Scale of fees

<table>
<thead>
<tr>
<th>Initial Costs</th>
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</thead>
<tbody>
<tr>
<td><strong>Letting Fee</strong></td>
<td>Equivalent to one week rent – per letting</td>
</tr>
<tr>
<td><strong>Lease Preparation Fee</strong></td>
<td>$33.00 – per letting</td>
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</tbody>
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<table>
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<tr>
<th>Management Fees</th>
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<tbody>
<tr>
<td><strong>Management Fee</strong></td>
<td>5.5% of rent monies (GST inclusive)</td>
</tr>
<tr>
<td><strong>Administration Fee</strong></td>
<td>$5.00 – per month (GST inclusive)</td>
</tr>
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As well as the above fees, there are other charges that some agencies apply which we offer **free of charge** to you. These include:

- All advertising
- Inspection fees
- Arrangement and supervision of repairs
- Rent negotiation fees

*please note that if you have two or more properties that you would like us to manage, we would gladly offer reduced management fees to further maximise your investment return*

As a property investor you have the choice of managing your investment properties yourself or delegating the day-to-day management to a managing agent.

Too many landlords ignore the relationship with their property manager as an ongoing business partnership and choose their property manager on fees alone. Property management is more than just collecting the rent. A professional property manager plays an important part in preserving your property’s capital value and maximising the return on your investment. While many investors spend a large amount of time and effort carefully researching the property markets and then finding the top investment; it’s just as important in choosing the right property manager.
At Global Property, you are assured of the following:

**Diversity**

Global Property services include:

- Residential Property Sales and Auctions
- Residential Rentals and Property Management
- Residential Land Sales
- Sales and Rental Property Appraisal services

**Effective Marketing**

Global Property look for the “right” tenant.

We have extensive experience in marketing and can expose your property to the widest possible number of prospective tenants by utilising:

- Local Newspapers and the Internet
- Property Signage
- Open Houses
- Our marketing results in a huge number of enquiries

**Careful Tenant Selection**

Our specialist staff are totally focused on finding the best tenant in the quickest possible time.

At Global Property our job is to get the best possible tenant for your investment property by following these general guidelines:

- Stability in employment
  - Satisfaction that the tenant is financially capable of paying the required rent
  - Verifying that the tenant will maintain your property to the standard required
  - A detailed screening process is applied to all prospective tenants and all reference are carefully checked

**Thorough Agreement Preparation**

Once the tenant has been interviewed and approved for your property we will arrange the signing of the Residential Tenancy Agreement and the lodgement of the Rental Bond, as well as the handing over of the keys.

All documentation is carefully checked for accuracy to ensure the owner’s legal rights are protected.

**Routines Inspections**

Thorough routine inspections will be conducted up to 4 times per year. The first inspection will be carried out 6 weeks into the tenancy.

Be assured that your property will be returned to you in the stunning condition it was in before the tenant moved in.
Final Inspection

Prior to the signing of a Residential Tenancy Agreement we carry out a carefully detailed condition report. With your approval we will also take photographs prior to the signing of the first Agreement, which are kept on file. Both the initial inspection report and the photographs are referred to at the end of the tenancy to ensure that the tenant’s Rental Bond is accurately disbursed.

The first inspection is carried out after the first three months of occupancy. Each time your property is inspected it is automatically diarised for the next inspection. Following a periodic inspection, we forward you a written report detailing the condition and recommend routine maintenance or optional work such as repainting or carpeting.

Pre-Vacating Procedures
When the tenancy is to be terminated by either party the following steps are initiated:

- Arrange suitable access arrangements with the outgoing tenant to show the property (if applicable)
- Re-assess the asking rent for the property (if necessary)
- Determine any renovation work necessary for the property
- Ensure that the tenant carries out any last minute cleaning and repairs to the property

Prompt Rent Collection

Paying rent is hassle-free for our tenants. They have a choice of the following:

- Internet Banking
- Bank Cheque
- Postal Money Order

Strict Arrears Control

We print a regular arrears report so that the tenants who fail to pay their rent on time, for whatever reason, are contacted on a constant basis. Those that do not respond are served with a warning letter explaining that if they fail to pay, or do not contact us to make arrangements to pay, they will be served with a Termination Notice.

This is usually sufficient incentive to get most tenants to pay their rent. However, should this warning letter fail to bring results, we will contact you to discuss the matter to determine whether to proceed with the termination of the tenancy.

Repairs Maintenance

We monitor repairs very closely. We act on repairs according to your instructions in the Management Agency Agreement. Should any repair of more urgent nature be reported, such as no hot water, we will attend to this as soon as possible, as it is an essential service. We maintain complete records of maintenance carried out to your property for future reference. Repairs carried out on your behalf are paid for from the rent monies held in TRUST. Details are printed on your monthly Rent Statements with a copy of the relevant invoices attached for your reference. An explanatory letter will be sent to you at time of repair.

Timely Payment of Outgoings

From the rent collected on your behalf we can arrange payments of all the standard property outgoings as you instruct in the Management Agency Agreement. Such accounts can include Council Rates and Strata Levies. With reference to Water Rates, we will automatically invoice the tenant for any water usage charges.

Annual Rental Reviews

We ensure you enjoy full market rental for your property. We regularly assess the rental on your property taking into account factors such as current market rental rates of similar properties, the vacancy factor in the area, the general condition of the property, the quality of the tenant and the length of their tenancy. Where we see that a rent increase can be justified we will advise you and seek your instructions.
Managing The Tenant

It is your duty as your Managing Agent to ensure that the tenants are well informed as to what is expected of them under the Tenancy Agreement. From the regular mowing of lawns, to the payment of rent in advance, to the behaviour of visitors to the property or the control of noise, we manage the tenant for you, ensuring, as much as is possible, that the terms of the Tenancy Agreement are complied with.

Accounting To You

At the end of each month we disburse monies and send a detailed statement for your property. The statement details the rent period, the rent collected and any disbursements made on your behalf. Your rent monies can be electronically deposited into a nominated account.

Statements are issued at the end of each month.

Disputes With The Tenant

Disputes between landlords and tenants are not uncommon but if handled with professionalism and diplomacy most can be solved expeditiously.

Most disputes arise over rent increases, repairs and rental bond matters. Initially of course, the property manager acts as negotiator in discussions between the landlord and tenant. If all avenues are exhausted, and the parties have to be able to agree, it may be necessary to apply for a Residential Tenancies Tribunal hearing. The Tribunal is an independent third party which will hear the dispute and make a decision on the matter.

We, as your agent can represent you at the hearing, preparing the case from start to finish. Preparation may include obtaining quotes and taking photos of the property (in case of bond disputes) or researching rental market comparisons in the case of disputes over rent increases. The findings of the Residential Tenancies Tribunal are final, and may not always be to your satisfaction, so it is almost always beneficial to try and solve the problem in its early stages.

Constant Communication

As an effective service organisation we should always be available when you want to talk to us. Our office is open 6 days a week and our Property Management staff carry mobile phones.

Sales

We are achieving excellent results and prices for our clients.
We will provide you, if you require,a written market price opinion of your property at no cost or obligation to you.

Legal Requirements

It is our duty to ensure that all of the requirements of the various pieces of Government legislation relevant to property investment are complied with.

Industry Training

Everyone in our Property Management Team is regularly kept up to date with the latest legal and market information from the Institute and with statistics from the Rental Bond Board as well as updates from the Residential Tenancies Tribunal.

All members of our Property Management Team are put through a structured on-going professional development program to ensure that their knowledge and skills are always at the peak of the industry.

Commitment

Our commitment to you is to look after your property as if it was our own.