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## OUR AIM

Our aim at Boller & Company is to manage your property, producing an income for you as an investment through –

- Optimum income
- Minimum expense
- Minimum vacancy
- Maximum capital growth

Boller and Company recognises the decision to invest in income producing real estate is a most significant financial transaction.

As such, the decision to appoint an estate agent to work in your best interests needs to be taken only after carefully examining all of these services.

## OUR AGENCY

Established since 1990 with over 30 years' experience in all facets of the agency. We are conveniently situated in the main street with plenty of parking available.

Our office can offer real estate, business agency, property management and stock and station services.

## THE TEAM

### **Chardell O'Neill**

Chardell has strong experience in the property management field after being responsible for both long term and holiday accommodation in the Snowy Mountains in past employment.

Chardell wishes to further her real estate career in the next few years obtaining both her real estate and stock & station licence.

### **Nolita Battye**

Nolita brings energy, her bright personality and willingness to get involved to the team and strives for top quality property management to both the landlords and tenants.

Nolita deals with all aspects of her position in a thorough, caring, kind, pro-active and professional manner.

## SCHEDULE OF FEES

- Letting Fee  
→ One weeks rent plus GST for each new letting of the premises
- Preparation of first Residential Tenancy Agreement  
→ \$31.50
- Commission for Property Management Service  
→ 8.8% of gross rent collected
- Monthly Administration Fee  
→ \$4.40
- Advertising & Marketing of Vacant Premises  
→ \$50.00, upon invoice for each vacancy
- Take Over Management from other Agency  
→ \$200.00 (one off fee)
- Attendance at a NSW Civil & Administrative Tribunal  
→ \$30.00 per hour
- No Cost – Added Extra's  
→ Nil eg Collection of water notice payments, payment of tradespersons, end of year financial reports and organisation of tradespersons.

## ACCOUNTING

All income and expenditure is recorded via our in-house computer system and a monthly statement of account is provided.

We perform the process every month on the first working day and we recommend that your monthly money be banked directly into your account giving you access to your funds quicker.

## LOCAL POINT OF CONTACT

We aim to become your local point of contact for all property matters. Whether you are looking at buying, selling, renting or any other real estate matters you only need contact us.

## COMMUNICATION

Arguably the most important thing we do! Our office recognises that property investment requires a clear understanding of the agent's duties and responsibilities together with regular contact between the owner and the Property Manager.

## MINIMISING VACANCIES

Our office understands that maximizing occupancy is the key to maximizing the return of your investment.

Our office works towards retaining our quality tenants.

All attempts are made to properly market a property prior to a vacancy occurring to ensure a continuity of occupancy. In the event pre-emptive action may not be possible we retain a file of pre-qualified prospective tenants to view the property immediately after a vacancy occurs.

## SMOKE ALARMS

Under the Residential Tenancies Act:

- Landlords are responsible for the installation of smoke alarms in rented premises.
- Landlords have the right of access to rented premises to fit or maintain smoke alarms after giving the tenant at least 2 days' notice.
- Neither the landlord nor the tenants are, except with reasonable excuse, permitted to remove or interfere with the operation of a smoke alarm fitted in the rented premises.
- Where a smoke alarm is of the type that has a replaceable battery, it is legislation that the landlord put a new battery in at the commencement of a tenancy.
- After the tenancy begins, the tenant is responsible for replacing the battery if needed. Fire and Rescue NSW can assist elderly tenants or those physically unable to change a smoke detector battery.
- The condition report includes a specific reference to smoke alarms so that tenants and landlords are able to note and comment on the presence of smoke alarms at the beginning and end of the tenancy.

## SELECTION OF TENANTS

Our office believes one of the major keys in finding the right tenant for each property is to use an extensive selection process prior to recommending a renter.

Our office has a detailed application process.

Each prospective tenant has their references checked with previous agents with whom they have rented from.

Our office also checks their details against the national data base TICA and their employment details.

In all situations, the owner has the final say, in accordance with current legislation.

## SOURCING TEANTS

To attract quality tenants, our office ensures that advertising is placed to attract the maximum number of enquiries.

Advertising includes the Boller & Company and the Realestate.com web site, on our electronic window displays and brochures.

## CONDITION REPORTS

Every property receives both a very detailed room by room and overall premises inspection prior to the tenant moving in.

Photos are taken of each room, the overall property and any attached structures.

Copies of the report and photo's are kept in each client's electronic file.

## MAINTENANCE

At Boller and Company Real Estate we understand that your property is an asset, and as such would like to make you aware of the four main types of maintenance.

- Routine – eg: cleaning gutters or pruning trees
- Periodic – eg: pest inspections/spraying
- Planned – eg: painting, replacement of stove, hot water service or carpets
- Preventative – eg: oiling of timber decks

These categories of maintenance are to help preserve your investment. We suggest you set aside a specific amount each year for maintenance. A smart investor will have a maintenance plan and budget for the property to ensure that its value is maintained and grows over time.

Our office endeavours to contact all landlords before we organise any maintenance.

In instances where the repair is considered urgent due to health or safety reasons and our office is unable to contact you, our office will arrange for one of our highly trained tradespeople to attend.

It is important for every landlord to know that if they organise their own tradespeople by law they must be qualified and licenced. They must also have the appropriate insurances.

If you are sending an unqualified person to do a repair, you would not be covered under your insurance.

All maintenance is well documented and monitored.

## ROUTINE INSPECTIONS

By law we are entitled to complete routine inspections four times a year. Our office completes three leaving the fourth as a spare if needed.

Landlords are able to attend, if they wish.

All maintenance issues arising from the inspections are noted and if classed as urgent, will be arranged as soon as possible. Other issues will be discussed with yourself before undertaking.

## **WATER NOTICE CHARGES**

For our office to pass on water notice charges to your tenants the premises must be –

- Individually metered;
- The charges must not exceed the amount billed for
- The premises must meet the required “Water Efficiency” standards, which is all kitchen sinks and bathroom hand basin cold taps and showerheads must be a maximum flow rate of nine litres per minute. There should also be no leaking taps.
- Our office must also receive copy of the blue notice as issued from the Council within three (3) months of issue.

Our office can make payment on your behalf to the Council. Our office as required by law, would make payment, and then invoice the tenant.

## **PUTTING UP THE RENT**

If the fixed term of the residential agreement has ended and the tenant is on a continuing tenancy, then the rent may be increased.

A rent increase can also be written into the residential tenancy agreement as the start of the tenancy.

If a lease is ending as long as our office gives the required notice and it falls after the expiry date, then the rent can also be increased. It would again be written into the new residential tenancy agreement.

## **RENT ARREARS**

Our office has a very strict procedure in place for the monitoring of tenant payments.

Our office makes contact with tenants either by phone, email or letter. If contact is unsuccessful by these means, we will also visit the property in an attempt to resolve the matter.

Once the tenant is 14 days in arrears, they will be issued with a notice to vacate in accordance with the current legislation and you will be notified. At this time, we can also apply to the NCAT for a hearing and formal eviction order. It could take up to three weeks to obtain a hearing. All applications are lodge electronically to speed up the process.

It must be noted, that if the tenant starts a repayment plan which is agreed upon by all parties and stated in writing, then they have the opportunity to stay. If they default on this repayment plan, then our office can take action with the NCAT.

## **BREAKING OF LEASE**

Tenants can break the lease of any premises without penalty only in the following circumstances and by giving 14 days’ notice –

- Accepted social housing
- The need to move into aged care or nursing home (doesn't include retirement villages)
- A final apprehended violence order has been issued against somebody you were living with that excludes them from the property
- The landlord has put the premises on the market for sale, and you were not told before signing the lease that a contract for sale has been drawn up for.

A lease can be ended at any time if the landlord and tenant mutually agree.

If a tenant is wishing to break the lease our policy is –

- Submit the request in writing to our office.
- Our office re-advertises the property (at tenants cost)
- The tenant is made aware that they are required to pay the letting fee (1 weeks rent plus GST), the lease preparation fee \$31.50 and rent until either a new tenant takes over the current lease or the lease expires (the letting fee and lease prep fee are proportioned to the amount of time left on their lease).

Importantly, finding a new tenant is not just about finding anyone who is willing to take over the lease. The landlord does have the reasonable right to choose someone they believe will make a suitable tenant.

## **BOND**

The amount of bond that can be charged is governed by law and is currently four (4) weeks.

If the tenant fails to pay the rent and, when issued with a notice to vacate, fails to do so, a problem can arise as under current legislation it is not unusual to take 8 to 12 weeks to obtain vacant possession of a property via the Tribunal.

In these cases, the bond will usually be insufficient to cover the lost rent and any costs incurred with cleaning and repairs.

For this reason, we strongly recommend that all landlords have some form of landlord insurance.

## **DISCLOSURE OF BUSINESS**

Our office advises that we receive no "Benefits" either monetary or in any other form from any company, web service, tradesperson our office utilises.

Our office utilises –

Domain, Domain Rural, All Homes, Sprockets Electrical, Accredited Electrical, Ron Knight Electrical, Bede Nichols Electrical, JD Electrical, Brian Geach Electrical, Lake Jindabyne Plumbing, Top to Bottom Plumbing, Tracker Plumbing, Quods Plumbing, Steve Hamilton Plumbing, Area Plumbing, Ian Taylor Plumbing, Monaro Glass, Axe Cleaning, Lambie Creek Building & Maintenance, Chris Allen Gardening Service, Electronic 2000, Greg Hayden Antennas, Errol Miller Appliance Repairs, Corby's Heating and Cooling, Smoke Alarms Australia, Campbell's Contract Painters, Lloyd Campbell Painting, Illustrious Homes, Cooma Carpet Court and Cooma Furnishing and Co.