

# Jellis Craig

**How to impress your agent!.....**

**.....Are you trying to secure a  
home to rent?**

1. Be on time for the open inspection and stand back and wait for the agent to invite you into the inspection. *Being on time shows you are organised. Standing back to allow the agent to prepare the property for inspection will show good manners.*
2. Ensure neat presentation – tidy hair, clean neat clothing and shoes. If you have been smoking, breath mints and deodorant are advised. You will still need to disclose if you are a smoker on an application though.
3. Introduce yourself, be polite and offer to take off your shoes for the inspection (particularly when its raining or the property has wood floors). *This also shows good manners.*

4. Wait for the agent to be free and ask questions about the property, show them you have genuine interest.
5. When applying, ensure your application is filled out in full. Write a small paragraph about yourself that the agent can read to the property owner and advise your agent that all of your references have been contacted and made aware that a real estate agent will be in touch with them for a reference check. This will allow your agent to process your application much quicker!
6. If your applying to share with friends, nominate a head of house to be the primary contact for the agent. This person will also need to be responsible for collecting rent and ensure it is paid on time each month.

**WAIT! ...**

It doesn't end with just  
securing a good property!

7. When you are notified of a routine inspection (every 6 months), go through the house and give it a spruce up. No dirty laundry on floors, no dirty dishes left on benches. Give the garden a quick tidy - Keep the good impressions going as you will need a new property in the future so a good reference is essential!
8. Make sure you communicate with your agent in a timely manner of any maintenance concerns or safety issues – Owners need to protect their asset and it is in the best interest that the owner is made aware of any issues that could potentially cause damage to their property

## What do Agents check when processing an application for a property?

### Employment history

- Are you organised?
- Are you reliable?
- Are you responsible?
- Do you show leadership skills?
- Do you communicate well?
- Is your income steady?
- Are you well presented?



Not this guy!

## Tenant History

Do you pay rent on time?

Do you maintain the property well?

Are the inspections neat and tidy?

Have you caused damage to the property during the tenancy?

Do you communicate well?

Are you polite when communicating with your agent?



## TENANT INSURANCE

When you lease a property it is important to know that just because the owner has insured their asset, it doesn't mean this covers your assets too. Do you have valuables you need protected? All tenants should have tenant protection.

THEFT

FIRE

FLOOD

Are your possessions covered?



For as little as \$170 a year, receive up to \$25,000 cover for belongings kept on the property including furniture, gaming consoles and electronics. TenantCover is designed to be an inexpensive solution, covering the cost of replacing belongings damaged by common risks.

*“I don't own enough stuff to make insurance worthwhile”*



**REALITY** It doesn't take much for the total value of your belongings to add up. Complete an inventory of all household belongings including electronics (laptop, gaming consoles, stereo), jewellery, clothes, bikes and linen, and you may be surprised by the value of your household items.



#### Fire damage

Covers belongings from damage caused by fire and explosion.



#### Storm damage

Protects belongings from damage caused by storm, rainwater, cyclone and flood.



#### Theft

Covers belongings stolen from the property.



#### Legal liability

Up to \$10 million cover when you are found legally liable for an incident.

TenantCover offers protection for personal belongings housed on the property as long as all external doors have working locks. Sub-limits apply to valuables including jewellery, bicycles and collectables.

## TenantCover Premiums

Our premiums are fixed by state and territory.

NSW	\$217	QLD	\$195	SA	\$170	TAS	\$170
VIC	\$205	WA	\$170	ACT	\$195	NT	\$205

Apply online at [TenantCover.com.au](https://TenantCover.com.au) or call 1800 661 662

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## Are you looking to invest in property? Some good questions to consider...

### 1. How do you maximise your investment?

Check with your accountant to see if your property qualifies for tax depreciation. What is tax depreciation? This allows you to claim tax on depreciable assets in the property which maximises your tax return each year.

## 2. How do you attract the best possible tenant?

### **-Declutter and clean.**

This means windows, skirting boards, appliances, tapware etc... You may have the greatest space in the world but clutter is only going to obscure it and make rooms look smaller. Think of it as a head start to packing up your property. Have some Fresh flowers in the property and add pops of colour that are pleasing to the eye.

### **-Make sure the property looks fresh!**

Fresh lick of paint, new carpet and blinds are basic depreciable assets that require updating every 5-7 years in a tenancy. Remember to keep colour neutral as this will appeal to more people.

### **-Is your bathroom or kitchen looking tired?**

These are the two main areas tenants look at for optimal condition.

### **-Advertising your property.**

Ensure your property is looking its best when it goes online. Remember, first impressions last and you don't want people scrolling past your property online to look at others!

Professional photos are a people pleaser and have proven to increase enquiry level on advertised properties.

## 3. How do you protect your investment?

### **-Building and Landlord Protection.**

Insurance doesn't just mean building insurance. You need to be covered for tenant related issues also.

Loss of rent, Property damage, death of a tenant and everyone's favourite .... pet damage!

Did you know that as of July 1<sup>st</sup> 2019 an owner is no longer able to decline pets at a property?

### **-Careful tenant selection.**

Does your agent do their due diligent checks? Be involved in the tenant selection process with your agent and make sure they are performing all of the necessary checks to allow you to make an informed decision. This is your biggest asset so know who is going to be living in your property!

## Insuring your property is easy with RentCover

RentCover *Ultra* is designed to help investment property owners like you avoid costs that can undermine the value of your investment, like lost income, repairs, legal fees and even payouts for liability claims that may be made against you.

If your investment property is a single dwelling such as a house, combining landlords' insurance with home and contents insurance for your property by using RentCover *Platinum* makes great sense.



### Pet Damage

Up to \$65,000  
Pets not named on lease  
Damage caused by pets covered under the Accidental Damage section of the policy.



### Accidental Damage

Up to \$65,000  
Includes Deliberate & Intentional  
Excluded under most policies, allows for events from wine spills to damage by kids and more.



### Fire

Avoid the risk of total loss  
Includes arson by the tenant  
Some policies will not pay when a fire is started deliberately by the tenant, can you afford the risk?



### Flood

Up to \$65,000 (*Ultra*)  
Up to Sum Insured (*Platinum*)  
Automatically included for all new and renewal policies.



### Loss of Rent

From 6 weeks to 52 weeks  
No excess  
Default of rent, broken leases, denial of access, defined events. Cover for almost every situation.



### Storm/Water Damage

Damage from wild events  
Overflowing basins  
Whether a tree destroys your home or a bath simply overflows, wide ranging events are covered.



### Malicious Damage

Up to \$65,000  
One excess only  
Damage caused maliciously by tenants to your property covered with just one excess applying.



### Hardship

Up to 6 weeks  
Tenant allowed out of lease  
When the rental agreement is legally terminated and the tenant is not held at fault.



### Legal Expenses

Up to \$5,000  
Includes court/tribunal costs  
Time at tribunal minimising a loss can be expensive, cover ensures you are not out of pocket.



### Drug Lab Cleanup

Up to \$65,000  
Includes resulting contamination  
Cover for damage caused by a meth lab or a hydroponic set up which can run into the tens of thousands of dollars.



### Death of a Tenant

Due to murder/suicide  
Death of a sole tenant  
The death of a tenant can create a range of difficulties for a landlord, cover provided up to 52 weeks.



### Liability

Up to \$30 million  
Tenant injury or other loss  
The risk of being sued by a tenant over an injury or other loss is very real, and the costs can be crippling.

## 4. How do you select the right Agent for you?

Selecting an agent is not an easy task. They are looking after your biggest investment so be sure they show care and knowledge.

Do they have a strong local presence and reputation?

How does your agent represent their company and the property?

Attending an open inspection is a good way to see how the agent represents. How is the agent interacting and communicating with prospective tenants? Did they follow up with you after your attendance? Were they on time?

How many properties does the portfolio manager look after?

How many inspections do you do each year? An agent should be inspecting every 6 months. It's a good idea to attend an inspection every 1-2 years with your agent.

What due diligence checks does your agent consider important?

ie. Tenancy checks, property safety and risk assessment

How does the agent market their properties?

Did you feel comfortable with the agent, are you comfortable having open and honest communication?

Avoid choosing an agent based solely on fees

It's a good idea to prepare yourself for your appointment with the agent and have questions on the ready.

And Remember.....



**Please feel free to have a chat with us if  
you have any questions!**