

your investment property

STRATEGY AND PROCESSES

N◻VAK



let's
talk
about
you.

“ Throughout your investment journey, we intend to meet all of your expectations and reach your property investment goals. Our focus is on guiding you and providing you with a stress-free experience ”



keeping you in the loop

Communication is the key to becoming a good Property Manager and we understand that keeping you up to date on your asset is important to you. For this reason, we have operating software in place that allows all landlords access to an online portal, providing them with an up-to-date breakdown of all property related finances and repairs. The team within the Property Management Department also take great pride in their personal communication with landlords and are happy to communicate in which ever way is easiest for you.

finding the best tenant

The type of tenants we are looking for are those who are excited to move into your home and protect your asset like it is their own. By finding tenants with this attitude, the whole process is much smoother and makes your investment journey less stressful.

property reports

There are three main reports that we use to protect your asset. The ingoing condition report is carried out prior to the tenant leasing the property and contains photos and comments on the condition of each room. Throughout the tenancy, routine inspection reports will be carried out and will provide photos and comments on the condition of the property without being too intrusive on the tenants. At the completion of the tenancy, a vacate inspection report will be carried out by comparing the condition of the property with the ingoing condition report.



novak maintenance

At any stage throughout your investment journey, Novak Maintenance will be available to help maintain your asset with any general handyman work that is to be carried out. This may be in the form of preventative maintenance, repairs throughout the tenancy, or helping the tenants carry out any repairs that may be noted on the vacate inspection report. You can be assured that Novak Maintenance uses the most reliable trades offering the most competitive prices.

protecting your asset

We are also here to help protect your asset and ensure that the property is well looked after and maintained to an on-going high standard. In doing this, your property will become more attractive to high quality tenants or possible purchasers should you decide to sell.

marketing the property

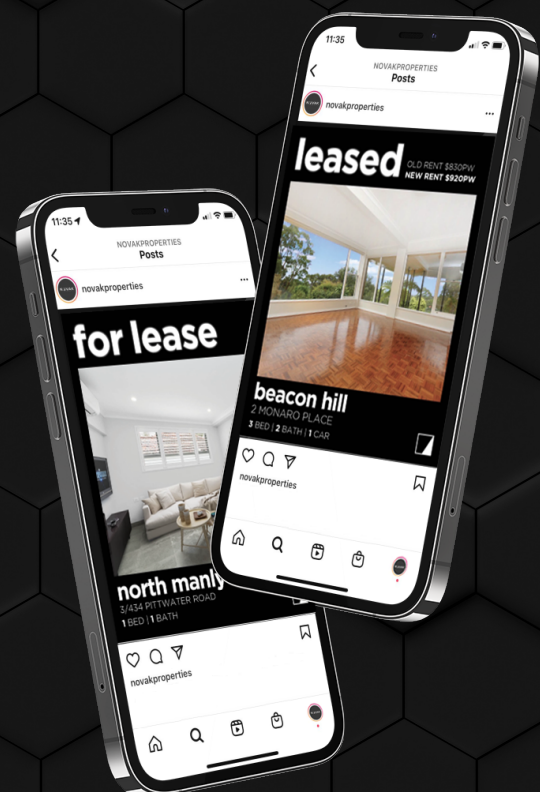
Before we find the right tenant for your property, it's first important to market the property in a modern and professional manner. To do this, we have an in-house photographer who will take professional quality photos that will then be uploaded to all major online real estate portals with an in-depth description of your property.

the selection process

After the open homes have been completed, the processing of applications will take place. This involves checking the tenancy database for the tenants names, obtaining a rental reference for the tenants and ensuring all payslips and income statements that have been provided are correct. We are very selective throughout this process and are also looking for tenants who provide well prepared applications.

managing your property

There will be ongoing routine inspections throughout the tenancy which will be emailed to you directly and uploaded to the online portal for further viewing in the future. We will also ensure that any rental arrears are dealt with and that all repairs and maintenance are carried out by qualified tradesman. We also have staff and advisors in place who will be able to provide you with any information you may require in regards to further investment opportunities, accounting, insurance policies, superannuation funds and development opportunities.



stuff you need to know

how much is my property worth?

With the local knowledge that Novak has, along with researching comparable properties on real estate portals and property data software, we aim to achieve market value and achieve the best possible result for our clients, although if there is limited feedback, we will adjust the price to where it meets the market. It is also important to remember that sometimes we may not achieve our desired price due to a range of market conditions, although it is better to have some rent instead of none.

how long will it take to find the right tenants?

This may depend on the current market conditions and how the property is priced with comparable properties. However, we are constantly talking to prospective tenants and will do our best to lease the property as soon as possible.

how long will tenants sign a lease for?

We suggest starting leases for six months to ensure that the tenants are looking after the property and that all parties involved are happy. After the initial six months, we would then proceed with a 12 month lease.



how can I attract high quality tenants?

We certainly suggest keeping the property in an immaculate condition throughout the advertising process and this will help attract high quality tenants.

what happens if my property is damaged?

Prior to signing a lease agreement, it is a requirement that the tenants pay four weeks rent as a bond and this is held in case of damages that are noted on the vacating inspection report.



what if tenants don't want to sign another lease?

This is sometimes the case. Although we are unable to force the tenants to sign a new lease, they will be required to provide us with written notice to vacate within the required time frame.

how will my asset be protected?

Prior to the tenants moving into the property, we will carry out an ingoing condition report, which will then be used as part of the vacating process. Throughout the tenancy we will carry out 3-4 routine inspections each year to ensure the property is being looked after to our standards.

will I be able to enter the property throughout the tenancy?

By Tenancy legislation, the Agent or Owner can attend the property four times per year. In the event of any urgent repairs, the owner can attend with prior written notice given to the tenant.

what if tenants fail to pay the rent?

If the tenants fall behind in rent we will remind them that they have signed a residential tenancy agreement that needs to be adhered too. If they continue to not pay rent, once they are 14 days in rental arrears we will issue them with a termination notice.

how are tenants selected?

We have a very strict application process and are looking for tenants who have submitted a well prepared application.

Our application process includes a tenancy database check, a rental reference from the current agent, along with employment, financial and identification checks.



what's it going to cost me?

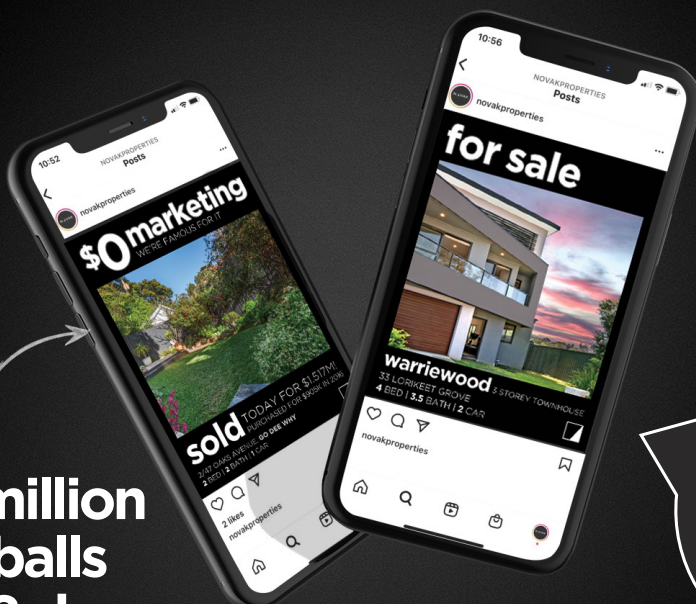
To lease & manage your property is **one weeks rent** (plus GST) and a \$55 lease preparation fee. Our Flexi Management Fee is 5% - 8%.

what is the cost to novak per property?

social media
photography & copywriting
advertising & marketing
signboard & brochure
in-goings & out-goings
rentals admin
routine inspections

priceless
free at novak
free at novak
free at novak
free at novak
free at novak
free at novak

3.1 million
eyeballs
in 28 days.



get in front of a bigger audience.

our social reach is one of the biggest in the country.

f i n YouTube
@novakproperties

45+ years

OF COLLECTIVE EXPERIENCE MANAGING YOUR PROPERTY



Branka Stankovic
bstankovic@novak.com.au
0413 466 178

17+ years at novak

Branka manages the Property Management division strategically, overseeing 1600+ properties.

With over 17 years at Novak Properties, her accounting and service acumen guarantees exceptional support for landlords and tenants, reflecting her extensive experience.



Cleo Whithear
cwhithear@novak.com.au
0405 303 972

16+ years at novak

For over 16 years, Cleo has thrived as a Senior Property Manager at Novak Properties. Possessing vast expertise and exceptional customer service,

Cleo efficiently oversees a diverse property portfolio, ensuring landlords maximize their investments in the current market.



Tina Stacey
tstacey@novak.com.au
0418 113 843

10+ years at novak

Tina's 15+ years of real estate experience, including ten at Novak, make her a vital asset.

Her deep understanding of property and business, along with multitasking skills, aids tenants and landlords effectively.



Melissa Aarden
maarden@novak.com.au
0451 163 517

5+ years at novak

With 5 years of experience in real estate, Melissa brings a fresh perspective and a strong commitment to her clients. Her comprehensive understanding of the market, combined with her ability to manage multiple tasks efficiently, allows her to provide exceptional service to both tenants and landlords.



john bekis
LANDLORD SUPPORT
0481 447 193

Exclusive landlord support

Responsive and proactive communication

- Instant responses to landlord inquiries and issues via WhatsApp.
- Proactively address any concerns or maintenance needs.

Friendly and courteous service

- A welcoming atmosphere for all interactions.
- Handle all communication with professionalism and respect.

Extensive background in property rentals

- Leverage years' of experience to navigate various rental scenarios.
- Stay updated on industry trends and best practices for effective property management.

Unrivalled landlord support; John's expertise

- Benefit from his specialised knowledge and skills in property management.
- Receive personalised attention and advice tailored to individual landlords and their property needs.

In-depth local knowledge

- Understand the nuances of the local market, including rental rates and tenant preferences.
- Offer insights into neighborhood amenities, schools, and community dynamics.

Guidance for landlords

- Assist and advise landlords on setting rental prices based on market demand and property features.
- Provide strategic advice on property maintenance, upgrades, and investment opportunities.

Impeccable property management

- Emphasise the importance of proactive maintenance and tenant satisfaction.
- Strive to uphold the reputation and value of the landlord's property portfolio.

Catering to diverse clients

- Tailor services to meet the unique needs of individual clients.

NOVAK

novak.com.au | 8978 6888

**we
never
sleep
24/7**