



# LANDLORD INFORMATION

COMMITTED TO EXCELLENCE IN PROPERTY MANAGEMENT

Our focus is to continually be the best real estate team by striving to build upon our strong reputation of professionalism and superior customer service



**C J REAL ESTATE**  
*Real Estate Services Since 1990*

Disclaimer: This information booklet has been provided to assist you about property management. If you have questions about any matter, please contact your legal representative or real estate agent about your specific query. The information may be applied to differently upon the variations in individual circumstances; we therefore cannot accept responsibility for any misunderstanding that may result from information provided in this booklet. However, please do not hesitate to contact C J Estate for any assistance you may require and we will do everything possible to provide the information you seek.

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# Committed to Excellence

The C J Real Estate team is committed to excellence in property management, client servicing and being an industry leader.

Our property management team regularly participates in industry training and networking to remain informed and stay ahead of the changes to tenancy legislation and marketplace movements. We have been recognised and accredited for our property management services.

We are proud of our team's years of tenure in the company, and this experience shows in the testimonials of satisfied clients. The commitment of our team members means that you and your tenant will receive consistent, professional and personalised service.

As the local industry leader, we strive to continuously improve and set the service standards. Our unique property management system was developed with the needs of our clients in mind, using the best available technology and industry best practice techniques to ensure your experience as a landlord is as painless as possible.

You can have confidence in dealing with us - a company with an experienced and passionate property management team that is backed up with an industry-leading management system.





**C J REAL ESTATE accredited property management  
system guarantees excellence in service**





## Our Management System

Choosing the right Managing Agent is very important. You will be relying on them to look after one of your most valuable assets. Therefore, you need to be assured that your Managing Agent can handle every aspect of the tenancy including fighting for your rights as a landlord and help you avoid or resolve differences that you may have with your tenant.

The services provided by our Property Management team are as follows:



## 1. Finding a tenant

*Our first and most important task is to secure a suitable tenant as soon as Possible.*

- Traditional advertisements - window display
- Online advertisements on real estate and community portal websites
- Check our database of prospective tenant

## 2. Screening and confirming applications

*Checking references of applicants helps us form an opinion of the applicants' suitability and reliability.*

- Reference for rental payment history and property maintenance
- Employment status check to confirm if their income would support the proposed rental
- Once the reference check procedures are completed, we will confirm with you the details of the lease period, rental amount and the commencement date for the lease

## 3. Preparation of tenancy agreement

*Prepare all the relevant documents and sign with the tenant.*

- We will prepare a Residential Tenancy Agreement with all the relevant documents and sign the agreement on your behalf
- Confirmation of bond lodgement with NSW Fair Trading

## 4. Inspections and reports

*Regular inspections of your property will ensure that the tenants are maintaining your property to a high standard.*

- Initial and final inspection: A detailed condition report at both the commencement and termination of each tenancy. This reduces the likelihood of dispute over responsibility of repairing any damages to the property
- Periodic inspections: Regular inspection to check the condition of the property. Inspection report will also be sent to you (Please refer to page 10 for more details)

## 5. Repairs and maintenance

*Regular communication with you to arrange the maintenance work to complete in an appropriate way.*

- You will be advised of any necessary repairs and maintenance. We will manage minor maintenance to the pre-approved amount
- We organise quotes and notify you of any major repairs. Following your approval, we will arrange the completion of the work with regular communication with you at all times
- C J Real Estate has a list of preferred tradesmen whose services we have engaged in the past and have confidence in their workmanship, reliability and competitive prices.

## 6. Arrears control

*Our strict arrears control minimises any overdue rent payment.*

- Our rent management portal minimises the potential of overdue rent
- Contact the tenants to address overdue payment

## 7. Outgoings management

*We take care of all outgoing payments of the property for you.*

- We will manage the payment of all outgoings, such as Council Rates, Water Rates, Body Corporate Levies and other maintenance costs for the property

## Landlord payments and accounts

*Our periodic reports to you includes monthly and financial year statements.*

- Tenants may choose to make payments from weekly, fortnightly or monthly payments
- Funds will be deposited into your nominated bank account at the end of each month
- Monthly statements will be sent to you showing the rental period paid and copies of paid outgoings invoices
- At the end of each financial year, we will provide a statement of income and expenditure for your property to assist in the preparation of your tax return

## Landlord insurance

*We strongly recommend that you have Landlord Protection Insurance.*

Our office can provide general advice on landlord insurance and provide contacts to help you get the right policy for your property.

# WHY C J REAL ESTATE?



## 1. Working For You

Our fiduciary responsibility to you will begin the moment you engage us as property managers. You can expect market expertise, guidance, responsiveness, accountability and loyalty.





## Marketing

- Professional Photography
- LED Window Display
- Online Marketing
- Public Open Home
- Private Inspection
- Prospective Tenants Database
- Social Media
- Letterbox Drop
- Multilingual advertisements



## Analysis & Strategy

- Market Analysis
- Pricing Strategy
- Landlord Updates
- Market Feedback



## Management

- Professional Tradesman Team
- Constant Market Review
- Arrears Control
- Qualified Accounts Team
- Tenant screening and communication

# 2. C J REAL ESTATE Communicator

C J Real Estate always aims to provide more effective ways to better service our client and the C J Real Estate Communicator is a technology that we use to do just that. The Communicator is a secured online portal allowing you to view your property portfolio anytime.



Sydney's Premier Agency

FAQ

- Portfolio
- My Details
- Statements
- Documents
- Invoices
- Maintenance

## Property Portfolio



**Rhodes** 1/18 Walker St.

Tenancy details

Lease Name John Smith  
Rent \$550  
Period W1  
Paid to XX/XX/XXXX

This Portal allows you to:

- > View a list of your managed properties
- > View reports for previous periods
- > View Property Maintenance Details
- > View Invoices
- > View your property manager's contact details
- > Contact your property manager
- > View documents related to your property
- > Retrieve your username and password
- > Change your password



### 3. C J REAL ESTATE Marketing Programme

As the leading local agency, C J Real Estate provides the most effective marketing strategy to communicate your property's features to prospective tenants.



Traditional Marketing	Online Marketing	Optional Traditional Marketing	Optional Online Marketing
<ul style="list-style-type: none"><li>• Professional photographs</li><li>• Window display</li><li>• Rental lists</li><li>• Property brochures</li><li>• Open/Daily inspections</li><li>• National Tenancy Database</li></ul>	<ul style="list-style-type: none"><li>• Window display</li><li>• Mail dropping</li><li>• Property brochures</li><li>• Hanho Koreandaily</li><li>• Chinese Herald</li><li>• Korean magazines</li></ul>	<ul style="list-style-type: none"><li>• Cjrealestate.com.au</li><li>• Realestate.com.au</li><li>• Domain.com.au</li></ul>	<ul style="list-style-type: none"><li>• Corporate companies</li><li>• Relocation agencies</li><li>• MyConnect</li><li>• Direct connect</li></ul>
			<ul style="list-style-type: none"><li>• Facebook</li><li>• Twitter</li><li>• Tigtag</li><li>• Aussiechinese</li><li>• Gumtree</li><li>• Hojunara</li><li>• Sydneytoday</li></ul>



# 4. Property Maintenance - Periodic Inspection

Our aim is to ensure that your property is maintained to a high standard at all times and protect its value. We conduct periodic inspection and prepare a report along with photos. Should it be necessary, a member of the property management team will contact you to discuss any items or issues noted on the report.



C J Real Estate Rhodes  
Shop 1/18 Walker St.  
Rhodes NSW 2138  
Tel: 02 9739 6000  
Fax: 02 9739 6100

C J Real Estate Newington  
Shop B7/1 Ave of Europe  
Newington NSW 2127  
Tel: 02 9737 8338  
Fax: 02 9737 9338

## Routine Inspection Report

This is a routine inspection report of the property for your information. This is not a building or pest report nor can it be construed as such. We are not building or pest inspectors. You should take steps to obtain your own building and pest report to be satisfied that the property is safe and free of infestation whatsoever and carry out regular inspections and treatments. Also, you are obliged to ensure that the local government and environmental laws are complied with. The Owner should ensure Local Government Inspections have been carried out to confirm compliance with the Swimming Pools Act 1992.

## Property Details

Address of Premises:

1/18 Walker St Rhodes NSW 2138

Tenant's Name(s):

John Smith

## General Details

Current Rent:

1/18 Walker St Rhodes NSW 2138

Rent Review:

John Smith

Lease expiry date

XX.XX.XX

General Comments:

Clean and tidy

This is a sample report only



Lounge



Bedroom



Bathroom



Kitchen

# 5-1. C J REAL ESTATE Financial Statement

Our service is not limited to property maintenance, we endeavour to maximise your return on investment and financial transparency. We manage the payment of all outgoings and provide monthly statements of your account.

## Monthly Statement

Mr. Smith  
18 Walker St.  
Rhodes NSW 2138



C J Real Estate Rhodes  
Shop1-2/18 Walker St. Rhodes NSW 2138  
Tel 02) 9739 6000 Fax 02) 9739 6100

C J Real Estate Newington  
Shop B7/1 Ave of Europe Newington NSW 2127  
Tel 02) 9737 8338 Fax 02) 9737 9338

Property	Tenant	Rent	Paid From	To	Periods	Paid	Credit
UNIT 4/23 BAY STREET	MR. A B SAMPLE	480.00	W1	XX/XX/XX	XX/XX/XX	5	240.00 460.00
Date	Disbursements & Sundry Receipts					Debit	Credit
Total Rent Collected From Tenants							2400.00
XX/XX/XX	UNIT 4/23 BAY STREET	STRATA PLAN 2065	Inv:1639				
	Strata Levies 01/4/07 - 30/06/07	(Includes 14.18 GST)			156.00		
XX/XX/XX	UNIT 4/23 BAY STREET	SYDNEY WATER	Inv:1639				
	Water Rates				108.00		
XX/XX/XX	UNIT 4/23 BAY STREET	O'BRIEN LOCKSMITHS PTY LTD	Inv:1968				
	Lock Repairs	(Includes 8.91 GST)			98.00		
	Bank Charges				3.00		
	*Management Fees				168.00		
	*Postage & Sundries				6.35		
	Plus GST on items marked*				17.42		
						556.77	2400.00
NETT AMOUNT TO BE PAID							1843.23

Transferred to your bank account \$1,843.23  
Payment Details: SSTONE 5326282915 032-244 WESTPAC HAY

Please feel free to contact us if you have any queires regarding your statement

# 5-2. C J REAL ESTATE Financial Statement

At the end of each financial year, you will also receive a financial year statement for your tax return.

## Financial Year Statement

Account name(s) Mr John Smith



C J Real Estate Rhodes  
Shop1-2/18 Walker St. Rhodes NSW 2138  
Tel 02) 9739 6000 Fax 02) 9739 6100

C J Real Estate Newington  
Shop B7/1 Ave of Europe Newington NSW 2127  
Tel 02) 9737 8338 Fax 02) 9737 9338

ABN: 42-079-574-888

Account WALK18  
Statement from 01 Jul XX  
Statement to 30 Jun XX  
Page number 1 of 1

Details	GST	Expenses	Income	Balance
Property: 1/18 Walker St. Rhodes NSW 2138				
Rent			\$29,880.00	\$29,880.00
Lease Preparation Fees	*	\$33.00		\$29,847.00
Letting Fees	*	\$704.00		\$29,143.00
Management Fees	*	\$1,972.08		\$27,170.92
Strata Levies	*	\$6,319.44		\$20,851.48
Sundry Fees	*	\$63.80		\$20,787.68
Water Rates		\$626.20		\$20,161.48
Total for property		\$9,718.52	\$29,880.00	\$20,161.48

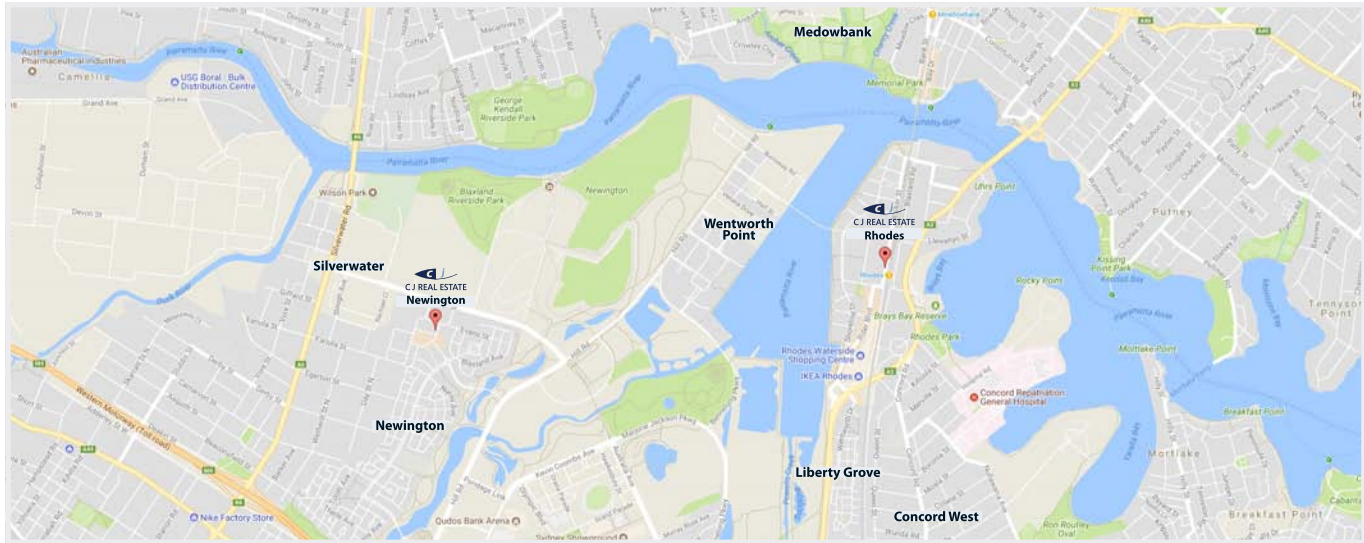
Total expenses includes GST of \$826.57

"We are supplying this Financial Year Statement for each of your properties that will assist with your financial reporting. These reports must be read and used in conjunction with Property Management/Tax Invoices which are applied from our office each month. We suggest you verify and reconcile the final income amount shown on this report with the monthly payments that you have received from our office. All GST entries and expense items need to be verified with the tax invoices which have been attached to your monthly Property Management/Tax Invoices. We also suggest you review all expense items to ensure they are eligible as an expense for Income Tax purposes and not as a depreciating Capital Purchase"



## 6. Two Local Offices for your property

Your property will be looked after even better with two local offices in Rhodes and Newington to service your local needs.



**ShopB7/1 Ave of Europe Newington NSW 2127**  
Next to Newington Market Place

**Tel** 02) 9737 8338      **Fax** 02) 9737 9338  
[www.cjrealestate.com.au](http://www.cjrealestate.com.au)



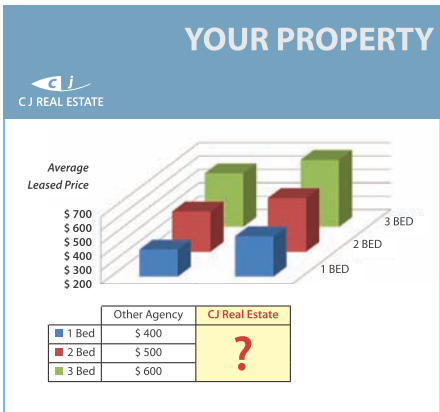
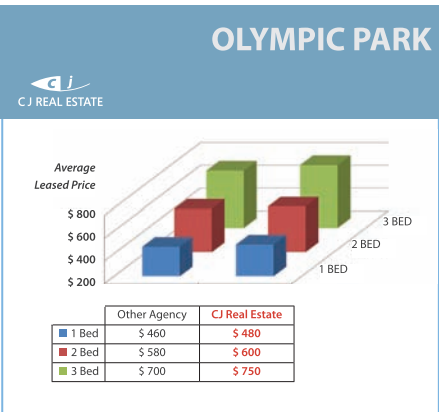
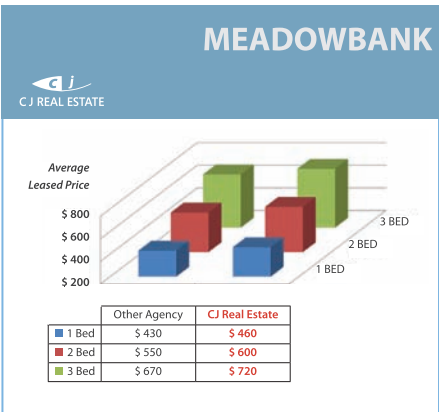
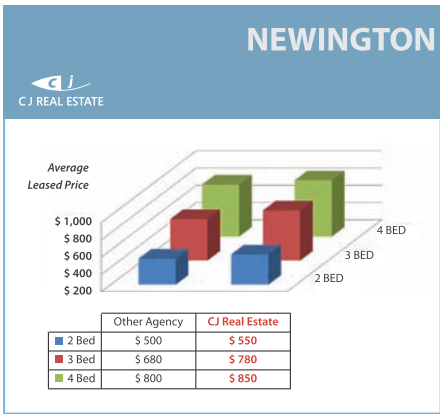
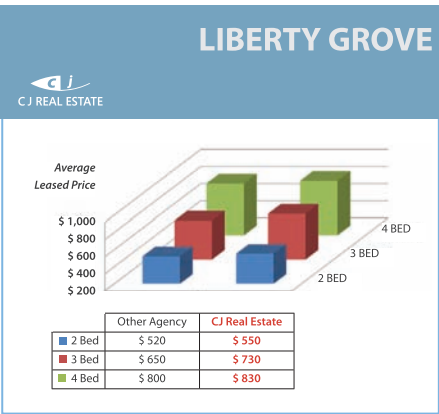
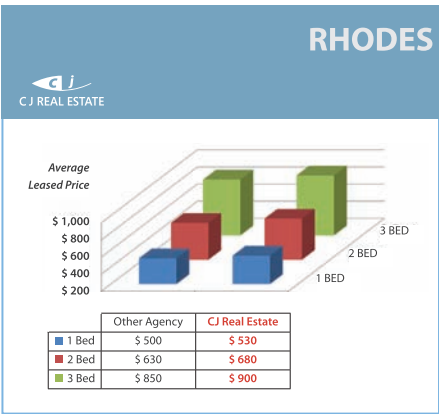
**Shop1-2/ 18 Walker St Rhodes NSW 2138**  
Next to Rhodes Train Station

**Tel** 02) 9739 6000      **Fax** 02) 9739 6100  
[info@cjintl.com.au](mailto:info@cjintl.com.au)

# 7. Market Comparison

Two local offices working as one team, we know how to position your property to achieve the best rent and maximise your investment return.

Discuss with us about your property today.



# 8. C J REAL ESTATE e-Newsletter

You can be assured that we will put our best efforts in serving and assisting you to grow your property investment portfolio. Our monthly e-Newsletters provide interesting insight into the headlines on property industry and invaluable local property information.



**C J REAL ESTATE**  
Real Estate Services Since 1990

## C J Real Estate e -Newsletter



John Cho  
Managing Director

### C J REAL ESTATE

RHODES | 9739 6000  
NEWINGTON | 9737 8338  
info@cjintl.com.au



**CJ REAL ESTATE | Communicator**

## Australian Open Prize Money Not Enough To Buy Into Some Of Sydney's Most Popular Spots



Roger Federer and Caroline Wozniacki pocketed \$4 million apiece for their winning efforts in Melbourne — but it's not enough to buy into these leading Sydney suburbs.

The post [Australian Open prize money not enough to buy into some of Sydney's most popular spots](#) appeared first on [realestate.com.au](#)  
news – realestate.com.au -

[Click here for more information](#)

## Feature Sale Property Of The Week



**502/1 Australia Ave.**  
Sydney Olympic Park

Contact agent

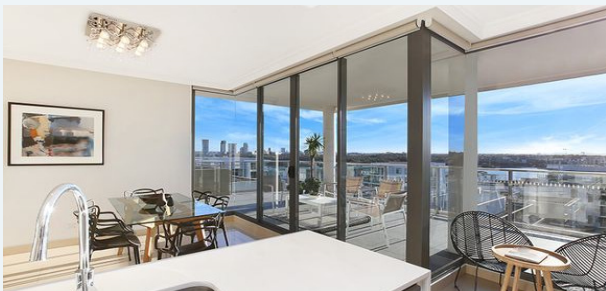
28-Oct-2017 10:30:00

INTRODUCING Sophisticated three bedroom apartment. Designed with extraordinary quality, this ultra modern complex provides life style and convenience. Close to the Sydney Olympic Parks new town centre....

Sales Agent  
Kay Lee 0433111184  
Chris Lee 0433079730

3 bed | 2 bath | 2 car

[DETAIL](#)



**701/80 Rider Blvd**  
Rhodes

CONTACT ALEX LEE  
0412 238 082

28-Oct-2017 12:15:00

CONTACT ALEX LEE ON 0412 238 082 (ENGLISH, MANDARIN, CANTONESE) This spectacular Elite apartment occupies one of the biggest lot of this MIRVAC Residences in the heart of Rhodes. Enormous in size with....

Sales Agent  
Alex Lee 0412 238 082

3 bed | 2 bath | 4 car

[DETAIL](#)

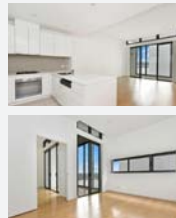


## 9. Market Appraisal

Property values and prices change with the demand and supply of the market. As your managing & local agent, we constantly research how it affects your property and how we can maximise your assets. Please talk to your property manager, and our great sales team, we can provide you a detailed report on real estate price movements in your local area.

### ► YOUR PROPERTY

907/7 Gauthorpe Street Rhodes NSW 2138



### ► APPRAISAL PRICE

Estimated Weekly Rental Price:

**\$565,000**

Prepared On: 19 Jan 2018

Prepared For:

### ► MARKET COMPARISON



1002/36 Shoreline Drive Rhodes NSW 2138

First Rental Price: \$560/W

Current Rental Price: \$560/W

First Listed Date: 24 Nov 2017

Current Listed Date: 7 Dec 2017



Category: Unit: Standard

Distance: 0.00km



312/2 Peake Avenue Rhodes NSW 2138

First Rental Price: \$540/W

Current Rental Price: \$540/W


First Listed Date: 6 Nov 2017

Current Listed Date: 14 Dec 2017



Category: Unit

Distance: 0.00km



**Don't make a wrong decision  
Make a strong one instead**

## **Why should you choose us?**

- We are the first and industry-leading property managers in your local area
- You directly deal with your own property manager
- We know the market and we can guide you on how to maximise your investment return.
- We understand our role is to maximise your income and minimise expenses
- Our team is fully trained and licensed
- Our detailed tenancy agreement includes additional conditions to protect your interests
- We check all the references of tenancy application to select the best tenants for you
- We provide your tenants with detailed vacating checklists to ensure that your property is returned in good condition
- We conduct regular inspections and provide a report to ensure your property is well maintained
- We are proud of our financial reporting system
- Regular investment reports keep you informed, in tune with the market and ahead of industry trends
- We contact you prior to the lease expiry date to minimise your loss by unwanted vacancy
- Our team is proud of our great marketing program
- We care for you



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