

Why choose Urban Choices Property?

Urban Choices Property offers a comprehensive Property Management Service to landlords of residential properties in and around Melbourne. We pride ourselves on servicing your individual needs and ensuring that your property is professionally managed.

Profits from Urban Choices Property (UCP) go toward supporting Australians in need with finding affordable housing.

Urban Choices Property also offers access to the National Rental Affordability Scheme (NRAS). In 2016, 99.7% of our investors were compliant and received their full NRAS incentive.

Contact Us

Urban Choices Property

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Ph: 1300UCHOICES (1300 824 642) or +61 3 8636 9430 if you are an overseas landlord

Email: info@urbanchoicesproperty.org.au

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Ethical investment – it's just smart business

With Urban Choices Property you will be making a smart, ethical business decision. By choosing us to manage your property, you will not only be receiving top tier property management services, but you will be supporting Australians in need. The profits from UCP go toward affordable housing. It's just smart business to make ethical and solid investment options and you can do both, with Urban Choices Property.





Urban Choices Property vision

All people affordably housed in neighbourhoods that support life opportunities.

Urban Choices Property mission

To be a leading provider of high quality, professional, comprehensive real estate services that support the delivery of more affordable homes across Australia.

Urban Choices Property guiding principles

• We put our customers first

Our customers are central to everything that we do. We listen and respond with open and honest communication and flexible approach

• We work together

We work collaboratively and in partnership to achieve our mission

We trust and are trusted

We keep promises, are accountable and are transparent in our actions.

We learn and adapt

We aim to inform the policy environment, support our actions with evidence encourage innovation and continually adapt to a changing environment.

Our team

Our property management team is focused on finding the perfect tenant to ensure that your property is tenanted by someone who wants to make it a real home and that the return on your investment is maximised.

We are experienced property managers who professionally manage, protect and attend to all matters in relation to your investment, saving you the stress of day-to-day tenancy management.

Our team has extensive experience manging a diverse portfolio of properties across Melbourne.

Competitive rates

Urban Choices Property offers competitive rates for single and multiple property investors whilst maintaining the highest level of care and commitment to you and your property.

What we will do for you – before the tenancy

• Preparing your property for lease

We will provide you with suggestions on the best way to present your property to optimise the rental return and attract the ideal tenant. Your property manager can also advise you on the likely rental achievable under the current market conditions and market value.

Marketing your property

Effective marketing of your property is an integral part of finding the right tenant. We will develop an advertising and marketing plan on how best to promote your property to potential tenants.

We use a number of tools including advertising and marketing products to promote your investment to maximise the property's potential to attract suitable tenants.

Open for inspection

Our property managers provide a quick response to any enquiries about your property and will organise property inspections for prospective tenants.

Tenant selection

Securing the most suitable tenant for your property is critical to the success of the tenancy.

By cross checking references we will, in consultation with you, find the most suitable tenant: a tenant who will pay the rent on time and maintain the property to an acceptable standard.

You will be offered the opportunity to make a final decision regarding the prospective tenant prior to Urban Choices Property offering the property.

Paperwork

When you have approved a prospective tenant, we will arrange for the Residential Tenancy Agreement, lodgement of the bond to the Residential Tenancies Bond Authority, issuing of the keys and condition report on the property, including photos.

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What we will do for you – during the tenancy

• Rent collection

A system has been developed for our tenants to make it easy for them to pay rent to our agency. Each tenant is issued with a registration number which can be used to pay rent directly from their nominated bank account. This makes it easy for tenants to pay their rent on time and reduce the chance of tenants falling into arrears.

• Payments to the owner

On a monthly basis, all rental monies, unless instructed otherwise, will be paid to you by way of direct credit to your nominated bank account. A statement is issued at the same time which shows the amount of rental collected and any charges you may have incurred for the month. Charges may include property management fees, maintenance costs, council rates, water rates and owner's corporation fees.

Rental arrears

When a tenant falls behind in their rental payments a process is followed by our property managers to minimise any rental loss. If the rental falls more than 14 days in arrears we can issue a Notice To Vacate under the Residential Tenancies Act.

Be assured that we will inform you of any late rental payments and you will be contacted for instructions to proceed with issuing a Notice To Vacate.

• Routine inspection

Every rental property under our management is inspected on a six-monthly basis. The purpose of the inspection is to:

- Ensure that the property is being maintained
- Review any maintenance issues
- Review the current tenancy and rental status

As the landlord, you will be invited to attend any of these inspections so please let us know if you wish to join us. After the inspection, landlords are supplied with a detailed inspection report outlining the condition of the property, maintenance issues and any recommendations.

Smoke alarm testing

Urban Choices Property is proud to offer a smoke alarm maintenance service to its investors. The maintenance service ensures both of your investment and your tenants are appropriately protected in the event of a fire at your investment property.

• Property condition survey

As the landlord, we know that it is important to maintain your property to a good standard to maximise the rental return on your investment.

To assist you with this, Urban Choices Property offers a detailed Property Condition Survey. This survey has been proven valuable, giving investors the most in-depth knowledge of their investment and allows for a current and future maintenance plan to be put in place.



Maintenance

At Urban Choices Property we have access to qualified, reliable tradespeople who can attend to any maintenance required.

Alternatively, if you wish to use your own tradespeople, please forward your preferred contractors' details to your property manager.

We will always report directly to you for any repairs required to seek your instructions. However, if you are unable to be contacted and the repairs are urgent, we may need to proceed immediately.

At Urban Choices Property we offer an out of hours emergency repair service. If an urgent repair is required outside of normal office hours our team have access to a large range of reliable tradespeople that will attend to the repair promptly. Alternatively you may wish to use your own tradespeople to attend to the urgent repair.

• Understanding the legislation

We have a thorough understanding of all aspects of the Residential Tenancies Act and the workings of the Victorian Civil and Administrative Tribunal (VCAT) and will serve notices and represent you at VCAT.

• Ending the tenancy

Tenants must give us 28 days written notice that they will be vacating the property. Once the tenant has given notice, we will notify you in writing of the vacate date and suggest the rent for advertising the property.

• Keeping you informed

We understand that while you want us to manage your property, you want to be kept informed on a regular basis. We will inform you of any maintenance issues and make recommendations on any improvements required to your property.

National Rental Affordability Scheme (NRAS)

We have an experienced team that can manage the NRAS for your property. Your property manager will manage all requirements and obligations under the NRAS, ensuring that the approved NRAS property complies with the scheme whilst carrying out normal property management duties.

• NRAS compliance results

Urban Choices Property is pleased to announce that in 2015/2016 99.7% of our investors were compliant and received their full NRAS incentive





What we will do for you – after the tenancy

• Final inspection

Once the tenant has vacated the property, we will carry out a final inspection to ensure that the property has been left in the same condition as at the start of the tenancy, except for fair wear and tear. As the landlord, you are welcome to attend this inspection.

• Bond return

After a final inspection of the property, we will determine whether the tenants are entitled to a full bond refund or whether any deductions should be made due to cleaning, damage or rental arrears. We always ensure that both tenant and landlord are well informed at all times.

If there is no agreement reached between the landlord and the tenant, the matter is referred to the Victorian Civil and Administrative Tribunal (VCAT).

• Preparing the property for lease

Once the property is vacant, we will organise any repairs or maintenance that may be required so that your property can be presented in the best way possible. We will give you suggestions on what works are required and will always seek your instructions before any works are carried out.

Transfer your property

We make it easy for you to switch to Urban Choices Property management services. We make changing agents simple and free so you can experience the benefits of being an Urban Choices Property landlord.

We will do all the work for you, liaising with your agent with minimal disruption to your tenant. All you need to do is provide a signed authority. We will notify your former managing agent and complete the transfer.

Community minded

Urban Choices Property's commitment to the community sits within our company's culture. We are passionate about taking meaningful action to benefit social housing for Victorians in need of secure, affordable housing. All profits generated by Urban Choices Property go directly into our parent company, Housing Choices Australia, to support the organisation's goal to deliver more affordable homes.

Our team at Urban Choices Property is totally committed to looking after your investment and we look forward to building a strong relationship with you. We will always strive to deliver excellent property management services for your investment.

Making a complaint

You may make complaints about aspects of Urban Choices Property's operations you are not satisfied with, such as:

- Service you have received
- Behaviour of staff
- Advice we have provided

To make a complaint you can call, email or write to your Property Manager or the complaints coordinator who will take responsibility for recording your complaint and inform you of the next steps in the process.



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