

ALT & SIENNA

ON-SITE PROPERTY & BUILDING MANAGEMENT



Who we are?

We are the proud Management Right Operators at Alexander Lombard Tower & Sienna Apartments. Our Resident Managers and Letting Agents at ALT & Sienna On-Site Management reside at the complex which means we are usually the first to be aware of any disruption, damage or security concerns occurring on site – effectively putting them in the best position to take action efficiently. As a licensed letting agent, we also operate a Letting Business on-site to offer Investors the confidence that there is someone onsite that can provide personal assistance, whether it is details on the complex, or on the local services and activities. The Resident Manager has an obvious interest in the buildings' presentation as it will influence the ability to market the facility in which they are also an investor and pro-active resident manager.



History and Experience

Founded in 1995 and now based in Melbourne, Victoria, a trusted family were exposed to a new and established model for managing high density residential buildings known as 'Management Rights & Caretaking'. With the successful development and adoption of the on-site resident and property management model over the years, the Yardley family envisioned superior management services to their building landlords and residents across Australia.

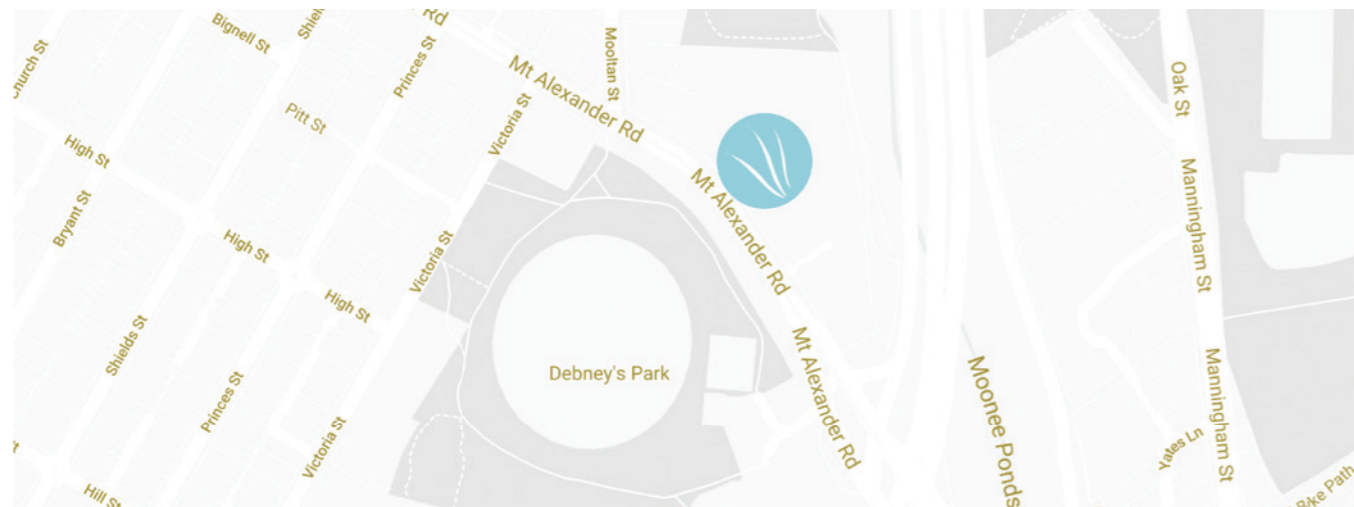
Following the established family-based model whether it be an Owner or a Resident, Our On-Site Management Team, still proudly operated by the Yardley Family, strives to ensure that all stakeholders are provided with professional On-Site care and Management.

Advantages of On-Site Management



Benefits

- Designated & licensed office and reception located in ALT Building open 6 days a week
- Managers reside at complex and on call 24/7 for emergency's
- On-site Caretaker & Property Manager has a financial and vested interest in the proper management and operation of the complex
- Two building's, one market, one focus - Our Managers know the building's market better than anyone to achieve the highest yields by closely monitoring Melbourne's rental market to attain any movements in growth and movements of rent.
- Grow and secure market rent parity to increase market value of the building and your Investment Property
- On-site Handyman for minor maintenance requests not requiring skilled tradesman
- On-Site Letting Agents are available for urgent repairs and can provide rectification of problems in the unit to the benefit of both Lot Owners and Tenants. We ensure no unnecessary call out fees are incurred by the Landlord by simply inspecting the issue first. Our Managers supervise all tradesman and workmanship to warrant the jobs are completed to satisfaction.
- Protect your Investment Property from external profit driven Estate Agents who strive to grow and protect their portfolios and bottom line, not your investment!
- Property Manager is permitted to attend all Annual & General Committee Owners Corporation Meetings on your behalf to keep you up to date with the latest information.
- Unlike other third-party agencies, ASOM regularly partners with other companies to offer incentives such as spare key and locksmith holding services, discounted subscriptions and cheaper cleaning services.
- Being located Onsite enables Tenant Control. Managers meet the applicants to ensure your Building and Investment Property are in the right hands



Location

ADDRESS

Reception, 18 Mount Alexander Road, Travancore, Melbourne, VIC 3032

Our Process

Setting the Rent

One of the first task will be to assess your investment and determine the rental income you can expect to receive. The assessment will reflect the properties characteristics, condition, supply and demand, and economic conditions.

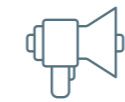
Tenant Selection

Our tenant engagement services entail a thorough step by step process designed to match and partner tenant expectations with your property. It's simple: we will not enter into a Tenancy Agreement with any prospective Tenants who doesn't meet our stringent criteria or your requirements.



CONTACT

Our devoted staff help assist and answer any questions or requests you may have about listing your property.



ADVERTISE

We ensure your Investment Property is presentable to generate maximum exposure whilst advertised.



CHOOSING THE RIGHT TENANT

Our agents are based On-Site to allow for daily open inspections 6 days a week increasing your properties exposure to prospective Tenants to find the right tenant for you. Our screening processes are thorough and uncompromising. These include checking rental and employment histories, Visa status, monetary conditions as well as mandatory personal and professional reference checks.



PRESENTING AND MAINTAINING YOUR PROPERTY

We regulate high property standards with condition reports and routine inspections to ensure that your property is well maintained. All inspections are photographed to ensure the property is maintained in the right condition during tenancy.

Services we provide



THE LEASE

We prepare all documentation required in accordance with the Residential Tenancies Act and the Condition Report. Any additional documentation that may be required under the Residential Tenancies Act will also be prepared.

- We collect and receipt the bond and rental payments for the first period of the Lease Agreement including the lease and security deposit.
- Administer lease renewals as agreed. We encourage our Landlords and Tenants to renew the lease whenever both parties are happy to do so to maintain security.
- We encourage long-term leases of 6 -12 months to facilitate regular Landlord ROI and rental increases.



FINANCE MANAGEMENT & REPORTING

At ASOM we disburse rental payments daily to Landlords to avoid inconvenience to your financial commitments. Our monthly rental statements are sent out at the close of each month. Funds are deposited directly into your bank account after the rent is paid, subject to the clearance of tenant payment.

- We establish and maintain the property and tenants' financial records. Statements are available for download anytime on our 'Owners Portal'
 - We manage and deal with areas in a timely manor
 - Maintain full tax trust account reporting and financial data management
 - End of Financial Year statements
- We pay all disbursements including Owners Corporation Levies, maintenance invoices, council rates and utility Bills on your behalf



PROTECTING & MAINTAINING YOUR INVESTMENT

The care and protection of your investment property is important and needs to remain in good condition to retain its value and quality tenants.

- We will personally handle all and any required maintenance issues. Raised defects under warranty will also be dealt with on your behalf directly with the builder.
- ASOM are also the Building Managers and aware of any defects within the apartments that have been ascertained under warranty.
 - Deduct maintenance costs from rent with your approval
 - Conduct bond inspections and organise any repairs and claims.
 - Have a list of trusted quality tradespeople for works requiring skilled tradesman
 - ASOM house an On-Site handyman to attend to any minor repairs and maintenance in your property which don't require a skilled tradesman – saving Landlords unnecessary call out fees.



CONDUCTING RENTAL INSPECTIONS

ASOM's policy is to inspect all properties twice a year. The first inspection will take place in the third month of the lease. The remaining inspections occur every 6 months from the completion of the initial three-monthly inspection to coincide with the rent review.

- We regulate high property standards with condition reports and routine inspections to ensure that your property is well maintained. All inspections are photographed to ensure the property is maintained in the right condition during tenancy.
- Report on whether any maintained or improvements are required.



ADVERTISING

Our significant marketing share and expertise in ensures that your property is viewed by prospective Tenants interested in renting in the area. We also house the best photography equipment to advertise your property in the most presentable and up to date fashion. Our advertising team ensures that your property is listed across all major advertising channels to generate maximum response for your properties.

Schedule of Fees & Services

Management Fee	6% (Ex GST)
Sundries, Postage & Petties	\$8.00 per month (Ex GST)
Leasing Fee & Renewal Fee	Leasing Fee: One week rent + GST. Renewal: \$88.00 (Inc GST)
Advertising Fee	\$88.00 (Ex GST) - fee subject to change
Tribunal VCAT attendance (if required)	\$150.00 (Ex GST) - VCAT Fee applied upon application - subject to change

SERVICES INCLUDED AT NO EXTRA COST TO OUR MANAGEMENT FEES, BUT NOT LIMITED TO, ARE AS FOLLOWS:

- Internal Professional Routine Inspection Reports with photographs
- Entry & Exit Condition Reports with photographs
- Transfer of rental funds to nominated accounts
- Maintain full tax trust account reporting and financial data management
- Payment of invoice for maintenance coordinated on your behalf
- End of Financial Year statements
- Lease renewals & rent reviews
- Maintenance co-ordination with tradesman
- Maintenance co-ordination with builder for warranty works



At ASOM, we value the satisfaction of all our customers, owners and tenants alike. Therefore, it is important for us to find the right match for your property.

OFFICE

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PHONE

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ABN

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LICENCE NO.

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altsienna.com.au