

OUR PRIORITY • YOUR PROPERTY •

# Rental Platform

Your Investment.
Personally Managed.




Welcome

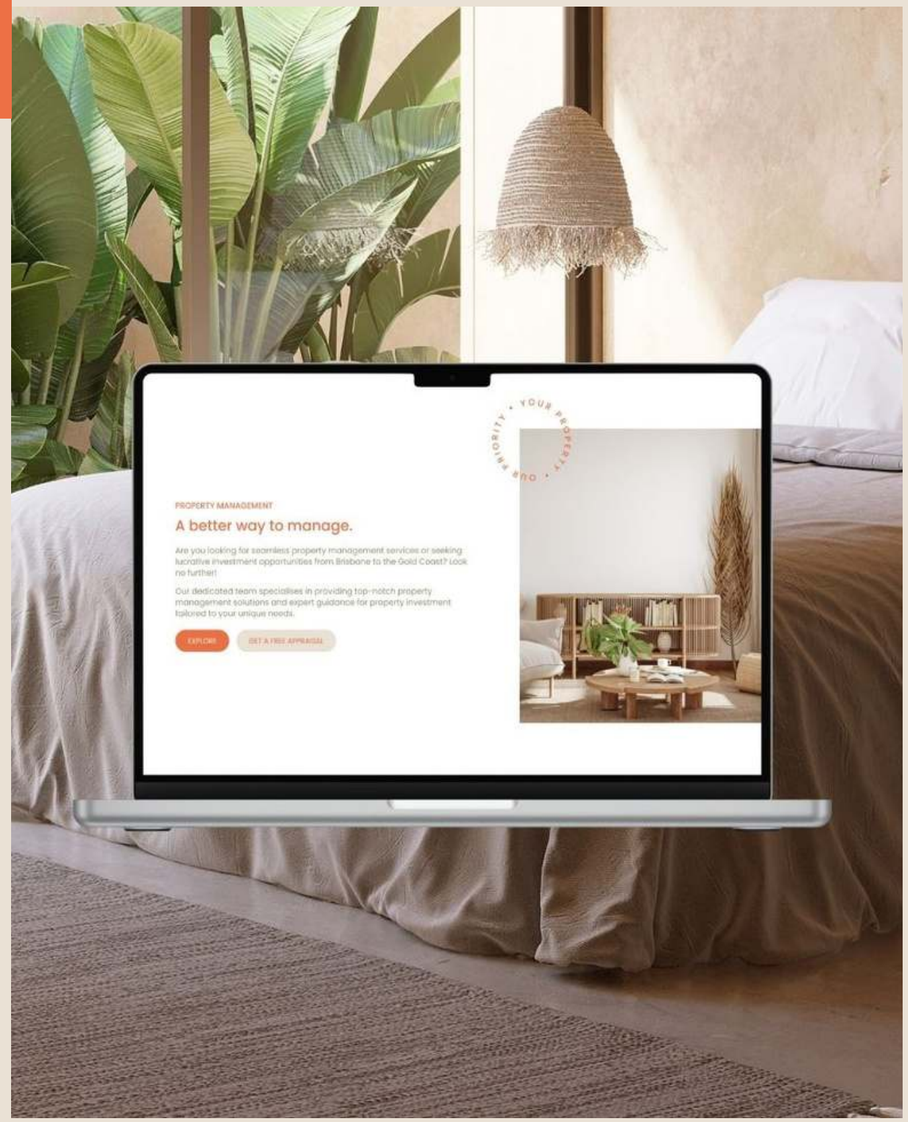
## *Your Property, Our Priority*

Property management is about more than collecting rent and organising repairs. It's about knowing your investment is being looked after and having someone you can contact when you need answers.

With over 35 years of hands-on experience, Rental Platform takes a personal, proactive approach to managing each property. A deliberately limited portfolio allows for direct involvement, clear communication and attention to the details that matter.

The focus is on looking after your property, maintaining its condition and keeping you informed about matters affecting your investment.

# Why Choose Rental Platform




- **Experience That Matters**

Over 35 years of hands-on property management experience, with an understanding that every property has different needs.

- **Personalised Service**

A deliberately limited portfolio, direct involvement and a consistent point of contact.

- **Proactive Management**

Attention to inspections, maintenance and tenancy matters, with follow-up when required.

- **Clear Communication**

Straightforward advice, timely updates and accountability when matters need attention.

*The focus is on looking after your property, keeping you informed and dealing with matters as they arise.*

# Looking After Your Investment.

1



## Personalised Property Management

*Consistent oversight of tenancy matters and the day-to-day responsibilities of managing your property.*

2



## Property Care & Maintenance

*Attention to inspections, maintenance and follow-up to help maintain your property's condition.*

3



## Financial Management

*Clear reporting and rent monitoring to keep you informed about your property's finances.*

4



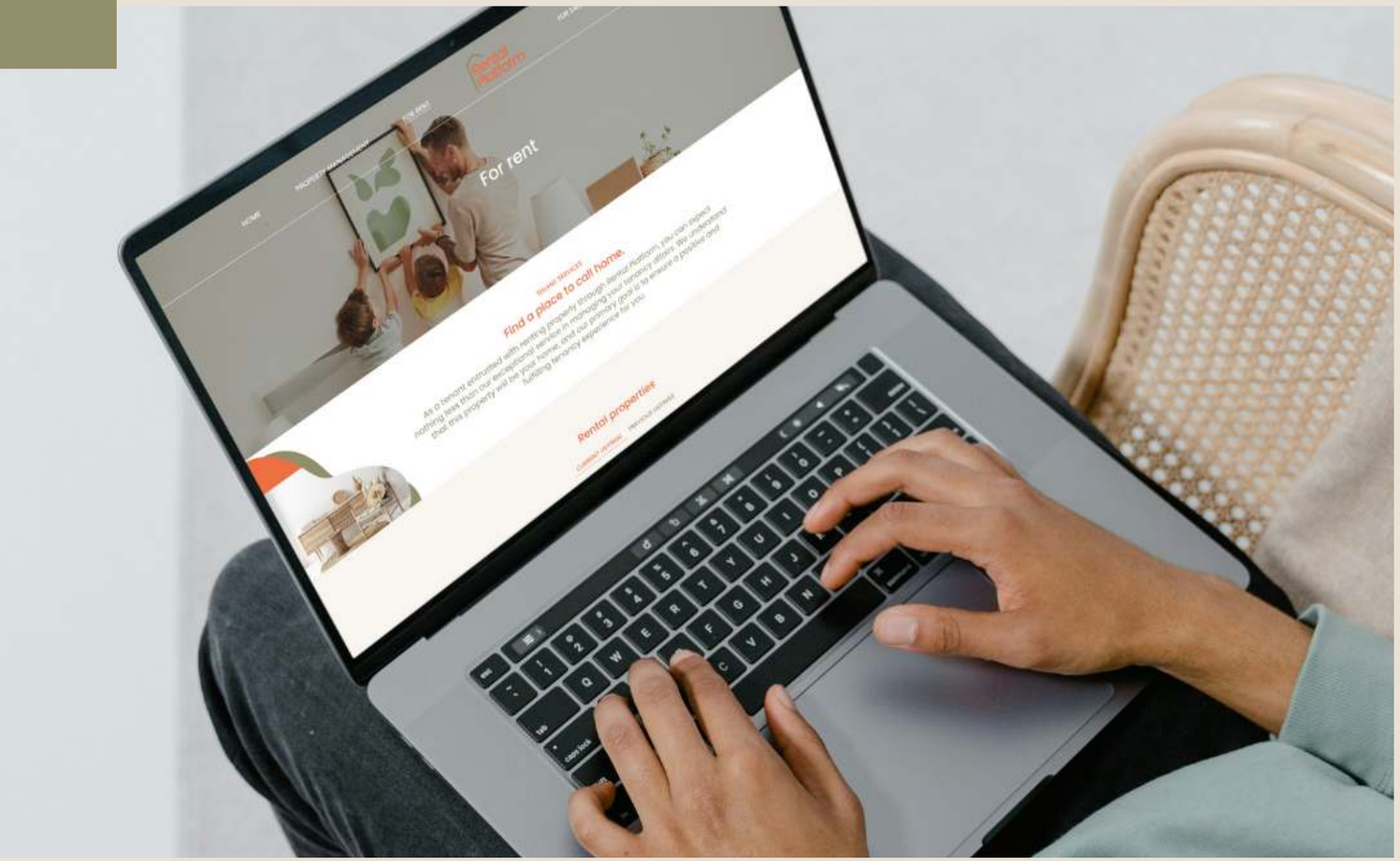
## Ongoing Property Support

*Practical guidance and continuity when your property's circumstances or management needs change.*

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# Proactive Property Management

## *With a Personalised Approach*




Good property management involves understanding the property, selecting suitable tenants and keeping across the details throughout the tenancy.

- Tenant Selection:

Assessing applications and checking references to help identify suitable tenants.

- Lease Management:

Preparing tenancy documentation, managing renewals and attending to tenancy requirements.

- Ongoing Oversight:

Monitoring the tenancy and addressing matters as they arise.

# Proactive Property Care & Maintenance

*Protecting Your Property, Preserving Your Investment*



Looking after a rental property means paying attention to its condition, following up on maintenance and addressing concerns before they become more significant where possible.

- Regular Inspections: Monitoring the property's condition and identifying maintenance or tenancy concerns.
- Planned Maintenance: Addressing foreseeable maintenance and keeping the property's ongoing needs in view.
- Maintenance Follow Up: Coordinating repairs and keeping owners informed about issues requiring attention.

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# Financial Management & Reporting

*Transparency and Clarity*



Clear financial records help you understand how your rental property is performing and keep track of its income and expenses.

- Rent Monitoring:

Tracking rent payments and following up on arrears in accordance with tenancy requirements.

- Expense Tracking:

Recording property-related expenses and processing invoices.

- Financial Reporting:

Providing statements and records to help you monitor your investment and supply information to your accountant.

# Support When Your Circumstances Change

*Practical Support When Things Change*



Property ownership needs can change over time. If you decide to sell or make changes to your investment, we can discuss the management considerations and help coordinate the transition where appropriate.

Our focus remains on managing your property and maintaining clear communication throughout the process.



*"I believe property management should be personal. Owners should know who is looking after their investment, feel comfortable asking questions and have confidence that matters are being followed through."*

# Tamison McFarlane Personal, Experienced Property Management

With over 35 years of hands-on experience in property management, Tamison has built Rental Platform around a straightforward approach: look after the property, communicate clearly and follow matters through.

Her practical, firm-but-fair approach balances the owner's instructions with the responsibilities involved in managing a tenancy.

Rental Platform is deliberately structured around a limited portfolio, allowing Tamison to remain directly involved and provide a consistent point of contact.

Good property management is about understanding each property, making considered decisions and building professional relationships based on trust, honesty and accountability.

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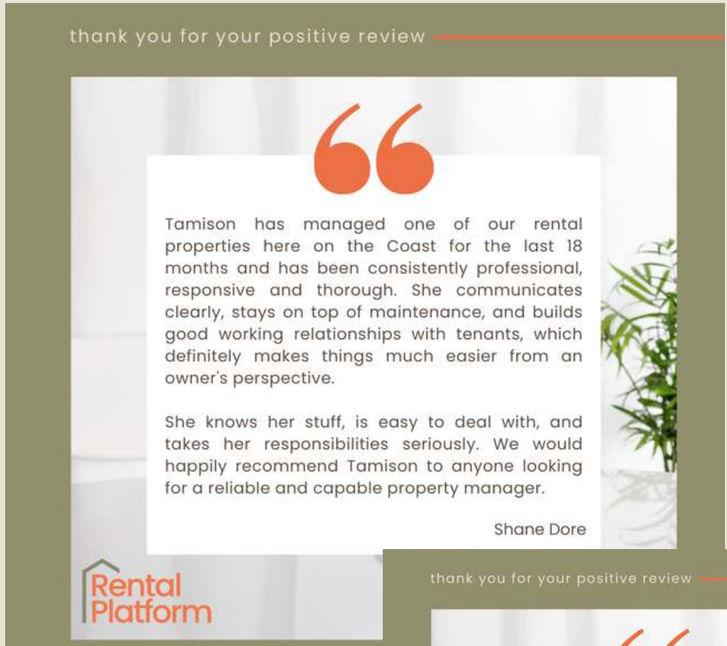
thank you for your positive review

I have experienced a range of property managers and hands down Tamison is the best! She has managed properties for me since 2021 and I cannot fault her. She absolutely goes above and beyond in everything she does. She is thorough, diligent and her communication is amazing.

Kathleen Pearce

Rental Platform

www.rentalplatform.com.au










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# Understanding Our Fees

*Personal Property Management. Clear, Straightforward Fees*

At Rental Platform, we take the time to understand your property and the people involved. Our deliberately limited portfolio allows for personal attention, direct communication and accountability. The following outlines our fees and what each service covers.

**Ongoing Property Management**

- Management fee

Calculated as a percentage of rent received, covering rent collection and monitoring, owner payments, tenant communication, inspections, maintenance coordination, financial reporting and ongoing tenancy management.

- Administration fee

Covers financial record keeping, document storage, online portal access and the systems used to manage your property.

**Tenants & Lease Management**

- Letting fee

Covers advertising and inspections, application assessment, reference checks, tenant selection, tenancy documentation and the entry condition report.

- Lease renewal fee

Includes reviewing market rent, discussing and negotiating rent and lease terms with the owner and tenant, coordinating relevant compliance requirements and preparing renewal documentation.

- Change of tenants during a tenancy

Covers processing the incoming tenant's application and preparing the necessary lease amendments.
Inspections & Property Care

- Routine inspection

A check of the property's condition and how it is being maintained, with a written report identifying any maintenance or tenancy matters requiring attention.

- Exit inspection

Compares the property's condition against the original entry condition report, documenting any relevant differences or matters requiring follow-up.

**Inspections & Property Care**

- Routine inspection

A check of the property's condition and how it is being maintained, with a written report identifying any maintenance or tenancy matters requiring attention.

- Exit inspection

Compares the property's condition against the original entry condition report, documenting any relevant differences or matters requiring follow-up.

**Reporting & Additional Services**

- End-of-financial-year statement

Preparation of an annual financial summary for your records.

- Close of file

Final administration and reconciliation when our management of the property ends.

- QCAT application preparation

Preparation of the application and supporting documentation.

- QCAT attendance

Attendance at a scheduled QCAT hearing.

- Insurance claim preparation - Tenancy default

Preparation and administration of an insurance claim relating to a property issue or fault.

- Insurance claim preparation - Property fault

Preparation and administration of an insurance claim relating to a property issue or fault.

# Your Investment. Personally Managed

*Hands-on management, clear communication and personal attention.*




Professional property management is about more than managing the day-to-day tasks. It's about taking responsibility, keeping across the details and making sure your investment receives the attention it deserves.

- Protecting Your Property

Regular inspections, maintenance coordination and ongoing attention to the property's condition and tenancy matters.

- Managing Your Rental Income

Monitoring rent payments, following up on arrears and keeping your financial records and reporting clear.

- Keeping You Informed

Straightforward communication and practical advice to help you understand what's happening with your property and make informed decisions about your investment.

**Two Management Options. The Same Personal Approach.**

We offer two management options to suit different properties and owner preferences. Both provide the same hands-on management, direct communication and personal attention. The difference is how selected services are structured and charged. Your individual proposal will outline both options so you can choose the one that best suits your needs.

Property management fees and related expenses may be tax deductible depending on your individual circumstances.
Please consult your accountant or tax adviser for advice specific to your situation.




## *Let's Talk About Your Property*

Looking for a more personal approach to property management? Get in touch to discuss your property and how Rental Platform can help look after it.

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