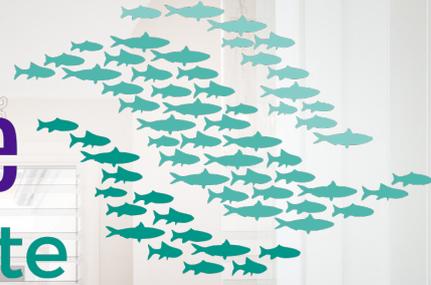


Waterline Real Estate



property management



Providing a level
of service above
your expectations



Professional
Management



Protecting
Your Investment



Excelling in
everything we do



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Benzoe Properties Pty Ltd T/as Waterline Real Estate | ABN: 40 737 929 137

achieving results

THROUGH A STREAMLINED PROCESS

PRESENTATION

We work together to present your property the right way because we know what attracts a tenants attention.

INSPECTIONS

We will open your home to prospective tenants, with enthusiasm and attention to detail. Our goal is to build strong relationships to encourage an emotional attachment to your home.

FOLLOW UP

Have you ever been to an open home and not heard back from the agent afterwards? Our follow-up procedure ensures that all inspections are followed up so we can give you real feedback—you will always know what the tenants are thinking.

EXPOSURE

We proactively promote your property to prospective tenants registered on our database, speaking to re-location agents and those independently searching on the internet.

TENANT SELECTION

Receiving several applications will create choice around the terms of your lease. This doesn't happen automatically, but fortunately for you, we know how to create it.

NEGOTIATION

The key to achieving the best possible outcome for you lies in our ability to negotiate and to extract the best result. It's what we are here to do.



PRESENTATION
REPRESENTATION
& NEGOTIATION
IS WHAT'S REALLY
IMPORTANT

why choose

WATERLINE REAL ESTATE
TO MANAGE YOUR PROPERTY?

WE ARE COMMITTED TO PROVIDING

1. A High standard of service
2. Open and consistent communication
3. Effective marketing options
4. Access to the latest technology
5. Quality tenant selection
6. Professional lease preparation
7. Thorough routine inspections
8. Efficient maintenance & repairs
9. Timely payment of outgoings
10. Prompt collection of rental payments
11. Straight forward financial reporting

HOW ARE WE DIFFERENT TO OUR COMPETITORS?

It's simple... We take the guesswork out of it for you. Our commitment is to manage your property whilst giving you the confidence that your property is in great hands. We are entering into a partnership with you based on honesty, open communication and a desire to assist you in protecting and growing your assets and giving you the freedom to enjoy life.

You will always be supported by our commitment to what we do, our high standards and our desire to not just complete a transaction, but to create an ongoing respectful relationship.

"We work to live
not live to work
- delegation is
the secret to a
happy life"



taking advantage

OF THE LATEST TECHNOLOGY

In the last decade the Real Estate industry has evolved to such an extent that we must ensure we keep up with what tenants use the most when researching rental properties. At Waterline Real Estate we have ensured that we have access to the latest technologies available to provide our landlords with minimum vacancy times and easy access for tenants.

These services

INCLUDE THE FOLLOWING

- Advertising on the major web portals www.realestate.com.au, www.domain.com.au, www.waterlinerealestate.com.au and all regional portals that we have access to;
- Property Management system—Property Tree which has login facilities for both landlords and tenants so you can keep up to date with your property;
- Computerised and photographic inspection reports prepared through Inspection Manager which syncs all reports to Property Tree and emails the report to both landlord and tenant;
- Emailed monthly statements;
- SMS Marketing and arrears management;
- E-Marketing for prospective tenants and relocation agents.

inspections

Leading the field, we have taken the inspection process to the next level in supervising your property. Our inspections are conducted in a professional and managed way and you are kept informed every step of the way of the progress and caliber of the inspections.

preparation

OF LEASE

Once a tenant has been qualified and approved, we will arrange for the preparation and signing of the Residential Tenancy Agreement, lodgement of the Rental Bond, entry condition report and photos, and then finally, hand over of the property to the new tenants.

All documentation is carefully prepared, with additional terms and conditions incorporated into the lease to ensure that your legal rights are fully protected.

ongoing maintenance

Our established relationships with professional tradespeople means that you will get quality repairs and service for the most competitive price.

Our strong service agreements with our tradespeople means there will be immediate action on all maintenance issues. Multiple quotes are organised for your perusal where necessary. We can also help you supervise maintenance work between tenancies.

For newly built homes, we liaise with the builder on your behalf through the warranty period and report any issues directly to you so that you are kept up to date with your investment.



Ensuring warranty periods are monitored



payment

OF OUTGOINGS

All property related invoices can be directed to our office for payment. This may include payments such as water rates, council rates, strata levies maintenance charges etc.

These property expenses can be paid directly from rental funds held in trust and then detailed on monthly statements. All invoices will be forwarded to you at the end of each month. All disbursements will then be itemised at year end and summarised in your financial year statement.

collection

OF RENTAL PAYMENTS

We make it easy for you, using the following services to make each transaction you have with us as smooth and efficient as possible:

- Electronic Funds Transfer (EFT) payment systems mean that the tenants can pay their rent online or over the phone 24 hours a day, seven days a week. Greater accessibility for tenants means more reliable payments for you as an owner.
- Electronic Funds Transfers (EFT) are made into owners' accounts on the 1st business day of each month. We take care of the banking and cheque clearance times so that you don't have to.

financial

REPORTING

We provide you with detailed financial reporting to ensure you know exactly what monies have been spent, on what and when.

- Detailed monthly statements (either posted or emailed) give you a complete account of all monies collected and disbursed, wherever in the world you may be.
- End of financial year statements give you a comprehensive overview on your investment's performance.

Testimonials

FROM OWNERS AND TENANTS

“Chris and her team at Waterline Real Estate have managed 2 of our properties whilst we have been living overseas. We have been very happy with the level of service Waterline Real Estate has provided, in particular the attention to detail to ensure the properties are well maintained, and the promptness in communicating issues to us and resolving them with ease. Chris has subsequently sold both for us with excellent results.

We definitely recommend Waterline Real Estate for both property management and sales services.”

James & Annabel - Laos

“The move to Waterline Real Estate and Christine happened after we were very dissatisfied by the poor management of our Cleveland property by another nationally branded company. My wife and I live mainly overseas and the support of an energetic and switched on property manager was very important to us. Christine and her team were priceless in getting the property back into the condition it needed to be. I have had to rely on many property managers over the years and Christine’s exactness and knowledge coupled with a capacity to find solutions places her at the head of the many that have acted in my interest in the past.

Thank you Christine.”

James and Linda - Cairns

“Christine and her team at Waterline take the time to understand your property needs and desires, as well as your personal circumstances. Armed with that information they develop the best buying/selling/property management strategy for you.

We have found Christine to be professional, passionate and extremely well networked. Her recommendations for trades people, and other property and professional services were excellent. She managed our property beautifully and when it came time to sell, we got the price that we wanted and that was fantastic.”

Fiona and Gerry - Thornlands

“Christine was efficient, respectful, knowledgeable and friendly in all aspects relating to our purchase. Being our first investment property she helped us every step of the way. We were very impressed with Christine as an agent and felt confident to further employ her to represent our rental property. We believed she would find us the right tenant and assisting us with this process, and she delivered as promised.”

Bev and Jeff - Birkdale

“It was a pleasure working with Christine Carroll and Waterline Real Estate. As our rental manager, Christine and her team were always available immediately and issues with the property were dealt with efficiently. Christine was also very professional in helping us negotiate the purchase of the property from the owners. We highly recommend Christine and her team at Waterline Real Estate.”

David and Alison - Ormiston Tenants

Testimonials

FROM OWNERS AND TENANTS

"Christine and her team at Waterline Real Estate have taken care of our property since we purchased it through their office in 2015. We have been exceptionally happy with the management of our property, selection of tenants and the overall maintenance and attention to detail which Waterline have given to us, our tenants and our property. We highly recommend Christine and Waterline Real Estate for both sales and property management. Many thanks"

Jan and Chris - Ormiston

"We have been tenants of Waterline Real Estate for over 2 years and during that time Christine and her team have made us feel at home in our rental property, have attended to any maintenance issues and have treated our family with respect and made the whole rental experience a great one. Having moved here from Overseas Christine's knowledge of the area, her contacts for maintenance and communication between ourselves, the owners and her team have been nothing short of excellent and we are truly grateful. Having now been able to buy our own home we would never use any other real estate in the Redlands, other than Waterline. Thank you for everything"

Carl and Julie - Ormiston Tenants

"Renting can be very daunting, especially when you have moved to a new area with very little idea of what it has to offer. Waterline Real Estate have made the whole experience seamless and we are now living in a beautiful home and enjoying the lifestyle we had hoped for. Having just arrived from the UK Christine's knowledge, kindness and help with renting this property has been more than we expected. Thank you for helping us start our lives here in Australia"

Claire and Steve - Cleveland Tenants

"Christine has managed our property for over 5 years, and we are very pleased to recommend her and the team at Waterline Real Estate. We live in Sydney and therefore needed an agent we could trust who would act in our best interests and look after our investment. Christine has gone above and beyond to ensure our investment is well maintained, and all the tenants selected during this time have been excellent. We highly recommend Waterline Real Estate to any one wanting a really great experience in property management. Many thanks"

Jen and Chris - Sydney Owners

"We have been in the real estate industry for over 30 years and I can honestly say that dealing with Christine and Waterline Real Estate has been the best experience we've had. Not only did she manage our property exceptionally well, she attracted great rental return and maintained the property to such a high standard that when we decided to sell, she was able to sell the property without very little extra work needing to be done. Both of us are very grateful to Christine for the exceptional work she has done as it has allowed us to move forward with our lives and during that rental period, not have to worry about what was happening with the property. We highly recommend Christine for both property management and sales."

Ann and Mike - Raby Bay Owners/Sellers