

The background of the entire page is a photograph of two hands, palms up, holding a white paper cutout of a house. The hands are positioned over a field of green grass. The paper house is a simple silhouette with a chimney on the left side and a triangular roof. The title "Property Management Guide" is printed on the paper house.

Property Management Guide

How we look after your investment

The team at Hennessy Real Estate understand how important and crucial it is to ensure your investment property is well looked after and maintained at all times.

This is why we have decided to implement a reward system for all tenants. Too often tenants are not recognized to the standard that they should be. And to create the perfect tenants we need to be the perfect landlord. Little inexpensive rewards are a simple yet very effective way of creating a positive relationship with all tenants.

OUR PROMISE TO YOU

1. **Detailed tenant selection process** conducted in consultation with landlord to secure best possible tenant, including detailed reference checks and use of TICA tenancy database.
2. **Rent paid and disbursed on time, every time.** Landlords given the option of fortnightly or monthly payments and emailed statements.
3. Effective arrears management, with **daily follow up of all rental arrears.**
4. **Routine inspection** conducted promptly, with landlords given the option of accompanying the agent.
5. Landlord **informed of any maintenance** or repairs issues as soon as practical, and prior to ordering tradespeople in all but emergency situations.
6. **Rental prices reviewed every 6 months**, and increased as appropriate with current market condition in consultation with landlords.
7. We will work with your tenant to encourage them to be great tenants, and **offer incentives**, such as awards given for tenant of the month.
8. We offer expert advice in relation to **adding value to your property**, and maximizing your returns.

exceed your expectations

- A competitive commission rate with NO other sundry/admin fees or charges
- Smart, professional, recognizable advertising that stands out from the crowd
- A prime office location that ensures maximum exposure to potential tenants
- An exclusive tenant reward program that helps eliminate arrears and attracts the best quality tenants
- First routine inspection after 6 weeks of the start of a new tenancy or management
- Use of the latest technology that instantly emails condition reports straight to you
- Quality advertising for your vacant property
- No administration fees or hidden charges
- Copies of all inspections completed

What
we offer
you

The Hennessy Real Estate Reward Program

Currently, all of our tenants who pay their rent on time throughout the month **receive 2 coffee vouchers** for Bitter Suite Café. But we thought it was time to give our tenants a little more.

Too often tenants are not treated with the level of gratitude that they deserve. So the team at Hennessy Real Estate along with our landlords have decided to implement a **tenant reward system** to create that little feeling that makes a massive difference 'appreciation'.

Our proposal is that if tenants have remained up to date with their rent at all times and maintained the property to standard (including lawns and gardens) for 3 months, we will provide them with a \$25 Woolworths gift card. If they have remained up to date for 6 months they will receive an additional \$50 gift card.

This is just one of the strategies we have implemented to 'exceed your expectations'.



exceed your expectations

What our clients **had to say**

At Hennessy Real Estate we are committed to providing you with simple, straight forward assistance and expert advice. But don't just take our word for it, see what some of our clients have to say.

"As the owner of several investment properties I am acutely aware of the **benefits of working with a good property agent**. Ben has managed my Gunnedah property for some time now and I can say without hesitation that the service is as good as I've received from any agency. Importantly they also get results. Some time ago my property sat vacant for 4 months whilst being managed by another agency.

Having worked with Ben previously I tracked him down at Hennessey Real Estate and asked him to help; within two weeks he'd signed up a great tenant. I can highly recommend Ben and the team at Hennessey Real Estate; they are **honest and hard-working** and have always been a pleasure to deal with."

"I want to highlight how happy we are with the Hennessy Team's service to date, they take a lot of **pride** and **professionalism** in their roles, together with a real personable approach."

"We could not praise Hennessy Real Estate enough! **We were constantly kept updated every step of the way!**"

"I would highly recommend Hennessy Real Estate to anyone.

The team were totally professional; you couldn't find a nicer or friendlier staff anywhere else!"

"We were very happy with the service and the way we were treated by Ben and the team. **We would certainly use them again.**"

"I am fortunate to have the Hennessy Team as my Property Management team. I am constantly **impressed by their knowledge, efficiency and attention to detail**. Importantly, the Hennessy Team are outstanding communicators and this combined with their genial and professional attitude have resulted in a partnership with Hennessy Real Estate that has definitely exceeded my expectations. "

exceed your expectations



Our mission

"I sat down tonight to write our mission statement.

Seemed simple enough. Just define the objective of our business, ideally in ten words or less, something that sums up our entire philosophy towards business, our commitment towards treating people with integrity and fairness, our passion for creating a business that truly does offer something unique and personal where people get simple, straightforward advice and expert assistance.

Sure, simple.

I could write an essay on the topic and still not fully say all I want to say about it. So here goes summing it up in ten words or less...

**Our level of service determines our greatness.
The more we give the more we receive. We reap what we sow.**

Without wanting to sound too biblical, the fundamental truth in this last saying is universal – if we plant seeds of truthfulness, helpfulness, integrity and compassion for others, then life has a funny way of rewarding us with a 'rich harvest'. This can come in the form of financial rewards, but equally may be in the deep sense of satisfaction we feel in doing something good for another person without any sense of a personal benefit or gain.

Give without counting the cost and it seems that life will give just as generously back to us.

I hope to harvest an abundance of satisfied clients over the coming months and years, who truly believe that we delivered on the promise to 'exceed your expectations'.

This is my mission, my goal."

Ben Hennessy

Principal, Hennessy Real Estate

exceed your expectations

Thankyou for choosing Hennessy Real Estate

Thank you for selecting Hennessy Real Estate as your agency. I can assure you that our representation is something we value highly and treat with the utmost respect. As discussed in our meeting, I have committed to a series of deliverables as part of our journey towards successfully leasing and managing your investment property.

During our time together I aim to not only meet your expectations but surpass them. In the event that something does not go to plan, it is my job as your agent to fix it, and this will be done with total transparency through solid and regular communication.

At Hennessy Real Estate, we understand the real estate process and we pride ourselves on offering a consultative service to our clients. This highlights the important information required to enable us to work together towards successfully leasing and managing your investment property.



exceed your expectations

So, what happens next?

At Hennessy Real Estate we believe that leasing your investment property is just as important as selling it! Please find below an order of events in relation to leasing your investment property.

1. Management Agency Agreement will be created to establish many areas of our shared commitments, including the level of responsibilities.
2. Schedule a time to take photos. We ensure there are photos of every room and enough to display the property's potential.
3. A Hennessy Real Estate 'FOR LEASE' sign will be placed at the front of your investment property.
4. Your investment property is uploaded to realestate.com, Hennessy Real Estate website and Domain website with a unique and appealing description on what your property has to offer.
5. Your investment property is placed in the Hennessy Real Estate rental booklet that is displayed in the office and available to the public.
6. Our team comes out and studies your investment property to ensure we provide a thorough description to potential tenants.
7. We arrange times for potential tenants to inspect the property. During the inspection we focus on the advantages of the property and what it has to offer in relation to the individuals interested in applying.
8. We provide you with feedback so you know how the process is taking shape, possible inspections with potential tenants and progress updates via SMS, Email and phone.
9. Once we have applications for your investment property we will perform reference and TICA database checks to ensure the potential tenants are reliable and the perfect match for your property.
10. We will provide you with information regarding all applications and offer our professional opinion to assist with approving the right applicant.
11. Leased!

hennessy

Real Estate

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