

Property Management *Handbook*

 Professionals

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Professional's Victoria Park

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Choosing the Right *Property Manager*

A great property manager oversees your investment, they protect it, enhance its value, and take the pressure off you.

Today's property management is complex. It involves navigating legislation, ensuring compliance, protecting tenant relationships, and delivering results. From tenancy laws to strata requirements, you need someone who knows what's changing and how to act.

Most importantly, you should feel completely confident in the team you choose.

Dean Nicolo

Principal and Licensed Valuer



Meet our Team

PRO-PEOPLE. PRO-SUPPORT. PRO-RESULTS.

Since 1976, Professionals has been a trusted real estate group focused on empowering members through training, support, and local independence. Our people stay ahead through ongoing development, delivering better outcomes with integrity and enthusiasm. Locally owned offices take full ownership of client needs, while our unique business model fosters brand ownership, strong retention, and vibrant workplaces.



Dean Nicolo

Principal and Licensee

Dean Nicolo opened the Victoria Park office in 1997 after more than seven years in real estate. A licensed valuer with wide experience in sales, leasing, and property management, he is known for his integrity, reliability, and personable approach, earning strong trust in the community.



Liz Simpson

Director and Property Manager

Liz is a licensed property manager with over 30 years' experience, including commercial property management. She is committed to honest, reliable, and personalised service, building strong client relationships by ensuring their investment properties are well maintained.

Meet our Team

Annemarie Dunstan

Property Manager

With over 15 years in customer service and over 10 years at Professionals Victoria Park, Annemarie is a valued team member. Starting in admin, Annemarie has grown into a dedicated and capable property manager, known for her teamwork, focus, and friendly approach.

Chontelle Gorman

Property Manager

Since joining Professionals in 2016 as a receptionist, Chontelle has advanced to property manager, leveraging her customer service and administrative expertise to expertly manage our property portfolio and consistently provide exceptional service.

Shannon Matthews

Property Manager

Shannon is an experienced property manager with a background as a qualified teacher. Her strong communication, time management, and problem-solving skills make her a reliable and approachable professional, committed to clear, proactive service.

Our Services are Designed to Support You at Every *Stage*

Here's what you can expect from our property management team:

Comprehensive marketing to maximise your return

Thorough tenant screening and selection

Lease renewals and tenancy terminations

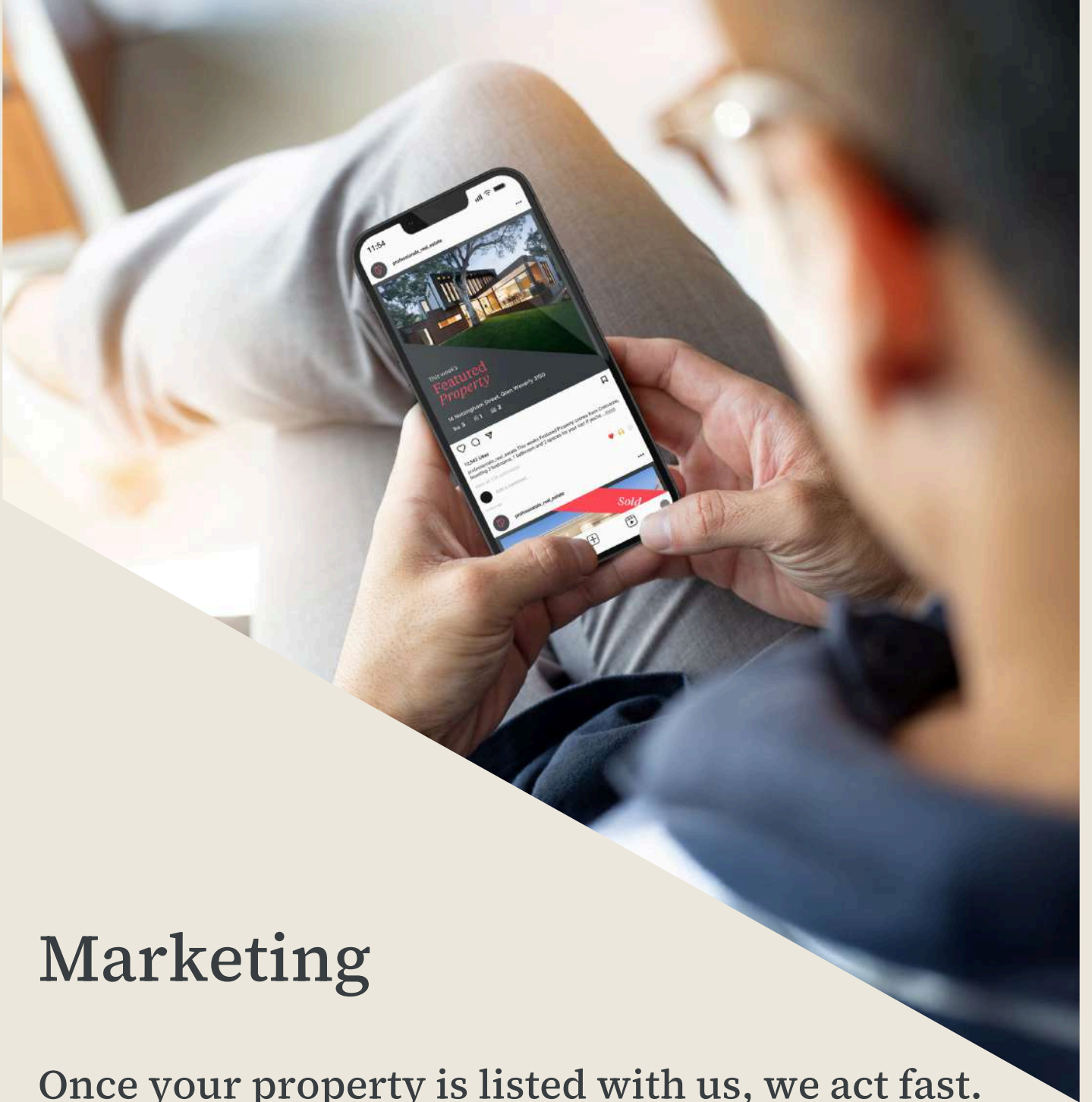
Rent collection and financial reporting

Coordination of repairs and maintenance

Access to your PropertyTree portal 24/7

Regular inspections and detailed condition reports





Marketing

Once your property is listed with us, we act fast. We tailor every marketing campaign to your property focusing on impact, *reach and results*.

We advertise on major portals like realestate.com.au, domain.com.au, reiwa.com, our own Professionals website, along with internal email campaigns, rental lists and signboards.

We also:

- Respond promptly to enquiries
- Provide regular feedback
- Conduct home opens and private inspections
- Display your property in the window of our high profile East Victoria Park office, along the Albany Highway cafe strip.

Tenant selection process:

Our proactive approach—including rigorous tenant screening —minimises vacancies, protects cash flow, and preserves the long term value of your asset. Every application goes through strict reference and employment checks. You're welcome to provide input on criteria, within tenancy law guidelines.



A Balanced Rental Price Ensures *Strong* *Returns*

We'll help you set a fair market rent based on **three key factors**:

- 1. Location**
- 2. Property condition**
- 3. Our knowledge of current market conditions and values**

Setting the rent too high may extend vacancy. Too low, and you'll reduce your return. We find the right balance – and review pricing as needed.

Legally, rent reviews can occur every 12 months in Western Australia. We'll guide you through this and make recommendations in line with market movement.



Our Systems are Designed for Reliability & *Peace Of Mind*

Condition Reports

A thorough report is completed before each tenancy. This forms the basis for final inspections and bond release.

Bond Handling

We collect and lodge the bond securely, releasing it only after all obligations are met at the end of tenancy.

Routine Inspections

Inspections are carried out as agreed, with a full report sent to you. If repairs or upgrades are recommended, we'll provide quotes and advice.

Maintenance

You can approve a spend limit for routine repairs. Anything above this is referred to you. All work is done by us or completed by trusted trades.



Arrears

Management

Our policy is simple: **zero tolerance**, early action.

Here's how we manage late rent:

- **2 Days Late**

Email reminder

- **4 Days Late**

Breach is issued

- **5 Days Late**

Second email reminder

- **15 + Days Late**

Termination notice issued if required

We discuss late rent payments by phone with tenants to ensure the line of communication is clearly understood late payments are required to be paid in full in order to avoid further **consequences**.



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Our Fees *Include:*

Management Fee	7.7% incl GST
Admin & Sundries Fee	\$7.70 incl GST per month
Letting Fee	1.5 week's rent plus GST

Advertising Fee	\$150 incl GST
Routine Inspection Reports	\$55 per inspection incl GST
Property Condition Report	\$150 incl GST
Final Condition Report	\$150 incl GST
Inventory Report	\$120 per report incl GST

Other services: Annual financial summaries, lease renewals, rent reviews, court representation and payment of invoices such as council/water rates are all included in our management fee.

Important Information

For the Owner

To keep you informed and up to date with your obligations as an owner of a rental property, we have compiled a list of recommendations for **your information**

- **Presentation**

To achieve the maximum rental returns possible, it is important to present your property in a state of cleanliness and good repair. In addition to this, the premises must comply with all requirements in respect to health, building and safety laws

- **Insurances**

Under the terms and conditions of the tenancy agreement, landlords are obliged to have adequate building replacement insurance for their property. To ensure this, we require a Certificate of Currency confirming insurance is in place and current at the commencement of the management of your property. Separate insurance to cover the property's fixtures and fittings, including floor coverings, light fittings, curtains, gas and electrical appliances and other fixtures should also be considered

- **Periodic Maintenance**

From experience, we recommend landlords have a periodic maintenance schedule in place on their property. This includes attending to items such as pruning of trees and bushes, clearing of gutters, checks on air-conditioning units, reticulation, pool filters, structures such as sheds and outdoor entertaining areas. We can assist you with establishing this schedule and will attend to any arrangements as per your instructions.

- **Requests for Maintenance**

Any maintenance requested by the tenant must be provided to our company in writing and requires the owner's approval to proceed. In the rare instance an emergency repair is required, we will always attempt to contact the owner first.

- **Smoke Alarms and RCDs**

It is a legal requirement to have all rental properties fitted with 2 RCDs and appropriate smoke alarms. Maintenance of smoke alarms is also a legal requirement for owners and we recommend they are checked on an annual basis.

- **Garden Care/Reticulation**

If your property is reticulated, this should be in good working order and a user guide should be made available to the tenants. If there is no reticulation, we recommend equipment such as hoses and sprinklers, are provided to encourage the tenant to maintain the gardens. Please note, tenants are required to maintain lawns and gardens in a condition comparable to those existing at the commencement of the tenancy under the terms of their lease

- **Online Access**

We also provide our landlords with immediate online access to details about their property via our website using their own unique login facility. This facility enables owners to access information on the status of their property 24/7 including the current payments of rent by tenants, past rental statements, online inspection reports and ingoing and outgoing property condition reports. Our tenants can also access information on when their rent is paid up until, for their convenience from our website too, using their own personal access code

Have a Question?

Here's what most landlords ask.

When do I receive rent?

We disburse funds on the last business day of each month via EFT.

Is landlord insurance required?

Although it's optional, we recommend it for peace of mind.

Who pays for water?

Owners pay the bill. Tenants can be charged usage if the property is individually metered.

How do I switch from another agent?

We handle the entire process. You just send a simple transfer email, we do the rest.

How many keys are needed?

At least two sets: one per tenant, one for our office. Keys are coded for security.

Are smoke alarms required?

Yes. We partner with a licensed provider to ensure compliance.



Testimonials

"Professionals Vic park team has been very helpful, kind management and proactive in responding any issue. They are very considerate and comfortable to approach. It's been an almost good two years journey with them. Thank you."

Dawa Dema

"Awesome experience selling my property with Dean and his team, we also had them manage our property before selling and it was a pleasure dealing with such a professional organisation. Thank you so much. Highly recommended"

Sean Wood

"Having to transition from owner to landlord remotely, Dean and Liz have been amazing. It has been a smooth and hassle-free experience with happy tenants."

Jenelle Bussell

"I've had a lease through the Professionals Vic Park for a few years. I have nothing but praise for their work ethic, friendliness and rapid response when things need doing, all really appreciated. Would use them again 100%."

Ian Blackley

"The team at Professionals are always accomodating and helpful from looking after my own property to organising tenants and work orders. Can't be faulted"

Tim Kovacevich



What's Next?

The next thing would be signing the Exclusive Management Agreement and **we'll get to work for you!**



Professionals



Premium Results.
Outstanding Service.
Local Experts.

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