

Our leasing process

**A guide on how we find great
tenants for your property**

From ad writing to key handover, here's how we secure tenants for your property

In this handy guide, we'll walk you through the steps you'll go through in your leasing campaign.





So you're leasing out your property

When you're on the hunt for the long-term, happy tenant of your dreams, you can rest easy knowing that our Leasing Team is on the job. With a best-in-class team & leasing system in place, we'll ensure you feel confident & in the loop from beginning to end.

From ensuring you score top spots on the most popular real estate websites (with an attractive property ad) to thoroughly checking tenancy databases and cross-checking references, we're dedicated to finding you the best quality tenants, fast.

So, what are the next steps?

This guide will walk you through everything you need to know about leasing your property.

What does it take to run a successful leasing campaign?

Here's a breakdown of our strategy.

1. Setting you up for success from day one

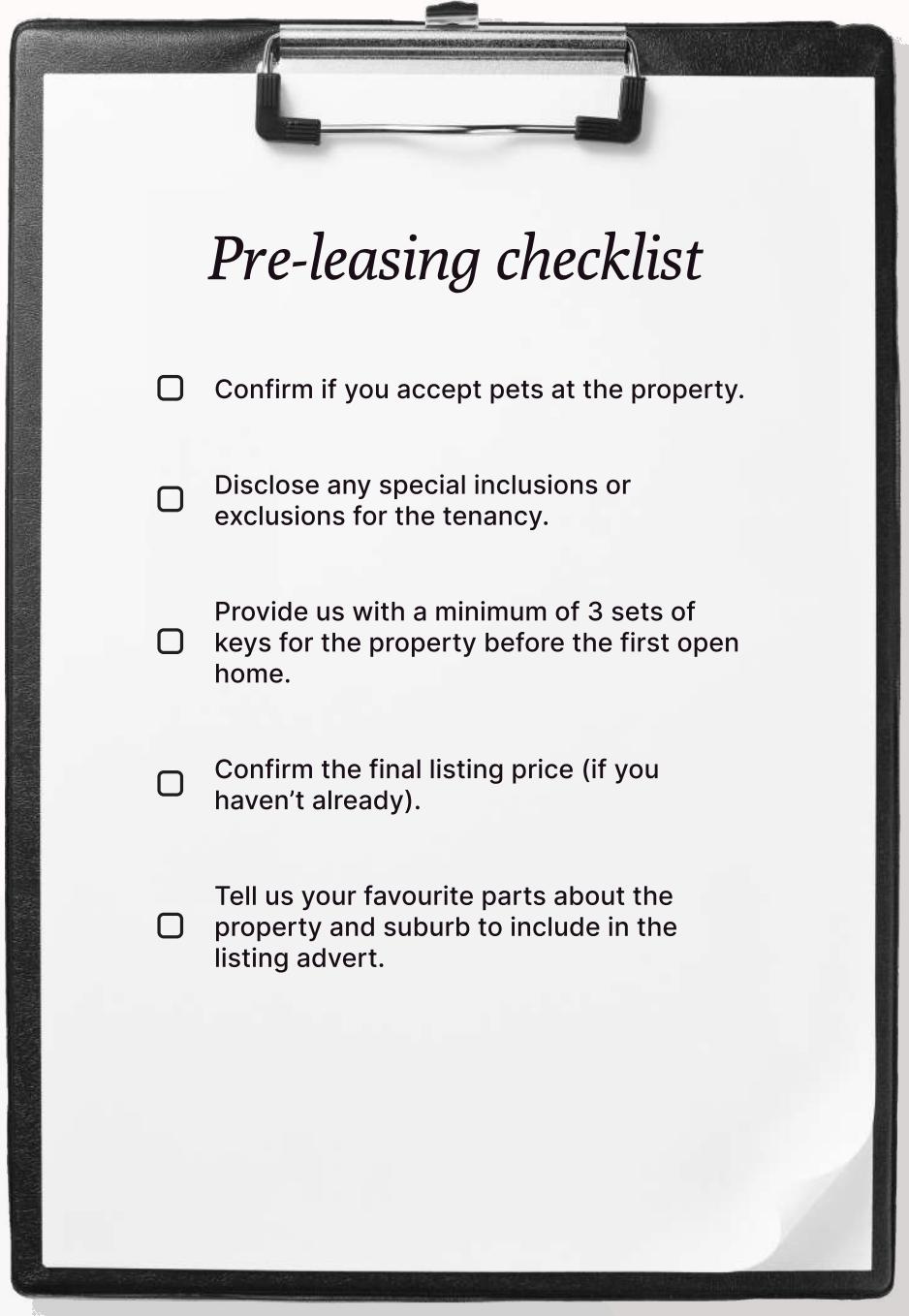
Once you let us know that you're looking for a new tenant, you can expect to hear from your dedicated, local Leasing Manager within one business day.

On the introduction call, your Leasing Manager will:

- Introduce themselves
- Discuss the current market conditions & talk through your leasing strategy
- Provide advice on the final listing price
- Explain the advertising process
- Explain how we do open homes & confirm the frequency
- Organise key collection
- Talk through compliance measures required

From there, your property will be in the hands of one of the best Leasing Managers in the business who will keep you updated throughout the whole process.

Here are a few details we'll need from you, before we can go live with the campaign:



2. Lights, camera, action!

Before your leasing campaign can go live, we require professional photos of your property. These help to lift the standard of your ad, and attract better quality tenants.

Properties with professional photos attract 79% more inquiries.

Photos are also tax-deductible, and you can use them should you ever wish to sell.

- ✓ If you have them available already, you can provide us with professional photos that can be used for marketing.
- ✗ If you don't have access to high quality photos, we'll organise a professional photographer.



If you need professional photos, we've got you covered

Presentation sells. Professional photos lift the standard and means we attract a better quality tenant.

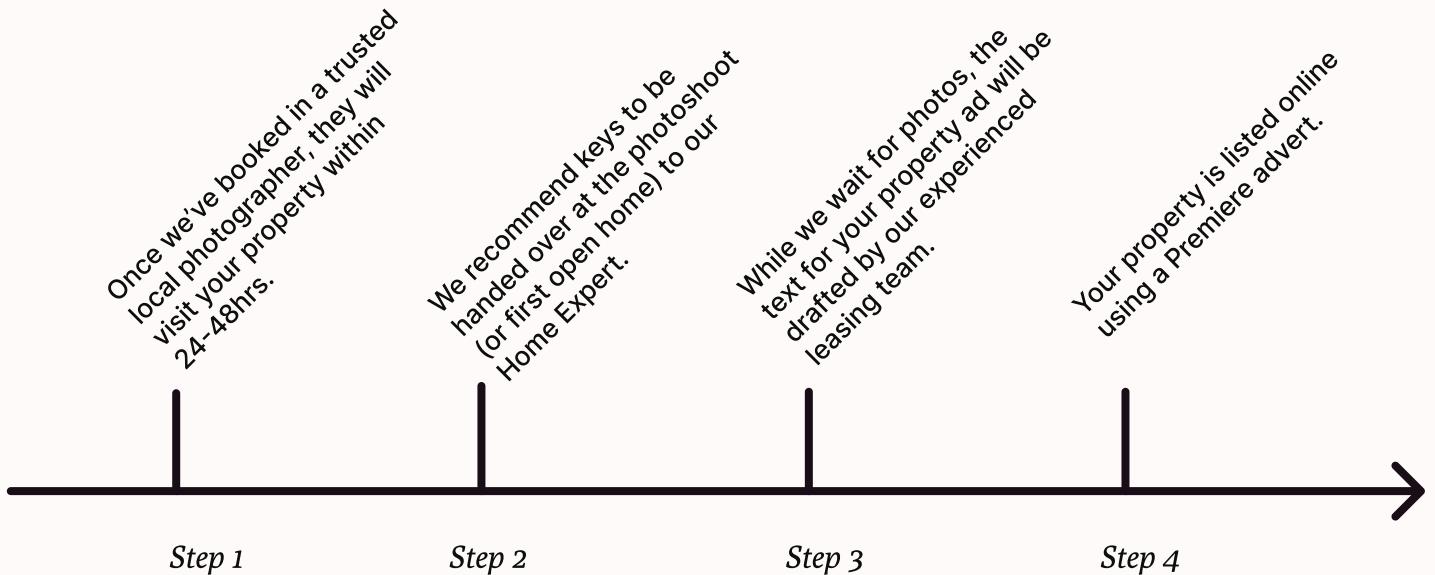
Add a floor plan* so it attracts more informed tenants faster.

*this will incur an additional cost.



“Good-looking images show off a home and entice tenants to look closer”

- BoxBrownie, digital photographer supplier



3. We're open for business!

As soon as your property is available, we'll start running open homes. All our open homes are conducted by our qualified, experienced field team - whom we affectionately call our "Home Experts". They will be the friendly face greeting your prospective tenants and supplying information about your property at open homes.

Your first open home will be scheduled mid-week in the first week of your property being on the market.

From then on, we'll hold your open homes twice weekly.

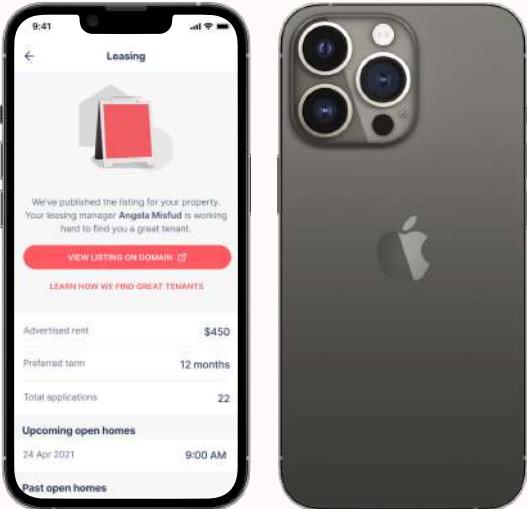
Your first open home

Our Home Experts will conduct an initial inspection and file a report to pick up on any maintenance issues or concerns that could impact your leasing campaign and the tenant moving in.

Your Leasing Manager will conduct a virtual walkthrough, so they can make sure the property goes to market at the right price. This will ensure that we attract the best tenant in the shortest possible time.

Your open home schedule

Keep track of your upcoming (and past) open homes in your Owner app.



Keeping you in the loop

Following each open home, you can expect to see an update in your Owner App, letting you know how many prospective tenants attended and any feedback passed on to our Home Expert at the open home.

Our team will follow up with the attendees after the inspection to gain further insight. This feedback will be shared with you when your Leasing Manager gives you a call.

The team are brilliant, very responsive and always following up, which is what you want to see. [These] simple things make the experience smoother.

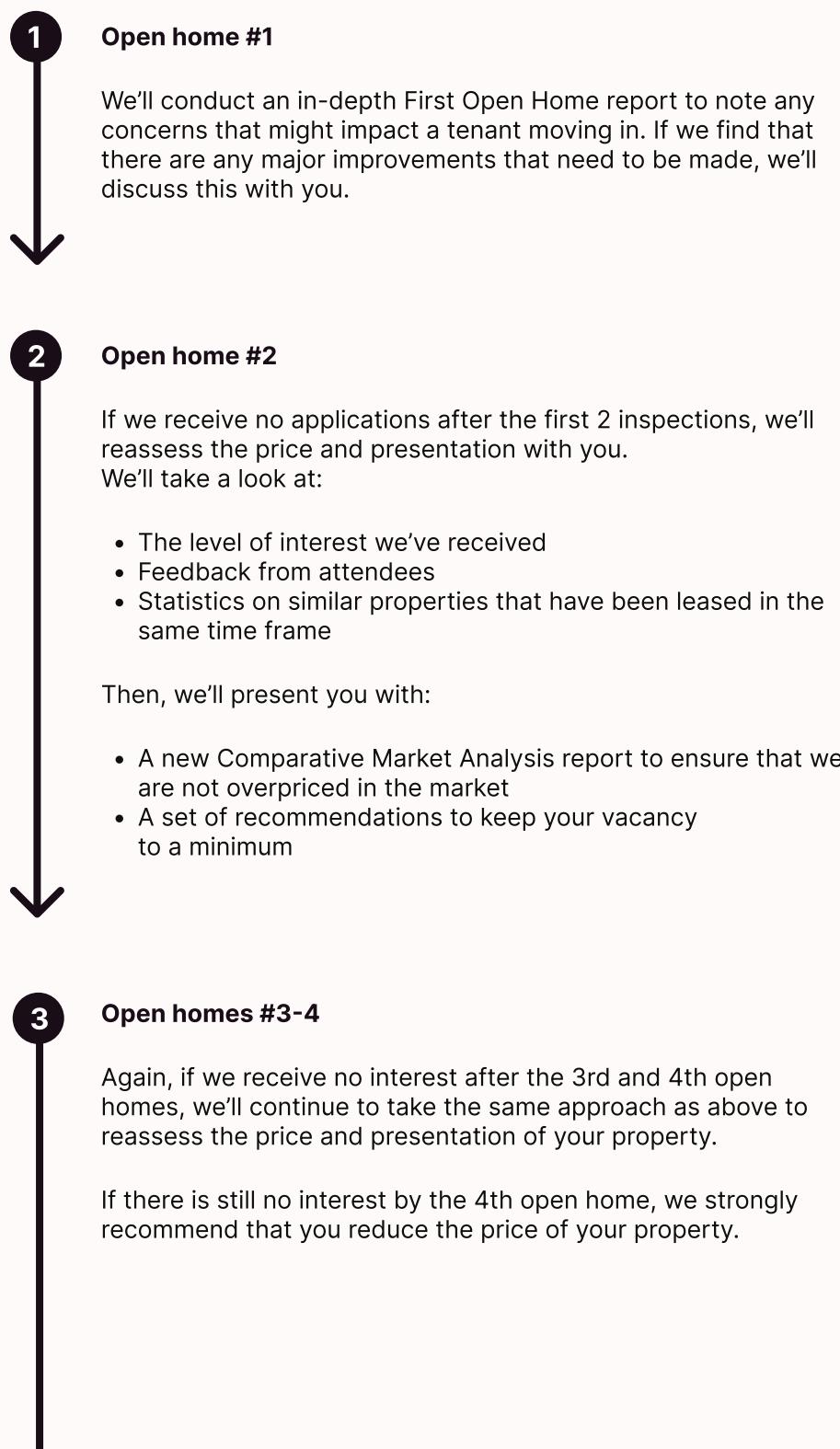
- Roland S

What happens if the property doesn't get much interest?

If your Leasing Manager finds that your property is not presenting well for the market, the price is not quite right, or major improvements or maintenance need to be undertaken, they will discuss this with you and develop a strategy to make changes accordingly.

We will put all open homes on hold until you and your Leasing Manager come up with the best strategy to return the property to market.

To help you better paint a picture of what our process looks like, we've mapped it out below:



Oh no! Still no interest/applications?

4

Open homes #5-6

If we've still not received any interest or applications after the 6th open home, we'll seek your instructions for a further price adjustment. However, going forward we will stick with private viewings only, based on inquiries from prospective tenants.

Don't worry - provided you take the feedback and recommendations from your Leasing Manager on board, you can rest assured you won't find yourself in this situation.

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Open homes #7-8

These will be private inspections for any prospective tenants who have inquired about your property. At this stage, we may need to reassess your leasing campaign as a whole, look for different ways to improve your property listing, and consider adding things (like floorplans and virtual furniture) that will make your ad pop.



4. Are you the one?

Great, we've received an application! What's next?

We'll let you know as soon as we receive any applications

You'll be notified via your Owner App when you've received a new tenant application (provided they pass our shortlist check).

How long does it take to process an application?

It takes no more than 48 hours for us to process an application and do a thorough check of all the references.

There can be delays if the prospective tenant doesn't provide us with all the information we need. This includes if they don't provide us with:

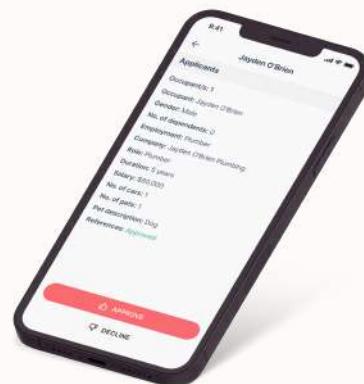
- The email addresses of their current or previous landlords
- The email addresses of their current or previous employers
- The details of all the applicants (if there is to be more than one tenant)
- The required 100 points of ID

All the info you need to make your decision

We'll send you a notification via your Owner App to approve or decline the applicant in a single tap, so you can secure your new tenant ASAP. We set you up with a detailed summary and reference checks, and provide you with a detailed view of the tenant's:

- Current employment
- Rental history
- Number of occupants and pets
- Weekly rent offered
- Term of lease offered
- Any specific comments from referees

We'll call you offering our recommendations on which tenant you should choose, based on the rental application and verification process.



What we need from you

In a competitive market, it's important that you let us know your instructions as quickly as possible. The longer you delay your approval, the higher the chance that the applicant may accept another offer.

5. You've approved the application.

What happens next?

1 Once the applicant has verbally accepted the tenancy offer, we'll send them a confirmation letter

2 We will process the Holding Deposit

3 We will issue the Tenancy Agreement for electronic signing

Next steps for our agency

- Secure the bond with the tenant and ensure this is lodged with the relevant authority
- Arrange for the Ingoing Condition Report to be done 3 days before the tenant is scheduled to move in
- Upload the fully executed Tenancy agreement to your Owner App
- Engage our suppliers to ensure your home is compliant and rent ready

Your next steps

- Make sure you've provided us with full sets of keys and access fobs/garage remotes for all leaseholders
- Provide us with up-to-date strata by-laws (if applicable)
- Let us know via your Owner App if you would like us to manage your bills i.e. water or council rates
- Review the Ingoing Condition Report to ensure that your property is clean and presented in A1 condition for the tenant

**Kick back. Relax.
We've got it from
here.**

