



# LANDLORD HANDBOOK





# THE MKB DIFFERENCE



## PERSONAL SERVICE

We are available when our Landlords and Tenants need us, any time of the day. We provide old fashioned customer service with consistent, personal communication. We are not robots!



## ONE FEE. SIMPLE, TRANSPARENT PRICING

No hidden charges and no locked-in contracts or cancellation fees. One monthly Management Fee calculated as a percentage of Rent Collected. If you don't get paid, we don't get paid.



## FLEXIBLE LANDLORD PAYMENTS

Choose when you want to be paid - weekly, fortnightly or monthly to match the timing of your Tenants' payments. Choose where you want to be paid - split accounts, pay to your mortgage or a savings account.



## ANNUAL REVIEW

We will conduct market appraisals for rent and sale and provide ideas on how to add value to your investment property.



## LANDLORD PORTAL

All your tenancy information stored safely and securely, whenever you need it, wherever you are



## OWNER OPERATED BUSINESS

Owners Kate and Mark are across all aspects of your property management and run the day-to-day business operations, and are your point of contact.



## QUALITY MAINTENANCE

In-house Maintenance will assess every job, and source vetted, reputable, quality contractors for the job. All jobs are inspected and signed off before final acceptance.



## TENANT SUPPORT

We are here for your tenants! A happy tenant means a happy landlord and we are always available and in regular communication with the tenant to jump on problems early before they end up being big issues.









## Hello from MKB!

We are genuinely passionate about helping you on your investment journey. We love real estate and the Gold Coast, and Property Management is not just a job for us.

We have 20-years' experience in property management, renovating, and residential development, and are investors ourselves. As business owners, we appreciate that our success is dependent upon your success.

We know all of the properties we manage intricately, and that helps us foresee any issues before they arise. We treat your property as if it were our own and that is what makes us different from larger agencies.

We hope that we can be part of your investment journey.

A handwritten signature in black ink, appearing to read 'Kate Braybrook'.

**Kate Braybrook**

A handwritten signature in black ink, appearing to read 'Mark Braybrook'.

**Mark Braybrook**



# WE PROMISE TO:

## 1. FIND YOU THE RIGHT TENANT

- Free appraisal and market insight report
- Detailed move-in and move-out condition reports with photographs and inventory list
- Comprehensive marketing & advertising package
- Flexible private inspection times outside “normal” work hours, and no open homes
- Stringent security procedures for any property visits
- Regular updates within 24 hours of any property inspection
- Rigorous tenant screening and personal verification and vetting of all applicant information
- Collect & Lodge Bond (4 weeks) + 2 Week's rent
- Lease preparation and paperless document signing
- Personalised tenant welcome and move-in on-boarding

## 2. KEEP YOUR TENANT HAPPY AND YOUR PROPERTY CARED FOR

- Invite you to quarterly routine inspections and provide a detailed report with photos within 48 hours of inspection
- Proactively recommend preventative maintenance
- Do regular drive-bys of your property
- Remember Tenants' special occasions and anniversaries
- Provide the Tenant with 7 days notice before any inspections
- Same-day response to Tenant repair requests
- Trouble shoot and address issues on the spot before calling out contractors
- Provide the Tenant with a list of preferred emergency trades people (licensed & insured)
- Discuss the Tenant's lease renewal 75-90 days prior to expiry

### 3. PROVIDE YOU WITH HASSLE-FREE PROPERTY MANAGEMENT

- Cloud-based, secure document storage accessible 24/7 on all mobile devices anywhere through your Owner Portal
- Automated rent collection and Owner distributions whenever you want
- Strict arrears management
- Manage bill payments on your behalf (strata, water, council etc)
- Tenancy invoices for water usage prepared and issued immediately when we receive the notice
- Provide you with our market insight report and updated rental appraisal prior to lease expiry
- Annual Tax Depreciation Estimates
- Satisfy all legal regulations and compliance requirements
- Represent you in the event of any court appearances or insurance claims
- Contactable 24/7 whenever you need us



# HOW TO EVALUATE YOUR NEXT PROPERTY MANAGER

Are you looking for a new Property Manager? We've developed a set of criteria that can help you evaluate every agency you're considering. Whether you're looking to grow your portfolio or maintain your current rentals more effectively, this checklist will help you shortlist only the most qualified managers.

## FIRST IMPRESSIONS & RELATIONSHIP-BUILDING

- They listen to your goals and help you develop action plans to achieve them
- They are responsive and always available to answer your questions as they arise
- You feel confident that they will treat you and your property with respect
- They are clear, upfront and leave no ambiguity about terms and fees

## EXPERIENCE & EXPERTISE

- They deeply understand local real estate trends, and what local tenants expect
- They can clearly explain how they will set your rental price
- They have the expertise to act as a strategic partner if you wish to expand your portfolio
- They have positive reviews on third-party platforms and follow up with any negative reviews
- They own their own rental properties, so they can truly understand an owner-mindset

## PREVENTATIVE MAINTENANCE & REPAIRS

- They conduct proactive inspections regularly each year with photographic documentation
- They provide photos and clear communication for any maintenance, repair, or turnover work
- You are guaranteed best pricing on repairs and maintenance with no mark-up or kick-backs
- They have an established network of service professionals to ensure highest value

## FEES & INCENTIVE STRUCTURE

- The management fee is based on rent collected, so they're not making money until you are
- They provide contract flexibility and don't lock you in
- They are clear, upfront and leave no ambiguity about their fees

## TENANT SELECTION & MANAGEMENT

- Tenant screening goes beyond a simple credit check, and includes background and thorough professional and personal reference checks
- There is an established process for collecting late rent
- You feel confident they will treat your tenants with respect and foster positive relationships





# FREQUENTLY ASKED QUESTIONS

## HOW MUCH RENT CAN I RECEIVE FOR MY PROPERTY?

To determine how much rent you can charge for your property, you need to assess the market rent. In other words, how much money similar properties in your area are renting for. A good place to start is to carry out some research online. It is important to pay attention to the requested prices, as well as how long the properties stay on the market at those rates.

## CAN I INCREASE THE RENT DURING THE LEASE PERIOD?

During the term of the tenancy the rent cannot be increased. Unless there is a specific term written into the tenancy agreement at the commencement and at the time, the appropriate notification is given.

Once the lease has expired or is coming up to expiry or a new lease is being negotiated, it is the perfect time to discuss a rent review with your Property Manager.

## HOW MUCH SHOULD I INCREASE THE RENT BY?

A guideline to work with is, keep the rent a fraction below market opinion. That way you will maximise your return with balancing the recognition of a good tenant. You don't want to lose a good tenant for a few dollars and then incur additional wear and tear on the property when the tenant vacates, possible vacancy, any marketing and leasing fees associated with re-tenancing the property.

## HOW LONG IS A TYPICAL LEASE?

Standard lease periods are either for 6 or 12 months. While longer leases are possible, you are likely to find a smaller number of tenants willing to commit to this time frame.

## WHAT IF THE COST OF REPAIRS TO THE PROPERTY IS HIGHER THAN THE BOND?

If your vacating tenants have left your property needing repairs that cost more than the bond, we will apply for a Tribunal Order on your behalf to recover the necessary amount needed to carry out the repairs.

We will make sure we have proof of damages and all communications with the tenants.

Depending on your property and the type of damage, you may be able to make a claim on your Landlord Insurance policy either before or after a Tribunal Hearing.

The Tenants may be listed with a Tenancy Database i.e NTD – National Tenancy Database and TICA – Tenancy Information Centre of Australia, but we will give them the opportunity to pay all monies owed as well as being consulted before their details are listed.

## WHAT ACTION IS TAKEN IF MY TENANT ISN'T PAYING RENT?

Our Arrears Policy is upheld in accordance with legislation guidelines:

### 4 days in arrears

- Courtesy call, SMS or reminder letter/email
- 8 days in arrears
- RTA Form 11 Notice to Remedy Breach will be served on the tenant and a copy forwarded to the landlord for their records. This notice allows the tenant 7 days to remedy the breach

### 15 days in arrears (Expiry of the Form 11)

- RTA Form 12 Notice to Leave will be served on the tenant to terminate the tenancy and a copy forwarded to the landlord for their records. The notice period for this form is 7 days.

### 22 days in arrears (Expiry of the Form 12)

- Tenant to handover possession of the property to the Agent. Failure to do so may result in the agent lodging an urgent tribunal application for termination/warrant of possession.

## HOW DO YOU ASSESS IF MAINTENANCE IS NECESSARY?

We keep in mind what might prevent additional future larger repairs or further damage when repairs are required. We also look at cost effective options for some types of repairs and recommend multiple options and prices for your consideration.

## WHAT HAPPENS IF MY PROPERTY NEEDS URGENT REPAIRS?

We have qualified, licensed contractors who provide 24-hour service who the tenants can call in an emergency.

Our Tenancy Agreement clearly outlines what events constitute an emergency and the contractor's cost is passed onto the Tenant if the event is found to not be an emergency.

# ONE FEE. SIMPLE, TRANSPARENT PRICING.



Management Fee calculated as a percentage of Rent Collected – if you don't get paid, we don't get paid



No locked in contracts, cancellation fees or transfer fees



No other hidden fees, mark-ups or costs

## THE REAL COST OF PROPERTY MANAGEMENT THINK YOU'RE ONLY PAYING 6%?

**Don't be fooled by the low ticket price -**  
compare others to MKB and see what you're really being charged.

	MKB	Others
<b>Leasing Fee</b>	<b>1 Weeks' Rent + GST</b>	<b>1-2 Weeks' Rent + GST plus Advertising &amp; Marketing</b>
<b>Management Fee (inc GST)</b>	<b>8.8%</b>	<b>6.6%</b>
Lease Renewal	✓	50% of 1 Weeks' Rent + GST
Quarterly Routine Inspections	✓	\$125 for more than 2 inspections per year
End of Financial Year Statement	✓	\$33
Title Search	✓	\$22.95
Mediation / Tribunal Preparation & Attendance	✓	\$100 - \$150/hour
Advertising & Marketing	✓	\$300
Administrative Expenses	✓	\$5.50/month
Insurance Claims	✓	\$100 - \$150/hour
Weekly, Fortnightly or Monthly Owner Payment	✓	Fortnightly or Monthly Only
Annual Sales & Rental Appraisal	✓	✗
Tax Depreciation Estimate	✓	✗

