



# Rental Guarantee

At Envision Property Management, we recognize that investing in property can be an intimidating prospect. In order to alleviate some of the concerns you may have, we are pleased to offer a 2-year rental guarantee to those who choose to purchase from us and utilize our property management services.

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**We have provided answers to some frequently asked questions for your convenience...**

## 01

### How much will my property be rented for?

The rental guarantee amount, which is based on market conditions and agreed upon at the time of purchase, represents the minimum amount you will receive. We will always strive to achieve a higher rental rate if possible, but on rare occasions we may offer slight reductions depending on the current market conditions at the time of settlement. Nonetheless, Envision Property Management will top up your rent to the guaranteed amount and work to increase the rent throughout the 2-year period and beyond.

## 02

### Can I request a rental rate higher than the guarantee amount?

While it is possible to do so, please note that this would invalidate the rental guarantee payments unless it is a decision made by us (as per the first point). Our appraisals are based on a fair and reasonable market price determined by market research and our knowledge of the previous rental rates for similar new build units. Raising the rental rate above the current market rate could impede our ability to find a suitable tenant and result in Envision Property Management covering the rent during the period that the property remains unoccupied.

## 03

### What fees will I be charged?

Our competitive management fees will be conveniently deducted from your monthly rent payments and itemized on your monthly statements.

#### Our Fee Structure

- **Letting fee:** This is a one-off fee charged to the landlord when a new tenant is found. It is equivalent to one week's rent plus GST (15%).
- **Marketing fee:** Marketing of your property will be charged to you at our cost.
- **Management fee:** This is an ongoing fee charged to the landlord for the management of the property. It is 8.5% of the rental income plus GST (15%).
- **Maintenance fee:** This is a fee charged to the landlord for arranging repairs and maintenance of the property. It is 8.5% plus GST (15%) of the cost of the maintenance.
- **Inspection fee:** This is a fee charged to the landlord for regular inspections of the property, typically every 13 weeks. It is \$50 plus GST (15%).

## 04

### When will I receive my rental payment?

We transfer rental payments to your nominated bank account on the 1st and 15th of every month, or the next business day. The payment will be the net rental amount after deducting management fees and any expenses incurred.

## 05

### Can I select my own tenants?

Under the Deed of Rental Guarantee, we will conduct extensive background checks and credit references to select the most suitable applicant for your property. If you wish to choose your own tenant, we will try to accommodate your preferences. However, please note that this would mean waiving the rental guarantee payments during the vacancy period. Let us know in writing if you prefer to choose your own tenants.

## 06

### Who will oversee the maintenance of my investment property?

Once you engage us for property management, one of our Property Managers will be responsible for ensuring your property is well-maintained through quarterly inspections. You will receive regular inspection reports to confirm that all measures are being implemented. We will provide you with contact details for your assigned property manager after settlement.

## 07

### What should I do if my investment property needs maintenance?

Your investment property is under a standard new build warranty, and we will take care of any necessary maintenance. If the maintenance required falls outside of the warranty, we will work with you to find the best solution.

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## 09

### Will pets be allowed in my rental property?

Allowing pets can broaden the potential audience when marketing your property for rent, making it easier to secure a good, long-term tenant. We have implemented measures to ensure that your property is well-maintained during the tenancy period if we permit pets, including professional carpet cleaning and limiting type and number of pets. If you do not want pets, please inform us as soon as possible. However, please refer to the answer to Question 2 above if you choose to select your own tenant.

## 08

### What insurance coverage do I need?

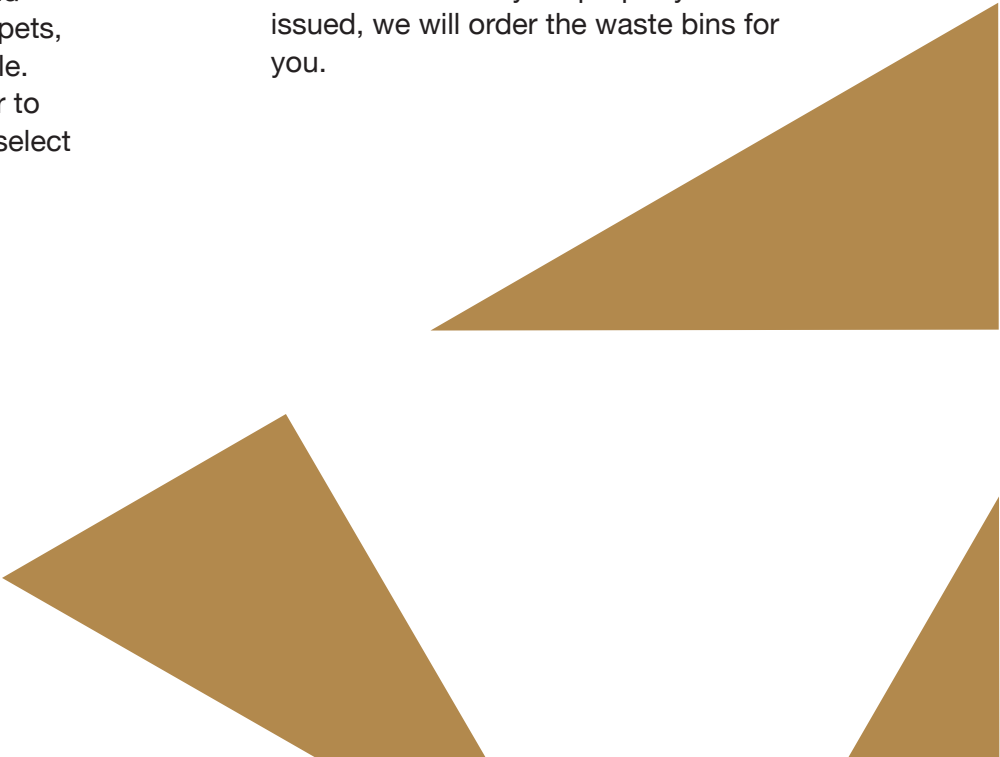
Apart from general building insurance, we recommend insuring your rental property with landlord's protection. Please speak with your insurance provider to determine the most appropriate policy for your investment property. You can do this after settlement, but kindly provide us with the details as soon as possible so we can supply them to the tenant. If a residents society is in place, they may provide the necessary insurance coverage - please check with your Solicitor.

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## 10

### When will the waste bins be delivered to my investment property?

Once the titles for your property are issued, we will order the waste bins for you.



# 11

## Can I keep the keys to my investment property?

After your property settles, we will retain the keys for routine inspections and supply a copy to the tenant once the tenancy begins.

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# 12

## How can I get the fibre internet connected to my investment property?

At Envision Property Management the fibre routers are already installed. Your tenant will just need to sign up with a provider.

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# 13

## Do I need a Healthy Homes Assessment for my investment property?

All of our Homes meet the healthy homes standard. However, all rental properties must be assessed for the new Healthy Homes standards, and a Healthy Homes statement must be provided for all tenancies starting after July 1st, 2021. As part of our Management Agreement with you, we can arrange this assessment through our qualified supplier.

# 14

## When can I expect tenants to move into my investment property?

We strive to ensure that you receive full rent payments as soon as the property settles. As the developer and property manager, we can access the units during the finishing stages to begin advertising and showing prospective tenants. If we find suitable tenants, we will work with them to coordinate their move-in date. If the move-in date is after settlement, the rental guarantee will cover you. If it's before settlement, Envision Property Management will accept the move-in date on your behalf and receive the rent from the tenant until the unit settles. You will have the opportunity to inspect the unit before a tenant moves in.