

# Are you a landlord in search for a helping hand?



We're here to make it a smooth and effortless experience when it comes to owning an investment property.

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**This pack explains how we can help you:**

- Maximise occupancy
- Pick great tenants
- Keep your investment safe
- Conduct thorough property inspections
- Enjoy our end-to-end property management service
- Have peace of mind when it comes to legal proceedings

## **An occupied property is a profitable property**

Investment properties are a stellar opportunity to generate income.



In order to maximise your opportunity to keep a steady stream of payments coming through, we're here to help you with an effective plan to get the right tenants into your property, fast.

Reliable tenants are highly valuable, which is why we're here to ensure their time living in your property is easy and hassle-free. When the time comes to replace a tenant, we'll already be two steps ahead in organising new tenants to move in as close as possible to the end of the current lease. We'll keep you well informed for any signs of possible changes along the way.

When it comes to maximising long-term returns from your property, it's important to maintain the weekly rent with the pace of the market. Our extensive research and pulse on the market will help inform your decision as to setting a competitive, but fair rate to ensure minimal vacancy, extended leases for reliable tenants and maximised returns.

The True Power Service doesn't stop here though. Andrew and Jodi will be constantly measuring the market to make sure your property is leased at the best rate and also provide you with regular capital and rental growth opportunities to ensure your investment is always on the move.



## Picking a winning tenant

we consider potential tenants of yours as though they were moving into our own property.



We cover the bases to make sure any prospective tenant we present for your selection has gone through a thorough screening process including:

- Full criminal checks on local and national databases
- Thorough reference checks with previous landlords and property managers
- Personal reference checks
- Qualifying the capacity to pay rent, bond and ongoing costs through employment checks



## Keeping your income safe

Having your rental income paid on time is our priority.



The reality is, changes in circumstances may cause financial stress for your tenants, interrupting the normal payment routine. In the unfortunate occasion this may happen, we act swiftly and responsibly to ensure we arrive at the most favourable outcome.

Our stringent processes ensure your rental income remains up-to-date;

- We check the status of your rental account regularly to ensure payments are made in a timely manner
- Should there be a discrepancy, rest assured we act promptly, contacting the tenants and rectifying any issues immediately

Engaging a great agent you trust to look after your investment is a critical factor for the growth of your investment.

Another critical protection strategy for your investment is insurance and we can put you in touch with the best in the business. There are many specialists in landlords insurance and in fact your current home and contents insurers might have a package ready just for you.



## Keeping an eye on things

Investment properties are a stellar opportunity to generate income.



We take inspections seriously and consider them one of the most important factors of a tenancy. We will conduct thorough inspections when required at the beginning, during at the conclusion of a tenancy.

Rest assured that no bonds will be released when a tenant vacates without a comprehensive inspection of the property and any discrepancies against the initial inspection are corrected.

You are welcome to join us for all inspections. We acknowledge it is your property and encourage you to join, particularly at tenancy changeover. We provide you with a written report, accompanied by photos and a video of the inspection so you will feel as though you had looked through the property yourself.

Our stringent benchmarking of your property's condition before a tenancy period allows us to check that the property is being maintained and kept well. In addition, we also check for any maintenance that may be required to keep your property in peak rental condition for you and your tenants.

We will also consider opportunities for rent growth or risks during our inspections and an update will be included in your written report – especially to any significant changes in the surrounding area.



## Staying invested in your property

Look after your investment & guarantee the best possible return.



**We will always act in your best interests and follow your instructions that are within the law as at True Power Realty we have your best interests front of mind.**

**It is important to note that as the property owner it is your responsibility to keep the property safe to live in, well maintained and clean. Tenants have rights and must be protected and failure to do so could result in serious consequences under the law.**

**We'll ensure to keep you well-informed every step of the way to protect you and your investment.**



## Service beyond your property

Never lift a finger with our full-service property management service.



We can take care of any accounts relating to your investment property such as Body Corporate Fees, Council Rates, Landlords insurance and many others.

Please note; certain parties may require your authorisation to send your account to us for payment.



## Accessing and managing your account

Login and check in on your account any time.



Our property owner's portal is built on industry-standard technology and is easy to use and navigate for everyone.

Find what you need instantly – you can check on;

- How much rent has been collected
- What accounts have been paid; including maintenance
- Tennant details
- Key dates

We believe in full-disclosure, so that our business is your business.

We can provide you detailed statements fortnightly or monthly when we make payments into your account for your reference. Alternatively, you will be able to log into our online portal to view and download statements at your convenience.

At the end of each financial year, we will supply you with an accurate statement and take the time to check over it with you in time for your tax return.



## Legally speaking

Keeping things in balance.



**You can rest assured that we're professionally versed in negotiation to diffuse most situations and reach an amicable outcome for everyone.**

**On rare occasions where legal proceedings are required we can confidently represent you at QCAT (Queensland Civil and Administrative Tribunal) who rule on residential tenancy disputes.**

**Our goal is always mediate and negotiate to resolve issues without the need for legal action and you can be confident your best interests are always front of mind.**



## Keeping a finger on the pulse of the market

We're your partner in growth for the long-term



Andrew and Jodi are constantly researching new opportunities and reviewing market conditions.

We're here to help you learn along the way and will give you our latest and best tips to ensure you can understand your investment returns as well as we do.

To achieve this, we'll share our expertise in property improvement, tenant service experience and investment property sales.

It's not all about learning though, it's about staying well-informed about potential changes in market conditions. We'll also inform you about legislation changes and changes in the market that may present opportunities to increase your rent.



## Your dedicated property management team

We're here to help, contact us anytime



**Andrew Scott**

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Business Owner &  
Principal Agent



+61 490 813 609



[andrew.scott@truepowerrealty.com.au](mailto:andrew.scott@truepowerrealty.com.au)



**Jodi Scott**

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Lead Sales &  
Property Manager



+61 414 514 907



[jodi.scott@truepowerrealty.com.au](mailto:jodi.scott@truepowerrealty.com.au)

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**[www.truepowerrealty.com.au](http://www.truepowerrealty.com.au)**

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