

uestions to Ask before you lease your home

CAYZER RENTALS

Whatever the reason, deciding to lease a property can be a very stressful time. Over the following pages we answer some of the questions that will help you understand the process.





Since 1986, Cayzer Real Estate has specialised in selling and leasing properties in Melbourne's Inner Bayside (Albert Park, Middle Park, St Kilda West, St Kilda, Elwood, Port Melbourne, South Melbourne, Docklands and Beacon Cove).

WHY SHOULD I BE TALKING TO CAYZER?

We manage your property as if it's our own. We adhere to a strict approach with tenants – so much so that tenants who become landlords choose Cayzer Rentals to manage their properties. We have a high standard of tenants who through their experience with us, choose to rent again and again through Cayzer Rentals.

WHAT MAKES YOU DIFFERENT?

The Cayzer Rentals team has the expertise that can only come from years of experience. Our pro-active approach to management means we rarely have matters that require VCAT hearings. Our Cayzer Property Management System is the best because we document and monitor the tenancy from day one until the tenant exits – which protects you, the landlord.

WHO WILL BE LOOKING AFTER OUR HOME?

You will have your own dedicated Cayzer Property Manager. Of course, if that person is on holiday or sick, another Property Manager has access to all the relevant information through our Cayzer Property Management System and can deal with any problem or answer any question.

WHAT DO YOU DO FOR YOUR MONEY?

We relieve you of the stress of being a full-time landlord. We market your property, then screen every application, obtain references, collect rent, arrange payments of outgoings, arrange repairs and maintenance, carry out annual inspections, and in the rare instance, represent you at VCAT (Victorian Civil and Administrative Tribunal). We handle any disputes with tenants expertly on your behalf.

WOULDN'T WE BE BETTER OFF TALKING TO A FIRM THAT HAS OFFICES ALL OVER TOWN?

Unlike the franchise Real Estate Agents, Cayzer specialise in properties in Inner Bayside, so we have a greater depth of knowledge and experience of values, prices and conditions that will directly affect your home.

WHAT CAN WE DO TO MAKE SURE OUR HOME ATTRACTS THE BEST TENANT?

Make sure your home is in the best condition to attract the best tenant. Make sure the garden is tidy, the roof and gutters are in good order, the windows and paintwork are clean, and the kitchen and bathroom sparkle. If you do not have the time to do this, your Cayzer Property Manager can advise on the best person for the job.

HOW CAN WE BE SURE YOU'LL FIND US A GOOD TENANT?

We will meet the prospective tenant, check all references including employment, rental and credit history, National Tenancy Database history and personal references. Then we will make our recommendation to you based on this thorough research.

HOW LONG DOES IT TAKE TO FIND A GOOD TENANT?

Our priority is to find the best tenant, rather than let your home to the first available person. Unfortunately not all Property Managers work to this principle.

CAN ANYONE JUST WALK IN AND VIEW OUR HOME?

No. Keys are not handed out. To protect you and your neighbour's security all prospective tenants are accompanied by a Cayzer Property Manager when they view your home.

HOW OFTEN CAN THE RENT GO UP?

We review rents every twelve months. Three months before the lease expires, your Property Manager will make a recommendation for the next twelve months' rent.

HOW WILL WE RECEIVE OUR MONEY?

Rental payments are paid to you monthly and can be paid by direct deposit to your nominated bank account or by cheque. You will receive a monthly statement itemising any deductions such as rates, owners' corporation fees or maintenance costs that you have instructed us to pay.

WHAT ABOUT TAX?

At the end of the financial year, June 30, we will prepare and send you a complete financial statement to cover the previous twelve months. This can be given to your accountant for taxation purposes.







WHAT HAPPENS IF THE TENANT FALLS BEHIND WITH THE RENT?

Our computerised Property Management System immediately informs your Property Manager when a rental payment is overdue. Urgent action is taken to make sure it is paid straight away.

HOW DO YOU CHARGE?

Our fees are worked out on a percentage of the annual rent. This is calculated by your Property Manager after the property has been inspected and your requirements ascertained.

HOW DO YOU MAKE SURE EVERYTHING WE LEAVE BEHIND WILL BE THERE WHEN WE RETURN?

Before the tenant moves into your home we prepare a detailed Condition Report that will be signed both by the tenant and your Cayzer Property Manager.

HOW CAN I BE SURE MY GARDEN WILL BE LOOKED AFTER?

We can arrange for a trusted gardener to maintain your garden.

SHOULD WE GET EXTRA INSURANCE?

Your insurance will alter if your home is changing from an owner occupier to a rental property. We recommend you contact your insurance company for the appropriate insurance.

WHAT HAPPENS IF EMERGENCY REPAIRS HAVE TO BE DONE?

If there is an emergency that could endanger life or cause extensive damage, such as a burst hot water service, a blocked or broken lavatory system, serious roof leaks, gas leaks, dangerous electrical faults, serious storm, fire or flood damage, we act immediately and inform you at the earliest opportunity.

WHAT ABOUT LONGER TERM MAINTENANCE?

The scope of work and costs will be sent to you and must be approved by you before any work is started. With nearly thirty years' experience, we have an unrivalled list of the very best tradespeople in the area.

WHAT HAPPENS IF THE TENANT BREAKS THE LEASE?

A Residential Tenancy Agreement is a legal document that is binding on both the landlord and the tenant. If the tenant chooses to break the lease they have to pay the cost of finding a new tenant and rent for the time your home is vacant.

HOW MUCH OF OUR TIME WILL LEASING OUR HOME TAKE?

Initially a few hours to get everything organised, but once the initial paperwork has been completed and the house let, only a couple of minutes a month to read the statement.

HOW OFTEN WILL YOU BE IN TOUCH WITH US?

You will receive statements every month by mail or email if you prefer. We will contact you to seek your permission and approval for any repairs to be carried out and to inform you if there is a change of tenant.

HOW OFTEN WILL YOU INSPECT THE PROPERTY?

After six months for new tenants and annually after that to ensure the tenant is maintaining your home in good condition. If the Cayzer Property Manager has any concerns a six monthly inspection will be arranged.

CAN WE INSPECT THE PROPERTY, FOR INSTANCE ON OUR TRIPS BACK TO MELBOURNE?

Yes, but by law we need to get the tenant's approval and give them at least seven days' notice.

WHEN THE PROPERTY IS UNTENANTED, WHO IS RESPONSIBLE FOR THE RATES?

The owner.

WHAT HAPPENS IF THERE IS A SERIOUS DISPUTE WITH THE TENANT?

This is when the experience of the Cayzer Rentals team makes a big difference. Your Property Manager is trained to negotiate and to make decisions that comply with legislation and protect your interests.

CAN YOU HELP IF A DISPUTE DOES GO TO VCAT?

In the unlikely event of it being necessary to attend VCAT (Victorian Civil and Administrative Tribunal) we will represent you with our detailed records of the tenancy.

ISN'T THE LAW ON RENTAL PROPERTIES CONSTANTLY CHANGING?

We constantly monitor the continually evolving legislation and requirements set out by Consumer Affairs Victoria, to make sure that our management of your home or property protects your interests.

All Residential Tenancy Agreements and Condition Reports are prepared in accordance with the Residential Tenancies Act 1997 and other legal requirements. Trust Accounting records are handled in accordance with the Real Estate Agents Act 1980.

What do our clients say about us?

HOW CAN I ADD POINTS THAT AREN'T IN A STANDARD LEASE?

No home or property is the same, so your Property Manager will be happy to add conditions to the lease that suit your particular requirements. Of course all conditions must comply with legislation and Consumer Affair regulations.

WHO'S RESPONSIBLE FOR THE SMOKE ALARM?

Recent changes have resulted in the owner being responsible for the property complying with the relevant building codes, including the installation of smoke alarms. Cayzer Rentals ensures smoke alarms are serviced annually.

WHAT IS THE BOND?

The bond is the money your tenant pays as a security deposit and it is lodged with the Residential Tenancies Bond Authority. At the end of the lease your Cayzer Property Manager can negotiate with the tenant to claim some or all of the bond if the tenant has caused damage or owes rent.

WHAT HAPPENS WHEN WE WANT TO MOVE BACK IN?

We call the tenant to let them know that we will be sending them a formal written Notice to Vacate.

HOW MUCH NOTICE DOES THE TENANT NEED TO RECEIVE?

If they have a month to month Tenancy Agreement they must receive 65 days' written notice. If they have a fixed term Tenancy Agreement they cannot be given a Notice to Vacate before the end of that Tenancy Agreement.

I HAVE A FEW MORE QUESTIONS, WHO CAN I SPEAK TO?

You can contact either office at Albert Park (03) 9699 5999 or Port Melbourne (03) 9646 0812 and ask to speak to a property manager.

Cayzer's rental department has, as usual, done an excellent job...it is by far the best rental management firm we have ever dealt with.

B.K.

We have been delighted to do business with Cayzer Real Estate for over five years...brilliant tenants... nary a hiccup in management, being well advised on requests, those little personal touches... has given us a worry-free rental period in the house that is now to be our home.

P.W.

I have been a client of Cayzer Real Estate for about fifteen years.... as most of my work is conducted overseas for long periods of time my Cayzer property manager has had to take full responsibility for all aspects of the property management....I am extremely happy with the service.

R.B.

...would like to sincerely thank you for the outstanding level of service and commitment you have shown in relation to the management of my property.

Peter

We thank you for all your hard work and patience with us in your management of our properties. We can't thank you enough for making it easy and seamless.

M&C

Thanks for the update and your continued top management of the property.

Nick

I would to take this opportunity to say thanks for doing a great job! I have other properties, and am in contact with several Real Estate Agents. Just to let you know that you and your staff are the best and also most efficient one. Thanks for that!:)

Christina

We'll certainly recommend you and Cayzer to others as we've been delighted with the friendly, prompt and highly efficient service that you and your team have provided.

J&G

... you have been amazing as an agent. Kept us in the loop and always been there when we've needed, so thank you.

Alex

Thanks for all your hard work throughout this rental process. I must say I have never come across a rental real estate agent as hard working as you are. You are absolutely amazing! You have returned every phone call, replied to every email and have kept us up to date after each inspection, each enquiry. It is actually quite breath taking to have come across a real estate agent like you. In all the years that we have had to deal with rental agents I've never ever come across someone as brilliant as you. You've really made this stressful period a lot easier! Thank you!

Rachael

I just wanted to take this opportunity to write to you and commend you for your amazing service...I come from a real estate background myself & I have been a renter for the last 18 years, so it's safe to say I have had my fair share of dealings with property managers and I can honestly say you are without doubt the best and most professional PM I have ever dealt with. Your customer service is second to none, you are a delight to deal with, you always get back to me and nothing is ever too much trouble.

Kim

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