statements.

The administration team is also responsible for the payment of any regular accounts you may elect us to pay including building and landlord protection insurance, body corporate fees and council rates.

If you have any questions relating to your monthly statements, invoices or other financial matters please discuss these with your property manager. If required your property manager will consult with our administration team.

The New Business Team

Our new business team is responsible for providing investors with current market information, rental appraisals and for the smooth transition when you elect to have Rental Express manage your property.

Our business development managers are available to discuss all of your property management requirements and create a solution to meet your individual needs. This team ensures all required documentation is complete and the tenants are informed of all changes.

We guarantee that if you transfer the property management of your property to Rental Express it is accomplished smoothly and without stress for you or your tenants.

You can expect to liaise with our business development managers when you initially engage Rental Express to manage your property. After the transfer of the management, if you have tenants in place or once your property has been rented (if vacant) your business development manager will introduce you to your property manager.

“After having my property listed with three well known local agencies with no success and non-existent service / follow-up / communication, I rang Rebecca when it was becoming absolutely critical that the property be rented. Within 48 hours she had done more than the other 3 agencies combined in the previous 3 weeks. She has called me, emailed me, given me feedback good, bad, and otherwise as I requested with an excellent result. I wish your organisation well and if she is indicative of the calibre of your staff it will continue to prosper and I will recommend you to anyone looking to rent or have you manage their property.”

Sharon Wood



Ongoing Commitment

Whether you are a new investor in property or a seasoned investor, feedback from our current clients indicates that this system of property management offers the highest level of professional service. Our property management general manager ensures the integration of all of our property management staff to provide a cohesive service to our clients.

Each department is audited on a weekly and monthly basis against a complete breakdown of all key performance indicators such as rental arrears, vacancy rates, problem tenants and areas of concern.

We welcome suggestions from our clients with an aim to be continuously improving and evolving our service for the benefit of those who use it.....you.

Our property management general manager is available to speak to you at any time if the need arises.

With Rental Express managing your investment you can be involved as little or as much as you like. Our commitment is to work with our clients to achieve outstanding results.

"I would like to formally write to you to congratulate you on your fantastic team at the Southside office. I have had many dealings with Real Estate Agents over the last 10 years and after constantly struggling with my previous agent I got in contact with your office, my property had been vacant for a few weeks when I received your letter. You worked in conjunction with my previous agent and your service and follow up was outstanding in comparison to what I was receiving from the other agent. The property was leased in a few days with great tenants and at the asking price.

The team at the Rental Express office worked efficiently and effectively together to get the tenants and now after 6 months under management I have found the great service has continued. Communication is excellent and all issues are resolved efficiently and effectively."

Ross Giardina



Confidence

You can be confident you are receiving the best service because we are constantly testing, measuring and improving our systems.

*Take the worry out of property management.
Let Rental Express be hands on so you don't have to be.*

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