



burton  
& ryan  
PROPERTY AGENTS

*Taking care of  
your most valuable  
asset...*



At Burton & Ryan, property management is something we take very seriously and see our principle role when managing your home, is ensuring you have complete peace of mind about the ongoing management of your investment/s.

You need someone you can rely on to take care of everything – so you don't have to. We go beyond simply caring for your asset; our goal is to pro-actively manage your property with unrivalled diligence and an unwavering commitment.

## *What to expect when renting your investment property...*

Your investment property plays a key role in your financial security. Whether it's your first investment property or you're a seasoned property investor, we understand it's important to make sure you're putting your property in the right hands.

### **Why choose us?**

**Our experience** – Our Property Managers are highly skilled, experienced and stay at the top of their game through our program of ongoing professional development.

**Our attitude** – We know the value of your investment property and will do everything we can to help you maximise your returns to help you reach your property goals.

**Our commitment** – When entrusting your property to us, we know you want things to be as easy as possible and this includes only dealing with the same person every time. You and your property are assigned a dedicated property manager who is committed to making sure you are always informed and to delivering the best outcomes for your investment.



# Managing your investment

The foundation of our service is communication and a commitment to ensuring that you know exactly what's happening throughout the entire leasing and management process of your property.

This includes:

- Providing quarterly inspection reports summarising the property's condition including images.
- Responding to any call you make to our office regarding your property within six hours and tenants within one hour if necessary and six hours for other matters.
- When leasing your property, providing you feedback within three hours of an open house or inspection.
- Pro-actively addressing maintenance issues with you as soon as issues are raised with an outline of what action needs to be taken.
- Seeking quotes for larger jobs to ensure you are getting the most appropriate solution for your investment.
- Taking on the responsibility of managing urgent matters to minimise the risk to your property.

## WE FIND THE BEST TENANTS

### Superior Tenant Selection

Good tenants are highly prized, and we utilise our six-step screening process to qualify every applicant to ensure you are presented with only the most suitable candidates for your property. As the landlord you always have the final say about who rents your property but be assured we will never recommend anyone that we wouldn't put in our own home.

### Lease Preparation

We take care of all preparation required to finalise the lease on your property. This includes completing the Residential Tenancy Agreement, lodgement of the Rental Bond and handing over of the keys. Our focus though is ensuring that all documentation and special terms and conditions are addressed so your legal rights are fully protected.

## LOOKING AFTER YOUR PROPERTY

### Inspections

Maintaining a constant eye over your property is key to ensuring your investment is looked after. Equally, keeping you informed and up to date is of the utmost importance in its successful and ongoing management.

This includes:

- **Entry/Exit Inspections:** Prior to your tenant taking occupancy, we carry out a detailed photographic condition report to ensure the tenant's Rental Bond is disbursed appropriately at the conclusion of the tenancy.
- **Routine Inspections:** Our ongoing management process, includes inspections every four months. These ensure your property is being properly maintained and small issues are addressed immediately. We document and provide you with a report after each inspection.

- **Vacating Inspections:** When notice is given by either party to vacate the property, a pre-vacating inspection is also undertaken to:
  - arrange suitable access and time to re-lease the property,
  - reassess current rental value of the property,
  - advise the tenant of any necessary cleaning or repairs,
  - determine if there is any maintenance required.

### Maintenance

We have established relationships with professional tradespeople who have each met the requirements of a rigorous selection criteria process. This means we can ensure you will get quality repairs and service for the most competitive price. Our strong service agreements with our tradespeople means we can achieve immediate action on all maintenance issues.

For larger projects, we source multiple quotes for your approval where necessary. We can also assist you with supervising maintenance work between tenancies.

## MANAGING THE MONEY

### Collecting the Rent

We utilise the latest in DEFT systems to ensure collecting the rent on your property is as efficient as possible, including making it easy for tenants to make payments via a secure online portal, when and where it suits them.

These payments are processed and paid directly into your nominated account at the end of each month.

### Payment of Outgoings

We can manage ongoing costs for you such as payments for water rates, council rates, strata levies and maintenance charges. To assist with your cash flow, these expenses can be paid directly by rental funds held in trust, all of which we detail out in monthly statements.

At the end of each month, we send you copies of all invoices and provide you with an itemised summary of all disbursements in your end of year financial statement.

### Keeping Track of the Money

We provide you with detailed financial reports that help you keep track of all incoming and outgoing monies related to your property. These include:

- Statements sent via post or email outlining a complete account of all monies collected and disbursed.
- End of financial year statements that provide you with a comprehensive overview on your investment's performance.





## *Who are we?*

At Burton & Ryan, we have always aimed to do things differently and set a new standard in the real estate market.

We have positioned ourselves as a boutique agency: never limited in our capacity to deliver the highest quality of service to our clients.

We focus on a personal approach to create positive experiences for our clients. Our aim is to build relationships that are based on trust and we believe that honesty is the most important foundation for a fruitful, on-going relationship. We don't make promises we can't keep or ultimately unable to deliver on.

At Burton & Ryan, we are a team of enthusiastic professionals and we make it our business to deliver the utmost in service, always striving to achieve the best outcome possible for you.

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