



Property Management



village

Outstanding Real Estate

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It takes a Village to
manage property like this.
We'll make it memorable
for all the right reasons.

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Village Real Estate knows Melbourne's inner-west like no other agency.

Outstanding homes.
Outstanding people.
Outstanding experience.



village

Outstanding Real Estate



We're locals

Born and bred in the inner-west

Village Real Estate was established in Melbourne's inner-west in 2013. Our knowledge and appreciation of this area runs deep. From living and working here, we provide our clients with an unparalleled perspective into the local property market.

For us, old-fashioned service has never gone out of style. This means being honest, clear, committed and principled in all our dealings – qualities that define the Village way. When partnering with us, you can be comfortable in knowing you're getting full disclosure, and we're always meeting our legal and ethical obligations to you.

At Village Real Estate, we're proud of what we do, and we work hard at providing nothing short of outstanding.



Village Real Estate



Hard working friendly people

The Village team is a strong and tight knit one, consisting of highly experienced individuals with the right knowledge to guide you.

Not many real estate agencies can claim stability within their team. We can. Once you become part of Village, you tend to stay, which says something about our values, who we recruit, and how we treat people – both our team and our clients.

We provide our team with regular training and development, so they're always growing and performing at the top of their game. We also work closely together to support and inspire each other and our Village community.

Our expert team will provide you with:

- Advice on gaining the maximum return potential on your investment;
- Highly qualified renters for your property;
- Rapport with your renters to ensure great working relationships;
- Advice and information on legislative and regulatory requirements;
- Advice on lease structures and terms;
- Management and mitigation of potential issues;
- Maintenance of your property to the highest standard; and
- Management of all tenancy related matters from leasing through to vacates.



The Village way

We adore the community spirit, the warmth, the charm and the character of the inner-west. We consider ourselves fortunate to be here and a part of it all.

In welcoming new people into our community, helping others to find homes to rent and managing properties right across the inner-west, we take pride in supporting what makes the inner-west one of the best areas of Melbourne to live and invest in.

Things we do differently

- Our property managers' portfolios are capped in size;
- We have dedicated leasing procedures and inspection managers to maximise the return on your investment and to keep vacancy rates low;
- We have a supportive team of administrators handling everything from coordinating services through to contractor management;
- We have a specialist in-house trust accounting team; and
- Our leadership team are genuinely interested in your investment and the quality of service you receive.



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Village Real Estate

Our team



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Nicole Smith

New Client Manager

Nicole

Nicole has several years of real estate experience under her belt, Providing the correct advice in relation to the leasing and management of your investment property is paramount. Nicole will not only secure the best fit Renters for your property and deliver the highest financial return possible, she will also ensure the process is managed professionally, with the diligence and commitment it requires.


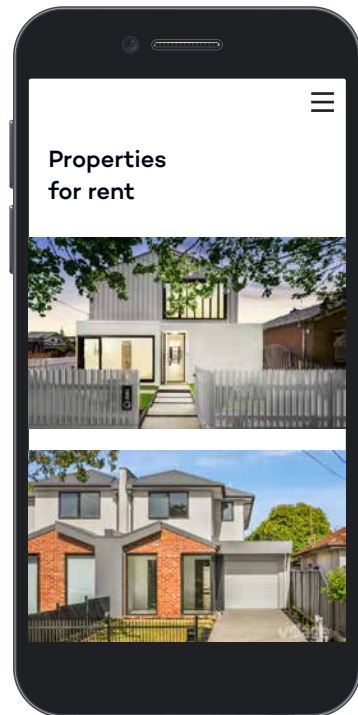
Nicole lives in the inner west and has a great appreciation for this fabulous area including the fabulous varying architectural styles of the homes along with the gorgeous streetscapes, green open spaces and the wonderful community that has helped shape our inner-west hubs throughout the many years and decades.

With long term and repeat clients continually seeking Nicole's leasing and property services and expertise, it's evident that Nicole is a people person; someone who enjoys making genuine connections and taking pride in maintaining an ethical and sound reputation.



Village Real Estate

Marketing



village

Lease

Let's get you in there!

Give us a call if you'd like to apply
8398 7800

Outstanding Real Estate villagere.com.au

Village maintains a strong market presence spanning the entire western suburbs and, in some cases, even further. With a team of over 20 experts at your fingertips, we've got you covered.

We have the latest tools and systems in place to generate the right interest for attracting the most qualified renters for your property.

The Internet

Most renters start their search online, largely via two main websites, which is where we advertise your property. We also market via more boutique web portals and, of course, on our own Village website.

Our Database

We maintain an extensive, up-to-date database of prospective renters, with many pre-qualified for their suitability. We're skilled at negotiating off-market property transactions and can discreetly present your property to those who have been screened. There's always a chance we already have the right renter on our database waiting for your property.

Signage

Although many prospective renters are captured through online marketing, a 'For Lease' board outside your property is also a fantastic tool for engaging interest. Many of our renters and prospective renters are already living locally, so signage outside the property connects with those who want to remain in the area.



Looking sharp



Village Real Estate



Photography

High-quality photos play a huge role in ensuring your property is appealing to the right market. It's our policy that all our photography must be taken by a professional photographer who is also an expert in the property industry. They will know how to position your property in a way that accurately represents it while looking its very best.

Leasing

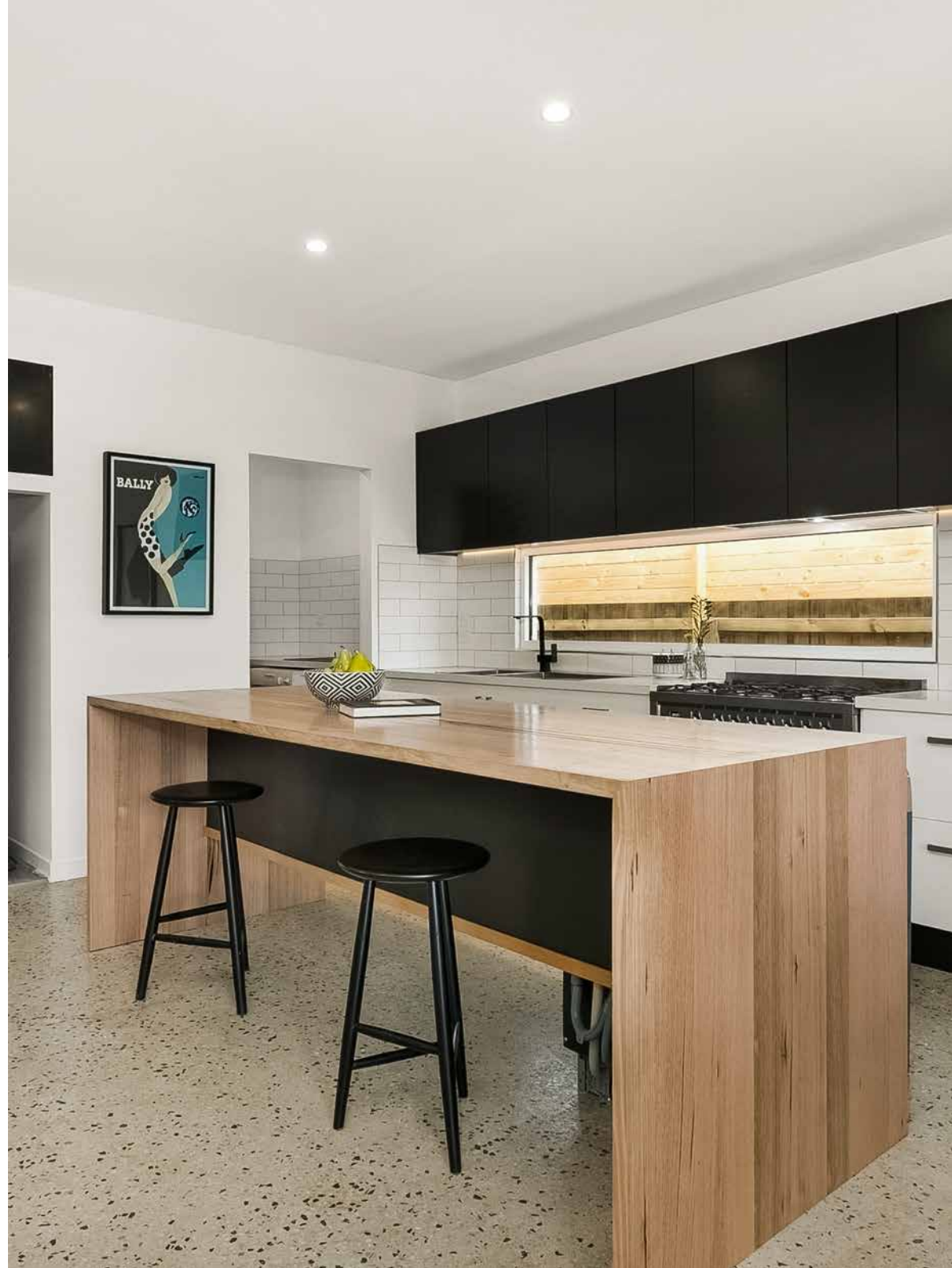
Before your property is leased, we work hard on your behalf to prepare your property and match it to the right renters in a timely and efficient way. This is all part of our service – not an added extra.

When you come to us with your vacant property, we:

- Provide an educated and researched estimate of your rental income potential;
- Recommend the right marketing for the property;
- Make maintenance and presentation recommendations;
- Arrange and prepare marketing material including coordinating photographers and writing advertising copy;
- Promote the property to our database of prospective renters;
- Provide regular reports to you on prospective renter interest;
- Conduct property inspections (both private and open house inspections);
- Process renter applications and conduct thorough application checks;
- Submit renter offers to you;
- Prepare the extensive property condition report;
- Prepare a furnished inventory list (where the property comes furnished);
- Prepare and execute the lease agreement;
- Thoroughly induct your renters into the property and lodge tenancy bonds and process bond claims with RTBA.

Changing agencies

- If you wish to transfer your property to Village, we can manage the entire takeover process from start to finish. As part of the transfer, we:
- Request and collect the entire file from your current agent, including sets of keys and all details related to the current tenancy;
- Transfer the bond over to our Residential Tenancies Bond Authority account from the current agent;
- Manage any outstanding repairs and maintenance;
- Conduct overdue routine inspections;
- Ensure lease renewals and rent reviews are completed;
- Start building a productive and professional relationship with your renter by solving any ongoing problems or issues from the previous management.





Managing your property

Properties under our management are treated with the utmost care and attention, as if we owned the properties ourselves.

When you appoint us as your property managers, we:

- Monitor, collect and disburse rental payments;
- Process creditor and trade invoices and disbursements;
- Conduct periodic inspections and provide you with extensive reporting;
- Arrange repairs as required;
- Coordinate routine maintenance and arrange quotes;
- Prepare and serve Residential Tenancies Act notices;
- Monitor expiry of leases and provide advice to you on renewals;
- Conduct rent reviews and regular market updates;
- Liaise with renters in conducting inspections;
- Conduct final inspections at lease end and provide you with extensive reporting;
- Process the bond claim and manage any necessary repairs or cleaning; and
- Re-lease and re-advertise the property upon vacancy.
- Provide representation at Tribunal and prepare associated paperwork;
- Coordinate insurance claims as required;
- Liaise with authorities and owners' corporations on your behalf;
- Maintain and provide you with accurate records and financial statements for taxation and accounting purposes.



Keeping you informed

The Village way is to keep you informed, so you can make educated property decisions and feel confident knowing your investment is being managed properly.

Leasing

From coordinating the photographers and online marketing through to providing you with regular updates, we ensure you're across every step of the process.

Although we have a large team of professionals working for you, your property manager will be your central point-of-call who will oversee and control everything to do with your property. We'll always give you honest feedback, so you can stay on top of everything and be comfortable in making informed decisions.

Technology

We're completely cloud-based and deploy the best, most efficient systems. This includes how we manage trust accounting (your rental income and expenses), property maintenance and repairs, routine inspections, condition reports and much more.

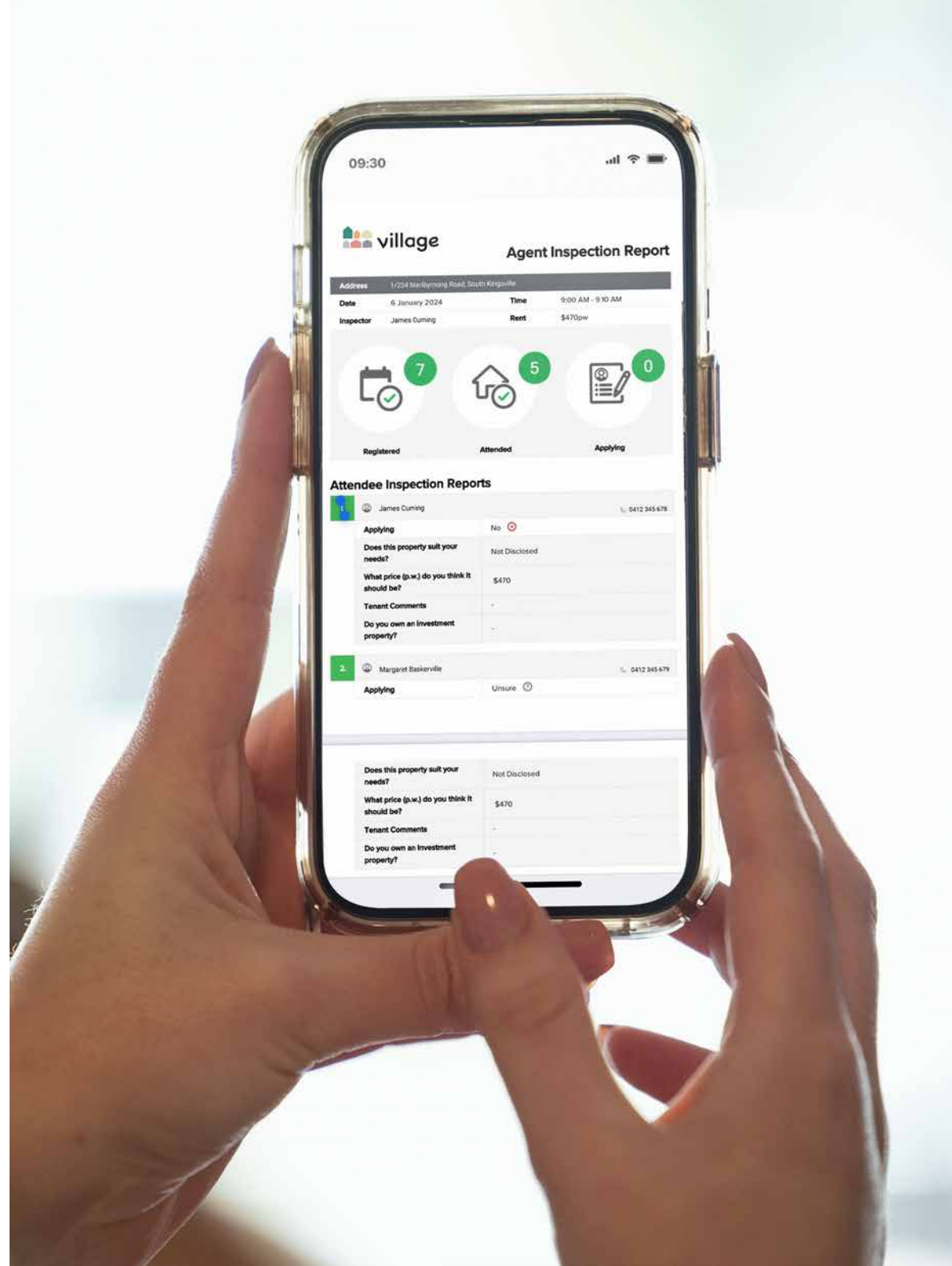
Open for inspection reports

We'll email you a report after every open for inspection, so you can immediately see how many prospective renters attended and the level of interest.

Property Condition Reports & Routine Inspections

We conduct extensive property condition reports and routine inspection reports using Inspection Express.

The reports you receive come detailed with extensive commentary and photos on your property's conditions. However, we can also embed videos so, when you receive your routine inspection report, you'll have a greater understanding of the condition of the property during the tenancy.



Your obligations explained

Rental Minimum Standards & Rental Provider Disclosure Statements

From 29th March 2021, the new Residential Tenancies Act Legislation and Regulations commenced.

There are new requirements for Rental Providers to ensure that the Rental Property meets Minimum Standards as specified in the Act and Regulations. This relates to things like heating, window furnishings, locks, toilets, bins, bathroom/kitchen/laundry facilities, structural soundness, mould and electrical safety.

Rental Providers must also now complete Disclosure Statements with reference to the Property and provide these to the Renter prior to the commencement of the Lease.

Your New Client Manager will provide you with the relevant forms to complete and can help walk you through these requirements so that you are fully informed of your requirements as a Rental Provider.

Electrical Safety and Mandatory Compliance Checks for Gas, Electrical & Smoke Alarms

Rental Providers must ensure their Rental Properties meet minimum safety requirements. We'll discuss this in two parts, as follows:

Part 1) Rental Minimum Standards - Electrical Safety

Rental Providers were given until 29th March 2023 to ensure all power outlets and lighting circuits in a rental property are connected to:

- A circuit breaker that complies with AS/NZS 3000 for wiring; and
- A residual current device that complies with AS/NZS 3190 or AS/NZS 61008.1 or AS/NZS 61009.1

If you are uncertain as to whether or not the electrical switchboard in your Rental Property meets the new legislated safety requirements, you will need to have it checked and certified by a qualified electrician.

Part 2) Safety Compliance Checks for Gas, Electrical and Smoke Alarms

The laws specify that the following Rental Properties must immediately have Gas, Electrical and Smoke Alarms Checks completed:

- a) Where a new tenancy commenced on or after 29th March 2021; or
- b) Where a long-term 5+ year tenancy commenced before 29th March 2021 and has lapsed after this date.

Once the Safety Checks have been completed, gas and electrical testing is required every two years and smoke alarms testing every 12 months ongoing.

Even if your Rental Property does not fall into either of the two above categories, we are still recommending Rental Providers arrange to undertake the Gas, Electrical and Smoke Alarms Compliance Checks as soon as practical to meet the requirements of Section 68 of the Residential Tenancies Act, which requires the Rental Provider must ensure the rented premises are maintained in good repair in combination with Energy Safe Victoria's recommendations to conduct the Gas and Electrical Safety Checks every two years.

Smoke alarms must always be checked and serviced every 12 months.

We use and recommend SmarterCare

We've partnered with a provider called SmarterCare to conduct all the gas, electrical and smoke alarms compliance testing of properties under our management. The full package includes the assessment of the electrical switchboard.

Cost is \$495 including GST or, where the property does not have any gas appliances and only requires electrical and smoke alarms compliance checks, the cost is \$420 including GST (prices are subject to change without notice).

We arrange these checks on your behalf and the fee is deducted from your rental income after the checks have been completed and we've received SmarterCare's tax invoice and reports.

Read more about SmarterCare: www.smartercare.com.au



Thanks for considering Village

We're honoured you're considering us to manage your property. We believe we have the systems, networks, strategy and people to look after you.

By combining the right agency to represent you with a strong property management approach and a deep understanding of the rental market, you'll give yourself the best opportunity for an outstanding property investment experience.

We look forward to working with you.



Village Real Estate





A smart investment

Village has the right knowledge & experience to look after your investment property.



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village

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