



direct
RENTALS

THE DIRECT RENTALS DIFFERENCE

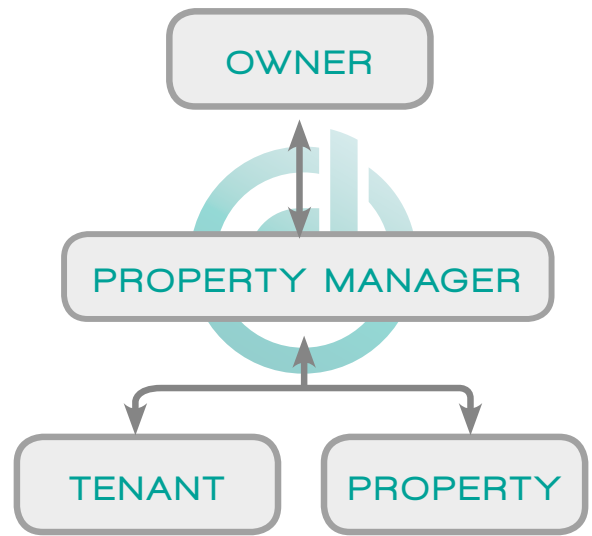
Information for Property Investors



WE MANAGE BOTH THE PROPERTY, AND THE RELATIONSHIPS

The term 'Property Manager' implies that the role you allow us the privilege of performing is all about the property. Here at Direct Rentals, we know that it's not! The relationships between the Tenant and the Property Managers, the Owner and the Property Managers, and the Property itself all need to be managed to ensure all parties needs are satisfied.

Traditionally, Property Management is a thankless business. Most agencies are either too lenient on the Tenants, or too lenient with respect to the Owner. We work tirelessly to ensure that our Owners are not just happy with, but fans of the service we provide while also acknowledging that without the Tenant, there is no income for the Owner. As such we work very closely with our Tenants during the rental term ensuring that they understand that living in the Owner's property is a privilege, not a right. Likewise, we understand your appointment of us as your Property Managers is also a privilege, not a right.



OUR TYPICAL STAFFING MODEL

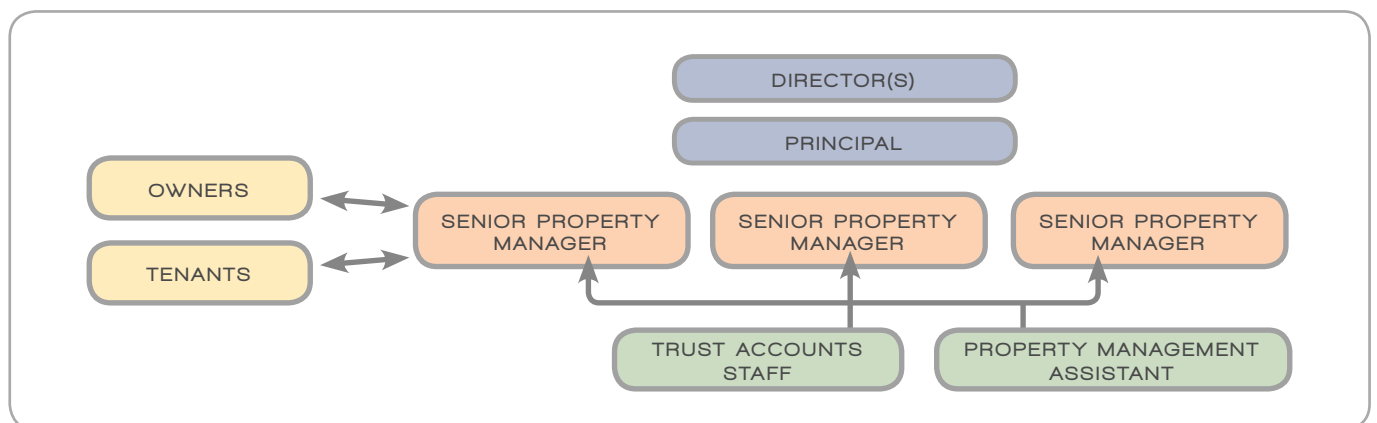
- DESIGNED FOR GREATER SERVICE LEVELS

At Direct Rentals, we believe that you as the Owner, benefit most from being able to communicate with a team of Senior Property Managers. As an Employer, we pay above industry standard salaries for our Property Managers and expect that above industry standard service is provided.

When it comes to leasing, our staff adopt what we term as a 'drop and go' mentality, so that we lease your property in the shortest amount of time! Unlike most rental agencies, we also work on Saturdays to ensure your property is shown on the busiest day of the week. Other agencies that don't operate on a 'drop and go'

mentality and don't show properties on weekends leave YOUR property vacant for longer. We also use dedicated trust and accounts staff to attend to your rent collection reconciliations and payments. Your Property Management team is responsible for arrears collection and we pride ourselves on ensuring our arrears rates are much lower than the industry standards.

From day one with Direct Rentals, you will always know know the team responsible for your asset and we welcome you to talk with our Directors and Principal in charge at that time.



THE DIRECT RENTALS SERVICE MODEL

We have divided our Service model into 6 core areas that we manage on a daily basis for our Owners. Surrounding these core 6 areas is what we see as the most critical area, and one we strive to always deliver on - communication. We prefer to liaise by phone and email, and we want to continue to exceed our Owners and Tenants expectations when it comes to communication.

Within the 6 core functions we perform, there are so many little things we do that our competitors don't. For example;

LEASING : We have a dedicated drop and go policy to ensure you get the best price by showing your property to the most amount of people at a time convenient to them, not the agent.

We have a large tenant database that are contacted the moment a property is listed that meets their requirements.

WHERE ARE MY SERVICE FEES GOING?



INSPECTIONS: Routine inspections are carried out every 13 weeks and we provide our Owners with detailed reports, including photographs. We leave thank you cards for our Tenants and send out pre-exit packs to ensure the properties are handed back as expected.

ARREARS : We have a 'no tolerance' policy to arrears; we call once a tenant is more than 1 day in arrears and advise the consequences for their future for tardy payment history. We encourage all of our tenants to pay in advance.

LEASE RENEWALS : We operate 2-3 months in advance and work with you to keep tenants on fixed term leases where possible. We pride ourselves in achieving rental increases, where possible.



OUR SERVICE GUARANTEE

At Direct Rentals, we're not trying to be the cheapest agency in town, or the most expensive. Our objective is to provide a quality service for the fees you pay. A fair and mutually beneficial model.

We thank you for trusting us to look after your property, and if at any time during your property ownership you feel you've been let down in any of the 6 core areas or the important communication area, we'll manage your property for free in the month that we let you down. We do know that occasionally things go wrong, and we're continually striving to deliver a better level of service for our Owners. Knowing where or how we've let you down is really important to us, and we're more than happy to pay for the lesson.

If we think the level of service is reasonable, and you disagree, we'll waive any notice period fees in the event you decide to leave, which we genuinely believe you won't want to.

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