



Considering a change?

A guide to changing the management of your investment
to Moloney Real Estate



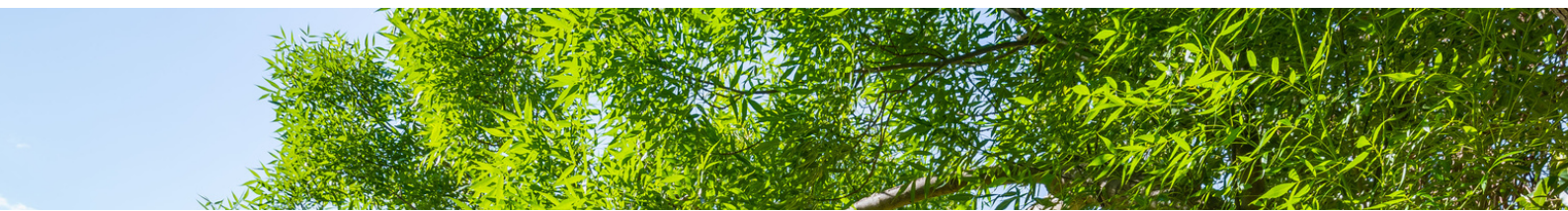
Thinking of making the switch?

Changing your property manager doesn't need to be a difficult process.

Whilst it may seem simpler to stay with your current management agency, making the switch really can give you peace of mind and save you money long term.

We are here to provide you with some factual information and key questions to ask yourself that will assist you in changing the management of your property to Moloney Real Estate.

By just letting us know you would like to bring the management of your property over to Moloney Real Estate, we can take care of the entire change for you.



Ask yourself these questions about your current agency:

- Are they responding to you promptly, or are you continuously chasing them for answers?
- Is your rent consistently paid into your nominated account?
- Are random fees being charged to your account that you were not made aware of?
- At the end of the tenancy, how long does it take to advertise the property and to lease it out again? Do you have long vacancy periods?
- Are tenants being screened properly with full reference checks being completed?
- Are repairs and maintenance being done by quality, registered licensed tradespeople?
- Do you receive regular inspection reports with any suggestions of wear and tear to minimise further deterioration?
- Do you believe the staff are inexperienced and struggle to give you the appropriate advice?

If these questions have got you doubting the performance of your existing Property Manager and you're curious about a shift of management agency, we're here to help.

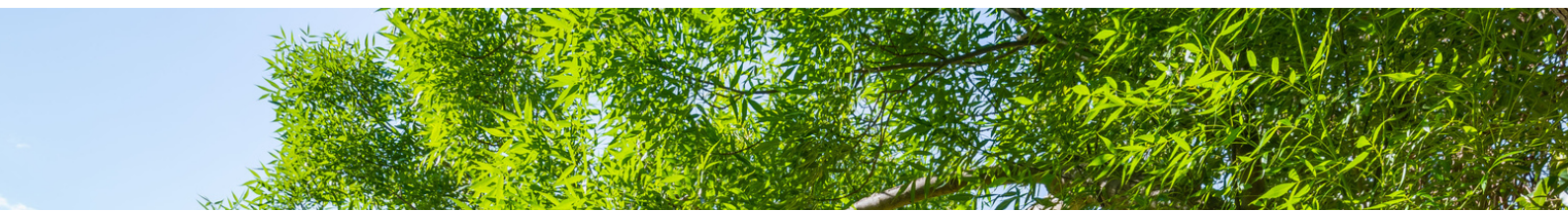
Meet

Moloney Real Estate

When it comes to property management, only an experienced team with finely tuned processes and proactive people can steer your property into a profitable future. Fostering a human connection, our personal touch promotes face-to-face contact, open communication and contributes to building relationships with our clients.

We ensure that making the changeover to Moloney Real Estate is very easy for our new landlords. In many cases we find that you can terminate your management agreement effective immediately, by written notice to the current agency. You don't have to wait until the end of the tenancy agreement either. We find it is an even smoother process to make the switch whilst your property is tenanted.

Just let us know and we can take care of this entire process for you.



Like many other satisfied Moloney Real Estate landlords, this is how you too can make the switch:

- Notify us that you would like us to proceed with the management change, after you have given your current agency notice in writing
 - We'll then send a request to your current agency to inform them on your decision to move to us and arrange a time to pick up the file and keys
 - We will check and fill in the necessary paperwork on your behalf including notifying all accounts to send future invoices to us as well as submitting the change of management form for the bond transfer
 - We will notify the tenant of the change of agency and provide all the necessary information for them to start making rental payments to us
 - Moloney Real Estate becomes your new property managers (as of the agreed date), and everything else remains the same. Around 7 days after management takeover we can organise to meet you at the property (after notice has been agreed with the tenant) for a property inspection, to have a comprehensive walk through of the property
 - We arrange a property inspection to update the existing condition report (if required) and keep you informed each step of the way.
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If you are unsure what information your current agency needs to provide us, here is what we'll need:

- Agent set of keys
- Confirmation of Information Brochure given to tenant
- Up to date tenant rental ledger
- All Water accounts are paid up to date, no invoices are outstanding
- Signed Tenancy Agreement
- Tenant returned ingoing inspection report and tenant contact report
- Signed Bond Transfer of Management Form
- Copy of last routine inspection
- Copy of original bond lodgement form
- A copy of the tenant's application to lease form
- Instruction books and warranties for fixtures, fittings, and chattels in the property
- Copies of photos of the property from the ingoing inspections
- Copies of any certificates of insurance and insurance policies
- List of any outstanding maintenance
- List of any ongoing maintenance or service arrangements (such as pool cleaning, lawn mowing, garden bags, insurance) and contact details for these service providers so that they may be advised
- Any outstanding accounts due for payments by the tenants and landlord?
- Copies of any current breach of termination notices served on tenant

Ready to make the change over to us?

Here are a few things we recommend you do beforehand to minimise any disruption...

Check for any hidden costs

Even if you do give the required notice, there may be agencies who will charge a fee if terminations happens early. Check what your agency is entitled to before giving notice, so you're prepared.

Give the required notice

Check your termination clause of your management agreement. Most agreements request a 30 to 90 day notice period.

Put your notice in writing

Send an email to your current agency advising that you're cancelling the agreement and that one of the Moloney Real Estate staff will be in touch to arrange hand over of management. Moloney Real Estate are happy to draft this on your behalf.

Don't make it personal

If your experience has been unpleasant and you have been treated poorly, it may be hard to keep your emotions in check. Remember that this is a business decision and it will be better in the long run.

Ensure tenants are correctly informed

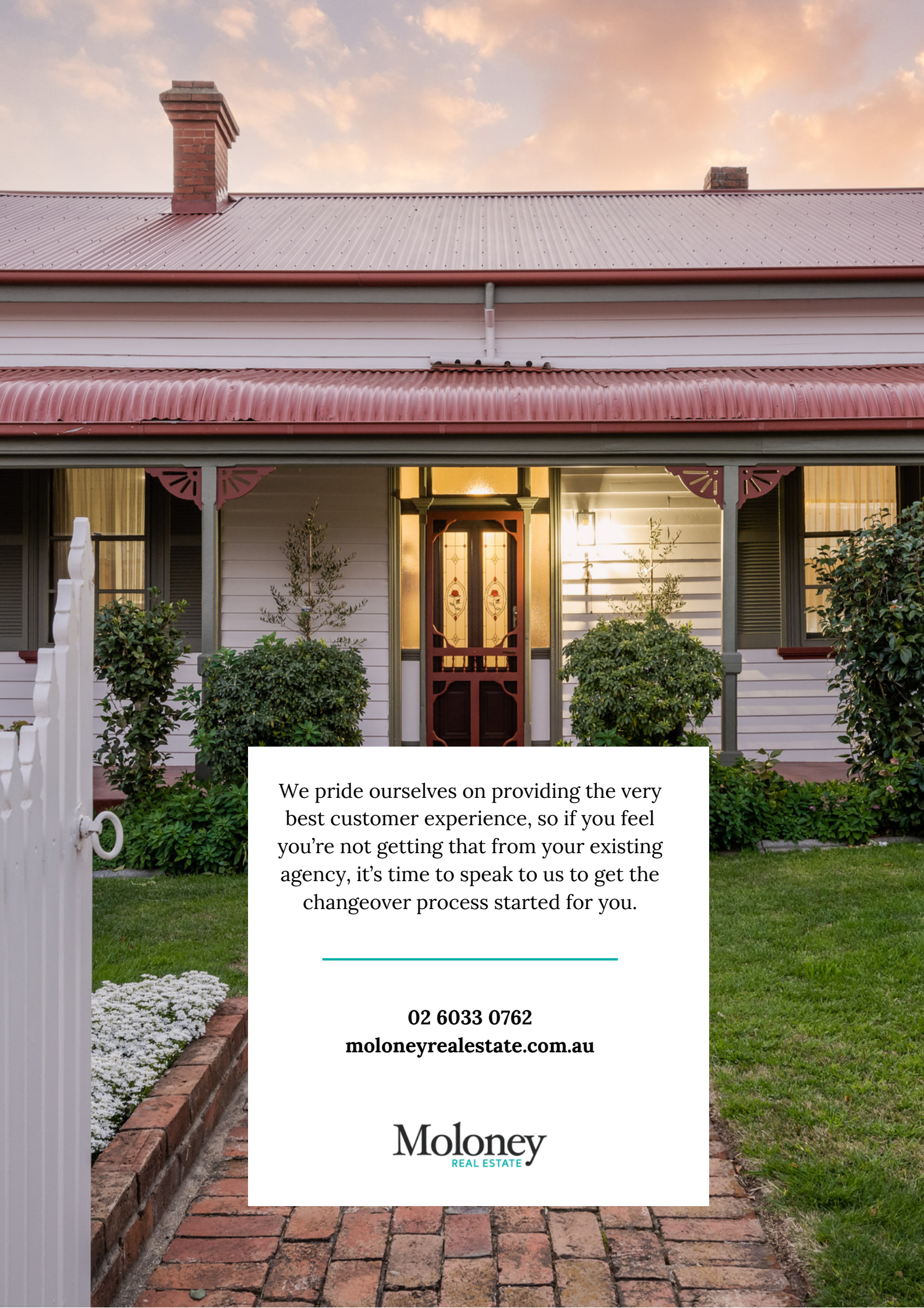
It is really important to make sure your tenants have been notified of the change of management well in advance. They should be informed by the current property manager. We will of course send your tenants a welcome pack letting them know of their new property manager plus arrange a meeting in the office to go through the tenant documentation.

Allow time for the transfer of funds

To ensure the existing agency has paid all prior invoices before transferring the balance, allow funds to be put on hold for a few weeks. The Tenants rental deposits however, will be set up to be deposited into our agencies trust account on the transfer date.

Ensure you receive copies of important paperwork

Always ensure you receive copies of all leases, records of security deposits and a statement of all income and expenses from your former agency. These documents should be sent to immediately upon termination of the contract and kept in your records.



We pride ourselves on providing the very best customer experience, so if you feel you're not getting that from your existing agency, it's time to speak to us to get the changeover process started for you.

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