

# HELPING YOU GO FURTHER

Our difference



## Complete Property Management and Independent Advice

- > We offer complete property management services, from pre-purchase investment advice through to leasing and ongoing management, legal pursuits, investment returns and divesting.
- > For over 26 years we've helped property investors and tenants move towards more.
- > Benefit from independent advice, expert management, relational intelligence and leading-edge systems, adding value over the life of your investment.
- > Our approach is proactive, prudent and most importantly, human. We care about people and progress, and we'll help you go further.

Visit our website to read more about our services [leahjay.com.au](http://leahjay.com.au)

Wherever property is taking you, go further with Leah Jay.

**LeahJay**

# Our service and expertise has been recognised as the best in the state over 26 years.\*

\*THE MOST AWARDED PROPERTY MANAGERS IN NSW – REINSW AWARDS FOR EXCELLENCE.

## WHAT WE DELIVER FOR PROPERTY OWNERS



### INVESTING

- › Independent pre-purchase market analysis and appraisal of possible returns
- › Referral to independent mortgage broker to structure loans in line with investment goals
- › Referral to insurance providers, utility connections and relocation services
- › Liaise with buyer's agents and sales agents



### PROPERTY MARKETING

- › Website advertising
- › Virtual and physical inspections
- › Professional photography
- › Floorplans



### FINDING THE RIGHT TENANT

- › Database matching to client, property and tenant preferences, from a pool of approximately 3800 qualified prospective tenants
- › Tenant application screening
- › Application and lease terms recommendations
- › Preparation of tenancy documentation



### MANAGING THE TENANCY

- › Arrears management
- › Tenancy renewal recommendations and advice
- › Market analysis and rent reviews
- › Routine property inspections – physical and virtual
- › Co-ordination of repairs and maintenance
- › Resolution of tenant requests
- › Issues management and representation at the Tenancy Tribunal
- › Ensure compliance and risk minimisation of the tenancy



### PROPERTY OPTIMISATION

- › Empower you to get the most from your investment/s
- › Renovation and development advice and project management
- › Asset protection
- › Market and tenancy review and advice
- › Refinancing referral
- › Quality control of all facets of our service
- › Portfolio investment review



### ACCOUNT MANAGEMENT & REPORTING

- › Rent collection and disbursement at mid and end of month
- › Payment of accounts associated with the investment property
- › Mid and end of month reporting
- › Preparation of end of financial year statements



### RELATIONSHIP MANAGEMENT

- › Transparency and visibility – keeping you informed
- › Collaboration platforms and applications
- › A focus on understanding your priorities and goals and delivering our service in accordance to these
- › Ongoing training and mentoring program to develop team skills
- › Leadership training and development
- › Undertaking reviews and seeking feedback from clients for improvement
- › Industry analysis



### DIVESTING

- › Sales agent recommendation and liaison
- › Advice and facilitation of works to prepare for sale
- › Liasing with sales agent and your property manager throughout the sales campaign
- › Refinancing referrals

**LeahJay**