

# PROPERTY MANAGEMENT

PERSONALISED  
SERVICE AT ITS **BEST**

(08) 9362 4666

450 Albany Highway, Victoria Park

[portermatthewsvicpark.com.au](http://portermatthewsvicpark.com.au)





**Love**  
*Where you*  
**Live**

## COMPANY PROFILE

**Although over 106 years old, our building has been meticulously maintained and retains its original authenticity including the infamous holding cell. You could say that our premises reflect our business - we both have a wealth of experience... guaranteed.**

We understand and practice the word 'Service' and we always go the extra step to get you the best result from the sale or rental of your property. Our clients can have the greatest confidence in our team - we are experienced, dedicated and ethical and we bring our clients a truly first class real estate experience.

Over the years, Porter Matthews Victoria Park has won awards in all categories which include Top Property Manager, Top Administrator, Top Team for Listings and Sales, and our principal, Ray Grogan being inducted into the Ausnet Hall of Fame.





Nosh gourmet food & gifts

ms dememeanour boutique  
clothing and accessories

CHOCOLATERIA SAN CHURRO

Ray White

9362 1713 Open 7 days

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CHURRO  
PASTEL CASE

dememeanour  
boutique

THE  
SMALL  
BATCH  
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Our Very Own  
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Our office also holds one of the original members of the Number 1 Sales team for REIWA in the Metro Area 2014, Kristie Simpson. This Ensures the finest agents are ready to assist when the time may come to sell.

Porter Matthews Victoria park specialises in property management and has over 25 years of experience in the Town of Victoria park, City of Belmont, City of Canning and surrounding suburbs. We continually encourage our Property Management Department to new levels of service and excellence through corporate training. Our enthusiasm, attention to detail and desire to be recognised as an award winner, guarantees your property will be managed to the highest level.

Ongoing training and research means we know all there is to know about your market and managing your assets and can therefore ensure you achieve the highest possible rental return.

Our Property Management Department operates with the full support of our Principals, Ray Grogan and Kristie Simpson - working Directors who offer a long term commitment to the successful management of your property. Ray and Kristie are always readily available to discuss any aspect of your rental property.

# RELAX AND LET US DO THE HARD WORK FOR YOU

***“Lita and her team at PMVP have managed my portfolio for the past 9 years. I expect them to select good tenants, keep the rent coming in, keep costs down, and give me knowledgeable, honest and realistic advice. They have performed well on every score. I happily recommend their service to other owners.”***

**- Steve M.**

With Porter Matthews Victoria Park, you can relax knowing that you've made the right decision to choose us to manage your rental property. Our professional team have a great 'can-do' attitude that delivers superior service and professional advice on how to maximise your investment returns.





## OUR SERVICES

### MARKETING YOUR PROPERTY FOR LEASE

Professional photographs are crucial to ensuring the impression given during your campaign is the best that it can be. The superiority of your advertising package stems from the photographs taken which are used for your online campaign. A for lease sign is also available along with the following;

Your property will be listed on our website and be listed as a feature property on [realestate.com.au](https://www.realestate.com.au), [reiwa.com.au](https://www.reiwa.com.au) plus a variety of other sites included the likes of [domain.com.au](https://www.domain.com.au)

Your property can also be advertised on the back page of the local community newspaper - Southern Gazette. On request we can advertise in the West Australian.



## OUR SERVICES

We will conduct an unlimited number of regular home opens mid-week and on Saturdays, and if required, conduct a number of private viewings of your property and provide weekly feedback until we have secured the most suitable tenant for you.

### LEASING YOUR PROPERTY

All information and references provided by tenancy applicants will be promptly verified by us and all tenancy applications will be screened on the national tenancy database that we subscribe to. All applications will be presented to you before approval. The final decision is made by the owner with the guidance of our professional team.





## RENT COLLECTION

We have a zero tolerance policy to rent arrears. Tenants are encouraged to pay rent through a DEFT Online system ensuring efficiency in collecting rent for you.

## RENT STATEMENTS

A monthly Rent Statement will be emailed to you at the end of the month. However, if you do not have an email address or still wish to receive paper copies of statements and/or copy invoices, we will send them to you on the last working day of the month. All monies will be banked into your nominated bank account immediately after our monthly close-off.

We will provide you with an accurate Annual Income and Expenditure Statement within 30 days at the end of the financial year.





## OUR SERVICES

### REPAIRS AND MAINTENANCE

Our office policy is to contact you concerning maintenance on your property unless in an emergency situation and we are unable to get in touch with you. The tenants must advise our office in writing of any maintenance issues that need attending to, we then advise you. You are always given the opportunity to arrange repairs yourself, as you may have family or friends who assist in these areas. We act in the best interest of our owners at all times.

### PROPERTY CONDITION REPORT

We provided a comprehensive detailed report, including photographs, on the condition of your property prior to the tenant taking possession. As the report is now a legal requirement with the changes to the legislation of the Residential Tenancy Act, we outsource it to an approved





company. This report is reviewed at the end of the tenancy along with a final inspection to ascertain any damage that would be the responsibility of the tenant.

### **ROUTINE INSPECTIONS**

Routine inspections give us the opportunity to report any maintenance that may be required and to ensure that the tenant is maintaining your property to a high standard. Under the legislation, we are allowed to conduct 4 inspections per year. First inspection is 6 weeks after the commencement of tenancy and quarterly thereafter.

### **TENANCY AGREEMENT RENEWALS**

We will review the tenancy agreement for your property 6-8 weeks prior to its expiry. Lease renewals are negotiated by the property manager on your behalf, with the the tenant, in accordance with your instructions. Once the renewed contract is signed by all parties, we will send you a copy of the Agreement.

You will be advised immediately if the tenant does not want to renew their tenancy agreement and intends to vacate the property.





# OUR GUARANTEE TO YOU

If we fail to meet any of these standard, we will refund your management fees in full for that month. All we ask, is that you let us know immediately and offer us a chance to rectify the problem.

Should you advise us in writing of a matter whereby we have failed to perform our obligations and this matter is not rectified within 28 days, we will allow you to terminate your Managing Agent's Agreement with our office.

This guarantee does not apply when:

- We are requested to carry out non-standard duties
- Matters are outside of our control, eg a natural disaster or accident.

Ray Grogan, Principal

Kristie Simpson, Principal





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# PERSONALISED SERVICE AT ITS BEST

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Proud Member of PAN and REIWA

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