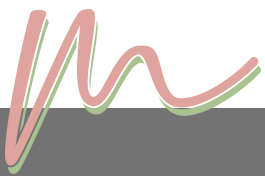




MATTER PROPERTY

RESIDENTIAL SALES | PROPERTY MANAGEMENT

THE EASE OF SMART PROPERTY MANAGEMENT



Matter Property is a fully licensed, and REIQ accredited, real estate agency based in North West Queensland. We pride ourselves on excellent service and are dedicated to being, The home of real estate expertise in the Outback. With over 30 years of combined real estate experience within our exceptional team, we believe that our geographic isolation should be no barrier to excellence, and our team looks forward to providing you and your property with the highest level of service for both investment property management and sales.

Whether you are looking to sell, buy, lease or rent we will be your best and most trusted advisors during your journey.

LOOKING FOR A FRESH START?

The benefits of placing your investment property in the hands of the Matter Property team are many and include...

- An experienced property management team that works in your best interests
- An innovative team that employs the latest technology to best protect your most important investment
- Innovative Landlord Portal allowing you secure and convenient 24 hour access to updates on your property and access to all your financial records
- Dedicated Tenant App providing real time access to tenants to facilitate more timely maintenance reporting, online access to their rental statements and receipting for better agency-tenant communication
- Dedicated rental booking app to allow potential tenants to book into rental showings 24-7 wherever they are
- Dedicated rental application tracking app to provide regular updates to applicants for faster application processing for our owners and tenants
- A selective approach to tenant application processes, so we can get the best possible tenant for you
- Affordable and effective property advertising to ensure maximum marketing exposure; online, in-print and on social media
- Prompt attention to arrears and maintenance, and reliable and regular inspections, so you can sit back, relax and let us take care of your property
- Competitive rates with no hidden costs; no extra charges for lease renewals, market reviews or maintenance management.

What are you waiting for?

Contact us today and start the journey to better property management
(07) 4743 5911 or admin@matterproperty.homes

OUR MISSION

To maximise our client's income and to protect their investment through exceptional Property Management Services whilst ensuring all tenants receive the very best of care.

OUR SERVICES

PRIOR TO TENANCY

- Inspection of your property and cost- free no-obligation market appraisal
- Preparation of all management documentation
- Organisation of any repairs or improvements including; Smoke alarm and pool certificate compliance
- Photography and advertising of property - print and digital options
- Showing of property and screening applicants for tenancy
- Preparation of lease documentation, entry reports and photos
- Use of "Inspect RE" app to allow online rental bookings and tenant updates on progress of applications
- Prompt owner reporting to discuss applications and regular email updates during vacancy periods

DURING THE TENANCY

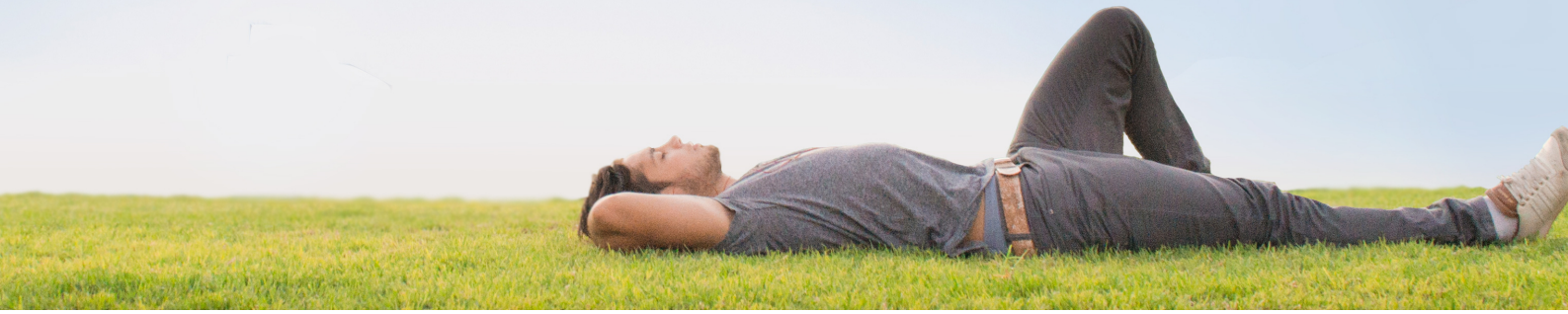
- Monitoring of rental payments and arrears procedures
- Co-ordination of maintenance
- Regular routine inspections and prompt reporting to landlords
- Resolution of any issues or breaches in a timely manner
- Settlement of any creditor invoices
- Our cloud based management system allows for up to minute arrears management with SMS reminders and emails to help keep tenants on track with rental payments
- Lease renewal management with up to date market reviews, so we can get you the best return on your investment possible
- Landlord portal allows you real time access to your financials and to keep track of your property inspections
- Tenant app allows tenants to stay up to date with their rental payments and report maintenance quickly and easily

ENDING AND AFTER THE TENANCY

- Issuing/collection of the notice to leave forms
- Prompt owner updates on the vacate process
- Working with tenants to ensure correct handover is assured; full exit inspection performed to ensure property is left in same condition as when rented, with all keys returned and outstanding items attended to.
- Returning or withholding the bond as required
- Ensuring property is ready for re-renting



THE BENEFITS OF LISTING YOUR RENTAL PROPERTY WITH OUR TEAM... YOU CAN RELAX AND LET US TAKE CARE OF EVERYTHING



ACHIEVE MAXIMUM MARKETING EXPOSURE

To ensure your property gains maximum exposure, we offer the following marketing inclusions for your rental marketing at no extra charge;

Advertising on www.matterproperty.homes and www.domain.com.au plus numerous other partner websites.

Inclusion in our Matter Property Facebook Page and Mount Isa Houses for Sale and Rent Facebook Pages

Social Media advertising campaigns

Digital Office window display – your property displayed on our huge 42" Samsung Screens 24 hrs, 7 days a week

Inclusion in our rental property guide

Subscriptions to "Inspect Real Estate" which allows your potential tenants to book and register for property viewings direct from our websites 24 hours a day, 7 days a week (this includes text and email booking reminders to clients of their appointments to view your property at no extra charge)

Application tracking which auto updates potential tenants of the stage at which their application is thus speeding up processing time, and assisting us to find you a great tenant faster.

MEET OUR TEAM



SHERRIE TUPPURAINEN - PRINCIPAL & LICENSEE

Sherrie Tuppurainen is the dynamic Licensee and Principal of Matter Property; pursuing excellence by helping her team provide you with a flawless sale or management experience is what drives her, and she looks forward to working with you to get the very best out of every aspect of your properties - whether that be buying, selling, renting or property management.

A firm believer in hard work and striving for continued excellence, Sherrie can say with absolute confidence that you will be delighted with what she and her team have to offer you.

Phone: 0403 888 506 email: sherriet@matterproperty.homes

JENNY LOGAN - SENIOR PROPERTY MANAGER & LICENSED AGENT

Jenny Logan is Matter Property's Senior Property Manager, and with over 18 years of property management experience behind her, there is not much that phases her. "Grace under pressure" could easily be Jenny's motto as she expertly manages every aspect of your investment property or tenancy. Known for her dedicated work ethic and attention to detail, Jenny has all your bases covered so you can relax and enjoy your investment property with happy tenants.

When she's not at work Jenny is a super busy mum of one, plus a puppy mum of two. Jenny is an avid cook and no birthday in our office is complete without one of her special cakes. Like all of our team Jenny is a community champion, being involved in masses of community projects throughout the year.

Phone: 07 4743 5911 email: jennyl@matterproperty.homes

TONI GLANVILLE - PROPERTY MANAGER

Toni Glanville is one of Matter Property's excellent Property Managers. Working alongside Jenny Logan, they are the only team you would want looking after your property.

Toni brings to the table a massive wealth of local knowledge and connections to make our landlords' and tenants' lives easier. Passionate about real estate and a consummate hard worker, Toni's infectious laugh can be heard a mile away as she starts every day with a smile to make every real estate transaction a breeze for our landlords and tenants alike. Outside of work, Toni is a Nana to five beautiful grandbabies and the absolute Queen of Christmas time, with Toni using her incredible crafting skills to delight the neighbourhood with a truly amazing festive display at her house each year.

Phone: 07 4743 5911 email: tonig@matterproperty.homes

MEET OUR TEAM

RANITA TOHOLKE - ACCOUNTS & CONTRACT MANAGER

Ranita Toholke is our Trust Account and Contract Manager, and probably one of the most important people in our office; though she would not say so herself.

Working tirelessly behind the scenes every day to ensure all our client's finances are on track and up to date; Ranita is the last word in organisation and attention to detail.

In between overseeing that all of our office finance and contract transactions are perfect in every way, Ranita balances a busy home life with extensive volunteer work (along with her husband Tonka) for men's mental health charities.

We are extremely proud to have her in the Matter Property family.

Phone: 07 4743 5911 email: accounts@matterproperty.homes

CHAYLEY MACHINA- SALES AND RENTAL ASSISTANT

Chayley is a welcoming ball of energy whom we are just delighted to have in our team.

Passionate about real estate, with exceptional customer service and boasting fantastic problem solving skills to boot, Chayley is the excellent Rental and Sales Assistant we've been waiting for.

Chayley works alongside the hugely experienced Sales Team to take care of the little but important details so that your real estate experience is better than ever.

Outside of work Chayley is a loving cat mumma, and a bit of a movie buff!

Phone: 07 4743 5911 email: admin2@matterproperty.homes

Phone: 07 4743 5911 email: admin2@matterproperty.homes

MEEGAN JOYCE- SALES AND RENTAL ASSISTANT

Megan is our excellent administration assistant and the absolute last word in hard work and dedication. Megan's amazing attention to detail, passion for real estate and her commitment to customer service make her a valuable asset to our team.

The whole Matter Property office is delighted to have her on our team, and we know your real estate experience will be better for having met her.

Outside of work Megan is a busy mum to her daughters and fur babies.

Phone: 07 4743 5911 email: admin@matterproperty.homes

WHAT OUR FEES INCLUDE

MANAGEMENT FEES - 10% PLUS GST

A fee is charged for the ongoing tasks completed in the day to day management of your property. These tasks include, but are not limited to:

- Rent Collection
- Rent Arrears tracking and reporting
- Rent deposited to you
- Income and Expenditure reporting
- Maintenance management and reporting
- Tenant Management and reporting
- Property Inspections and reporting
- Lease Renewals
- Legislative Act compliance requirements
- Correspondence
- Daily Property Management & reporting

LETTING FEES - 1 WEEK'S RENT PLUS GST

Each time a new tenant moves into a residential property a fee equivalent to one week's rent plus GST will be charged for the following services.

- Comprehensive Entry Condition Report
- Attending the property for viewings
- Processing Tenancy Applications
- Verification of applicants & reference checking
- Access tenant database services (TICA)
- Applicant identity and income verification
- Selection of a qualified tenant
- Preparation of all lease documentation
- RTA Bond lodgement and remittance
- Thorough lease sign up & key handover
- PLUS
- Postage & Petties - \$7.70 per month
- Online advertising upgrades - \$79.00 per property per new tenant
- Full set of professional property photographs \$150 (One off cost)

COME JOIN US

It's a very simple process:

We view your property and provide a Rental Appraisal

We prepare your Management Agreement for Signing

You organise your Landlord Insurance

Arrange for a Pool Safety Certificate (if applicable, and we can arrange this for you)

Arrange for Smoke Alarm Compliance (we can arrange this for you)

The property is cleaned and prepared for tenants

Hand-over of keys to our Office



THINKING OF SWITCHING FROM ANOTHER AGENCY? NOT A PROBLEM

You can change managing agents without affecting the tenancy in any way, even if your property is tenanted and on a current lease.

All management agreements have a notice period for termination, usually a 30 days. We can send the appropriate documents to the agent on your behalf and make arrangements to collect all your files, keys and other necessary documents.

We will notify the tenants prior to the new management commencing, so they are well aware of the upcoming change of management. This allows us to introduce ourselves to the tenants and promote the services we provide.

Once a notice of termination of management is issued the agent will still have to comply with the Residential Tenancy Act and all other regulations for the remainder of the notice period. This ensures that the current agent is still accountable for any actions until the specified transfer date.

Give us a call on 07 4743 5911 or email: admin@matterproperty.homes
or find us at: 3 Miles Street Mount Isa QLD 4825