



Property
Management





ABOUT US

As a market leader in the Central Coast property market, Domain Property Group is an independent agency, proud of our innovative, professional and progressive reputation. With our strategically positioned offices, the Domain Property Group name has been synonymous with exceptional real estate results in the area and we continue to expand our portfolio daily.

Integrity and personalised customer service are very much at the core of our company's culture. These values carry across both our commercial and residential sales divisions as well as our dedicated property management team.

Under the direction and leadership of Brian and David Roy, we continue to focus on building and improving our strong customer service ethic, and developing a 'client for life' relationship with all our past, current, and future clients.

WHY CHOOSE US ?

With our dedicated staff living and working locally, we consider our Property Managers a team of enthusiastic locals who are heavily involved in the immediate community. This gives us tremendous insight into the local market: the previous trends, current movements and future forecasts. We have helped increased clients wealth for countless home owners across the entire Central Coast by finding tenants for their investment properties and we have sold a number of them also. We are confident that we can be of assistance to you, as well.

EXPECT MORE FROM US

What do you look for in a Property Manager?

An agency:

- with a long history of proven record of success
- with a reputation that precedes them
- that knows the area better than anyone else
- that moves properties faster
- that offers private inspections
- that has a thorough understanding of the Residential Tenancy Act

We have a boutique style of rent roll which allows our Property Managers more one on one time for vendors and tenants. We offer it all!





OUR PROPERTY MANAGEMENT NETWORK

Our network of four strategically placed offices enables us to successfully manage properties across both the Peninsula and the entire Central Coast Region.

Our property management team work closely together in a unique way, sharing information and working very closely as a team to achieve the best possible outcome for our vendors and tenants alike.

HERE TO HELP

Domain Property Group has an enthusiastic and experienced Property Management team to take care of investment properties.

We have a strict tenant policy to ensure only the most suitable tenants with reliable references pass our stringent review process.

We aim to make it easy for our landlords by following a structured communications program that delivers the information they need to make the best decisions for the future of their asset.

If you're a landlord or are looking to invest in a rental property, please call us for an obligation-free proposal on how we can help you to achieve the most from your property whilst still maintaining maximum peace of mind.

ESSENTIAL MARKETING

MARKETING

We know how to attract the tenant's attention in a crowded marketplace. Our marketing strategies aren't designed to find an individual tenant - they are designed to attract every tenant possible to your property.

Each campaign is customised specifically to your needs, and is complemented by quality creative services including signage, photography, property brochures, guides and copy writing to maximise interest.

A combination of online marketing including websites and social media, signboards, window cards, database marketing, and brochures used to showcase to the broadest possible audience. If you wish to tailor a specific strategy or package we will happily discuss all options with you.



SIGNBOARD

The signboard is designed to maximise the exposure of your property and allow prospective tenants to locate the property with ease.



PHOTOGRAPHY

A leading professional photographer will shoot an expansive selection of excellent quality digital photographs, which are used for all colour advertising and prints for distribution.

COPY WRITING

We provide professionally written copy to communicate the features of your home to our targeted media contacts and will maximise the public relations potential of your property. Take advantage of the high profile editorial written by Domain Property Group.



WEEKLY PROPERTY GUIDE

Every week across all Domain Property Group offices, our Property Management team will be handing out copies of the Domain Property Group's Property Guide to all prospective tenants and at open inspections, making sure your property gets the exposure that it deserves.

The "open for inspection" is an integral part of the marketing process allowing maximum exposure of the property to multiple applicants with the opportunity to choose the most suitable tenant for the property.



PROPERTY BROCHURES/ WINDOW CARDS

High quality colour brochures and window cards are produced to showcase your property with stunning high resolution images and professionally written text to communicate the outstanding features and the opportunity your property presents.

E-MARKETING



E-MARKETING

We give you a huge online presence by listing your property on the following websites:

- domainpropertygroup.com.au
- onthefhouse.com.au
- realestate.com.au
- allhomes.com.au
- domain.com.au
- homesales.com.au
- homebound.com
- homely.com.au
- splashdisplays.com.au
- homepass.com



ANYTIME ACCESS

With everyone using smart phones and tablets we ensure that all properties are available on all platforms meaning prospects can access domainpropertygroup.com.au, realestate.com.au and domain.com.au at any time, anywhere.



E-BROCHURE

An E-Brochure is an email of your property including the description, open times and photographs. Your E-Brochure is sent via email to people on the realestate.com.au database whose 'search' criteria match the details of your property. E-Brochures have been proven to double the number of times your property is viewed.



SOCIAL MEDIA

Keeping in touch with the community is important to us, and this is why we maintain an active social media presence on Facebook and Instagram. We like to promote links to our currently listed properties, as well as content we find interesting, to our wide client database and likes. Our team is highly active on LinkedIn for an additional networking avenue.

We are the leaders within our industry, constantly challenging our thought processes and developing our trade to give you the leading edge and increase your wealth.

OUR TEAM

We have a team of enthusiastic, honest and passionate Senior Property Managers and Property Officers with a wealth of experience and understanding of the local area, legal obligations and the industry. Our Property Managers instil landlords with confidence by being the absolute best at what they do. Domain Property Group staff turnover rates are extremely low due to the positive workplace culture our offices provide. Expect a relationship of longevity with our Property Management team.



SETTING THE RENT

What is the difference between a vacant property and one with tenants? Defining the appropriate rent.

Our Property Managers have the knowledge and experience to accurately assess your investment to determine the most suitable rental return you would expect to receive. The rental price will be reflected by your property's condition, location, level of demand, economic conditions and local market trends.

At times and where necessary, recommendations for improvement may be offered but there is no obligation to comply.

CHOOSING A TENANT

We have a high standard of expectations when selecting tenants for a property owner. Our selection process is thorough and includes checking rental and employment history of applicants as well as references from previous landlords and agents. We make it a point not to enter into an agency agreement unless the potential tenant meets our strict criteria.

Tenants are always chosen in consultation with the landlord.



SERVICES WE PROVIDE

THE LEASE

We prepare all documentation, including the Lease Agreement along with any additional negotiated terms, and the condition report. Any additional documentation that may be required under the Residential Tenancies Act will also be arranged.

- We meet with the tenants to sign the lease documents
- We collect and receipt the bond via DEFT system
- Ensure the tenants are aware of their rights and responsibilities
- Lodge the security deposit with the Rental Bond Authority in accordance with the Residential Tenancies Act
- Manage rental and lease renewals as agreed. We encourage our landlords and tenants to renew the lease whenever both parties are happy to do so, offering everyone greater security



PROTECTING AND MAINTAINING YOUR INVESTMENT

We take the care and protection of your investment very seriously. The aim of every Property Manager is to ensure your property remains in the best possible condition and to retain your current tenants and to attract future quality tenants.

We establish and maintain property and tenant records, along with correspondence documentation. We respond to all maintenance issues on your behalf using our approved and trusted tradespeople (or you have the option to use your own), deduct maintenance costs from rent (with your prior approval), conduct bond inspections and organise repairs and claims.

CONDUCTING RENTAL INSPECTIONS

We do regular inspections over a 12 month period.

Upon request, we happily provide you with:

- A general condition property report
- Rent review or recommendations in line with market conditions
- Recommendations for maintenance and improvements

RENTAL STATEMENTS

Our rental statements are sent out at the end of each month, payments subject to the clearance of tenant payments and we do offer mid-month payments. Funds are deposited directly into your bank account via direct deposit.

Upon request, we pay all disbursements for our clients, including property maintenance invoices, council rates, water payments and strata fees. Original invoices are attached to your invoices and detailed statements are provided at the end of each financial year.

PAYMENTS AND DEALING WITH ARREARS

In the case where a tenant falls into arrears, we have an automated Property Management system which instantly alerts the tenants without any manual prompting. Please see process below:

Day one: An SMS alerting the tenant they are overdue is sent requesting immediate payment. Texts automatically continue to be sent daily until arrears are paid in full or unless an agreement or payment plan has been agreed upon.

Day five: Email sent and phone call made by the assigned Property Manager.

Day ten: A second email and phone call are made with the view of securing an agreement of payment and commitment of a payment date.

Day fourteen: At fourteen days they are issued a breach notice/ termination notice.

Please note, the risk of arrears is minimal due to our stringent selection process that initially takes place.

TRANSFERRING FROM ANOTHER AGENT

Moving your Property from an Agent to Domain Property Group is a simple process. WE DO EVERYTHING. All you have to do is CALL US.

We arrange the transfer of management of your investment property or properties. This can be done even when a fixed term lease is in place.

The transfer is FREE OF CHARGE

Your current agreement cannot apply penalties unless you agreed to these in your management agreement. Please feel free to ask one of our team members if you are unsure.

Once an agreement has been signed and you provide Domain Property Group with authority to act on your behalf, we arrange the necessary paperwork and collection of keys from your previous agent. We will contact the tenants to reassure them there will be little disruption, arrange an inspection and start the process of delivering the level of service you expect.





PREPARING YOUR PROPERTY FOR RENT

Maximising the amount of your rental income is always largely dependent on your property's condition, presentation and the selling environment. Our Property Managers provide professional advice in relation to the preparation of your rental property.

Our trustworthy and reliable tradespeople are on available when required to assist with any household maintenance, cleaning, painting, tiling, plumbing, garden care, household removal and storage. If you need any other service to ensure your property is able to produce the highest income possible, simply call us and we will be happy to assist.



COMMUNICATION

Our staff are dedicated Property Managers that are trained and specialise in the management of your valuable investment property. We have continual expert training and coaching to ensure we are up to date with the relevant changes to the tenancy act. We use industry leading systems and procedures along with a mix of mobile and web-based products to streamline the many processes required for seamless management.

We pride ourselves on our communication and our availability to our clients and to this end we guarantee that we will proactively communicate with you on all matters relating to your property.

A modern dining room with a large wooden table and white chairs. A large window in the background offers a view of a swimming pool, patio, and lush greenery. A large, curved piece of driftwood is placed on the table. A large, round, glass pendant light hangs from the ceiling. The text "ADDITIONAL SERVICES" is overlaid on a yellow rectangular background in the upper center of the image.

ADDITIONAL SERVICES



SALES

At Domain Property Group, we have a highly experienced and professional Sales team across four locations on the Central Coast. We utilise a combination of proven strategies, tailored to your specific property and requirements, to generate genuine inquiries from potential buyers. Domain Property Group is an independently owned and operated agency. We have an inherent passion for the local area, strong ties to our community and an intimate understanding of our market. We pride ourselves on maintaining integrity and professional standards of excellence at all times. We always aim to exceed customer expectations while maintaining high ethical standards of practice. Our team of professionals are passionate and respected in their field, with strong negotiation skills and an ethical approach to every facet of real estate.

FINANCE

We offer a full mortgage broking service to our clients, whether you're a first time buyer or looking at ways of expanding your investment portfolio, one of our specialists will come to you – at a time that suits – and work with you to find the home loan with the rate and features that's right for you! We take the stress out of the property finance.

Australian Credit Representative 477688 of Vow Financial Australian Credit Licence 390261



Contact Us

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rentals@domainpropertygroup.com.au
www.domainpropertygroup.com.au

Our Locations

1 Blackwall Road Woy Woy, NSW 2256
2B Kendall Road Empire Bay 2257
Erina Fair Shopping Centre Next to Woolworths
3/382 Ocean View Road Ettalong Beach NSW 2257
Deepwater Plaza, Woy Woy (Display Wall) 2256

