



firstnational
REAL ESTATE

| Murwillumbah

2024

WWW.FNMURWILLUMBAH.COM.AU

An aerial photograph of a modern, two-story house with a white roof and a large swimming pool. The house has a covered patio area and solar panels on the roof. It is surrounded by lush greenery and a well-maintained lawn. A small shed is visible in the foreground.

PROPERTY MANAGEMENT GUIDE



02 6672 7828



rentals@fnmurwillumbah.com.au



64 Murwillumbah Street,
Murwillumbah NSW 2484

Meet Our Rentals Team

Welcome to our second-generation family business, proudly serving the Tweed and Murwillumbah community since 2010. Over the years, we've expanded our team, but our roots remain deeply embedded in family values and community focus.

At First National Murwillumbah we don't just provide services; we make it our mission to understand your needs and build lasting relationships. Our team members are chosen for their integrity and extensive local knowledge, ensuring that your investments are managed by the best in the field. Join us and experience the warmth and dedication of a truly local, family-run business.



Scott Reading
Director/Licensee



Sarah Reading
Assistant Manager



Tegan Anderson
Property Investment
Specialist



Avalon Anderson
Property Manager



Kathy Alexander
Reception/Admin

Our Commitment

Personal Commitment: We treat your investment as our own. With respect, dedication, and a personal touch, we stand by each other and our clients.

Transparent and Honest: We communicate openly and honestly. You'll always know the state of your property and can trust us to manage it as if it were our own.

Innovative Management: We use innovative approaches to solve problems and enhance your property's value. We're committed to continuous improvement, leveraging new technologies and methods to benefit your investment.

Reliability: We do what we say. Your trust is earned through our consistent actions and the reliable management of your properties.

Community and Family: Our roots in Murwillumbah run deep. We value our community and contribute positively, reflecting these values in how we manage your properties.

Impact and Excellence: We strive to leave a positive mark on everything we do, ensuring that each interaction is beneficial, and every decision enhances your investment's value.

Management Fees

Standard Agency Fees



Management Fee	7.7%
Let Fee	1 weeks rent + GST
Advertising & Professional Photography	\$ 244
Technology Fee	\$ 13.20 per month
Lease Preparation/Renewal Fee	\$ 44

Refer to Management Agreement for special circumstance fees



Why us?

Why Choose First National Real Estate Murwillumbah?

Tailored Property Management for Landlords

At First National Real Estate Murwillumbah, we understand what landlords and investors need: ideal tenants, proactive management, and expert advice to mitigate risks. Whether you're new or experienced, our team provides top-tier management for your property.

Dedicated Property Managers

Each property is assigned a dedicated manager, ensuring you have a single, knowledgeable contact. Easily reachable via their personal mobile numbers, our managers provide consistent, personalised, and prompt communication.

Proven Customer Service

Our clients consistently praise our professionalism and thoroughness:

"A big 'Thank You' to Tegan and Avalon. I've been in real estate for 56 years and chose Scott's team to manage a riverfront property in Murwillumbah. These ladies are definitely 5-star. Very professional, thorough, and delightful people. Well done and keep it up girls!"

Another client noted our proactive approach and communication:

"I don't usually write reviews, but Tegan and the rentals team provided outstanding service, keeping me completely up to date the whole time. Very professional and gives me high confidence in their service ethic. Thanks, Tegan."

Superior Tenant Selection

Our vacancy rate outperforms industry standards due to our meticulous tenant selection process. We use a comprehensive tenant database and targeted marketing to attract the best candidates. Weekly activity reports and notifications ensure you stay informed and have the final say in tenant selection.

Proactive Property Management

We manage your property as if it were our own. Our proactive arrears management system tracks payments daily, addressing issues before they escalate. Our maintenance management system keeps you informed from issue reporting to work completion.

Detailed Financial Reporting

We provide bi-monthly payments directly into your bank account, detailed monthly statements, and an online portal for real-time monitoring. Our comprehensive annual report details all income and expenditures, making financial tracking effortless.

24/7 Online Portal Access

Our online property portal offers 24/7 access to essential information about your rental property, ensuring you are always informed and in control.

Commitment to Excellence

Our core values emphasise continuous improvement, innovation, and delivering on our promises. We are committed to honesty, integrity, and providing the best possible service to our clients.

Choose First National Real Estate Murwillumbah for a property management experience that prioritises your needs and protects your investment. Contact us today to discover how we can help you achieve your property management goals with unmatched service and dedication.

2024

Current Market

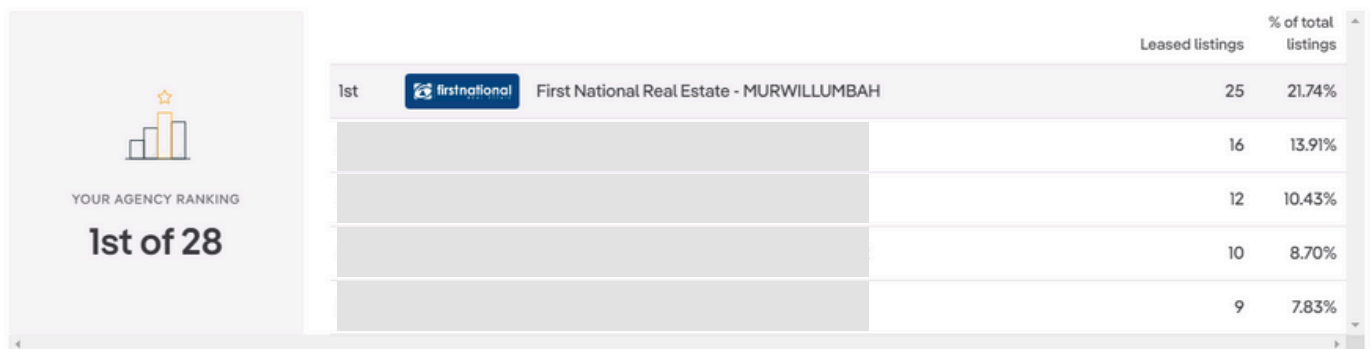
LEASING TODAY

The market today is still strong. We are still seeing a lot of prospective tenants turn up to the open homes and applying for properties. Our extensive application process will eliminate tenants that are not suitable for the price/type of property and we will present you with the one/ones we think are best suited.



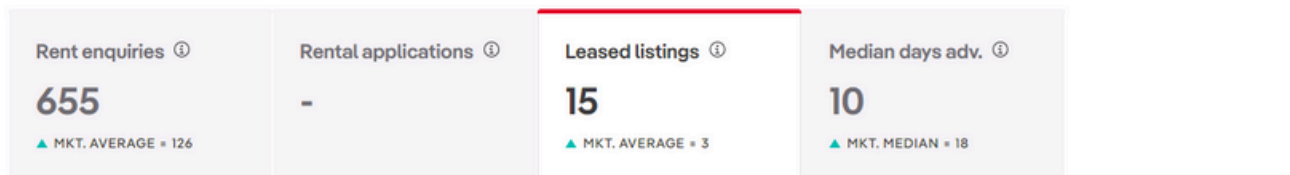
Agency rankings ⓘ

Data from 1 Nov, 2023 to 22 May, 2024

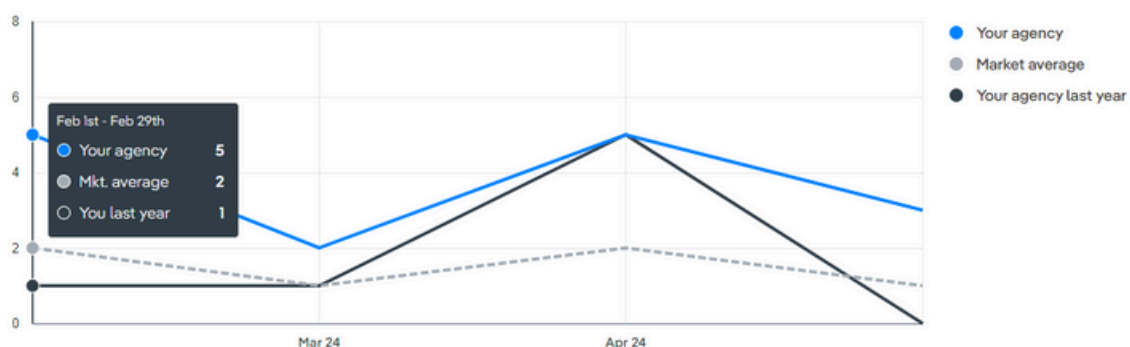


Listing performance over time ⓘ

Data from 1 Feb to 22 May, 2024



Total in your market (all agencies): 66



What does Property Management look like with us?

PREPARATION

Preparing your property

- Professional guidance to mitigate risks and enhance property safety.
- Ensure your property is compliant with relevant legislation.
- Protect yourself and tenants by adhering to safety standards.
- Advice and organization of tested and trusted trades with verified insurance for added security.
- Affordable assistance & Cost-Effective Solutions with Pool Compliance • Structurally Integrity • Insurance • Water efficiency • Smoke alarms
- Negotiated the best prices with third-party companies to maximize value without compromising on quality.



Identify improvements & advise of presentation



Identify safety concerns & assist in rectifying



Organise tradespeople, cleanings & handyman

TENANCY

Tenants Selection

- Prioritize your property safety and peace of mind through our stringent application process and required criteria.
- We meet and vet the applicants in person
- Criteria include 100 point proof of identification, rental references contacted, proof of address, income, and past rental ledgers.
- We assess the viability of applicants to pay their rent based on a 40% income ratio
- All prospective tenants undergo background checks through screening on the National Tenant Database (TICA)
- We recommend tenants however you have the final say in tenant selection.

Start of Tenancy

We ensure a Seamless Tenant Onboarding process:

- Your Property Manager handles bond collection and lodgment with the relevant authority.
- A comprehensive ingoing condition report is completed before the tenant moves in with photo evidence
- We offer a face-to-face Tenant Induction Process led by your Property Manager, which includes a detailed walkthrough of the lease agreement, rental payment procedures, maintenance protocols, and inspection schedules.
- Through our proactive communication we ensure a smooth transition for tenants with clear explanations.
- Tenants are educated with knowledge about lease terms and property with kn

MANAGEMENT

Arrears Control

Avoid uncomfortable confrontations and escalating matters by letting us chase the arrears for you through:

- Daily procedures initiated for tenants more than 3 days in arrears.
- Sequence of correspondence implemented until arrears are corrected.
- Quick action and tenant education to prevent escalation.
- We issue legislative formal breach notices and terminations to ensure you are protected and consequences are enforceable by Fair Trading

Maintenance and Repairs

Ensuring a property is kept in good condition is key to its long-term financial success.

- At routine inspections we proactively identify and recommend maintenance & property improvements allowing you to plan for upcoming maintenance.
- Our swift response to maintenance requests ensures tenant satisfaction & reduces further issues/damage.
- We handle all tenant communications, including late night and weekend calls, through an emergency phone line and a 24-hour online portal where tenants can request maintenance and submit photos
- We liaise with you when arranging repairs, keeping you informed throughout the process.
- We obtain quotes on your behalf taking care of the grunt work for organising repairs and maintenance.
- We have built relationships with local, trusted trades and professionals we can recommended to you to ensure quality service from trusted experts when needed.

Our role is to maximise your return on investment by skillfully guiding you through the process of renting your property.

Setting the Rent

Strategic Rent Optimization:

- Recommendations for what price to set the rent tailored to your property to attract your ideal tenant, minimize vacancy periods, and align with current market needs.
- Expert assistance ensuring your property is priced for optimal returns, with comprehensive Rental Comparative Market Analysis (CMA) reports.
- Professional insights and local knowledge applied to secure the best price for your property.
- Receive annual rent reviews for guaranteed optimal returns on your investment, with suggested rent adjustments to stay aligned with the current market.

Marketing your Property

We work with you to tailor a marketing package that best suits your property.



Professional Photography



Social Media



Database



Property Portals



Floor Plans



Virtual Tour



For Rent Signs

During Tenancy



24/7
PropertyMe
access



3 Routine
Inspections
Annually



Tenant Payments
and Arrears
Control



Disputes



Tax
Depreciation



Financial
Reporting



Lease
Renewals &
Reviews

The management of your property is our focus, and we understand the importance of detailed reporting and maintenance assessments.

End of Tenancy

Efficient End-of-Tenancy Procedures with First National:

- Your Property Manager conducts a comprehensive outgoing condition report, comparing original details from the ingoing condition report, including photos and written descriptions to ensure your property is returned to the original condition.
- Timely resolution of outstanding issues and collection of any unpaid funds is a priority.
- We can organize trades and cleaning services to enhance property appeal for the next tenant
- Coordination of necessary repairs or maintenance.
- Releasing the Tenants Bond once all matters are settled on your behalf
- Swift attention to these matters ensures your property is swiftly prepared for a new tenant, minimizing vacancy time and optimizing rental returns.

Online Owners Portal

Stay connected to your property with our online owners portal, PropertyMe, keeping you up to date with:

- The financial status of your property
- All historic al statements and copies of bills
- All general documents accessible
- Photos, details of the property & tenancy.
- Financial activity graph
- Activity summary for jobs and assigned trades
- Routine inspection reports
- Lease dates



Let's get started!

Whether you are an experienced investor, or first time Landlord, we are here for you. Our team works comprehensively to ensure that your needs are met and your questions are answered.



Advice



Support



Knowledge



Do I need Landlords Insurance?

Short answer... yes.

You are not legally required to have Landlord insurance to rent your property however, even the best property managers can't stop the tenants from damage or paying their rent at time. Landlord insurance will cover your expenses until the tenant reimburses you so you are never out of pocket. Having insurance can also dramatically decrease your chances of attending Tribunal which will save a lot of court and preparation costs. Below is our recommended Insurance company. We recommend having a good read and really weigh your options.

What's Covered

Loss of rental income

Protects you from loss of rental income as a result of scenarios such as those listed below.

Provides cover for:

- ✓ Absconding tenant ?
- ✓ Defaulting tenant ?
- ✓ Failure to give vacant possession ?
- ✓ Death of a tenant ?
- ✓ Hardship ?
- ✓ Untenantable property ?
- ✓ Prevention of access ?
- ✓ Rent reduction ?

Contents

Protects those furnishings you forget, like curtains, carpets, blinds and light fittings. [What contents are covered?](#)

Provides cover for:

- ✓ Tenant Damage ?
- ✓ Flood ?
- ✓ Storm or rainwater ?
- ✓ Escape of liquid ?
- ✓ Fire (including bushfire) or explosion

 [Show more](#)

We do not insure you for bushfire, storm, flood or tsunami in the first 72 hours of your policy. Very limited exceptions apply. Read the [PDS](#) for more detail.

Building

Protects your building against: loss or damage caused by tenants, their family or their invited guests. [What does building include?](#)

Provides cover for:

- ✓ Tenant Damage ?
- ✓ Pet damage ?
- ✓ Scorching ?

Additional benefits

- ✓ Legal expenses up to \$5,000* ?
- ✓ Representation costs up to \$500* ?
- ✓ Bailiff/Sheriff fees up to \$300 per claim ?
- ✓ Replacement of locks up to \$250 ?
- ✓ Re-letting expenses in excess of the bond up to \$500* ?
- ✓ Removal and storage of goods up to \$500 ?
- ✓ Legal liability cover up to \$20 million ?
- ✓ Emergency Service damage up to \$1,000 ?

*Reletting, legal expenses and representation costs are only covered under the Landlord Preferred Policy and Scheer Short Stay Policy.

 **1800 804 016**

 <https://www.terrisheer.com.au/landlord-insurance/>

Our Google Reviews



We regularly received Google reviews from our clients; both landlords and tenants thanking us for the service we provide and recommending us.

Mark Cochrane

9 reviews



a week ago

NEW

A big "Thank You" to Tegan and Avalon. I've been in real estate agency for 56 years and chose Scott's team to manage a river front property in Murwillumbah. These ladies are definitely 5 star. Very professional, very thorough and delightful people. I've met every sort of agent you can possibly imagine, from incompetent to the crooked. I've also met some wonderful, honest, hard working ones too. These ladies are right up there at the top. Well done and keep it up girls!
Mark Cochrane

Siobhan Foley

1 review



5 days ago

NEW

The rentals team at First National provide quality and caring service to tenants. Whether routine maintenance or relocation, the end to end approach is second to none.

Trish Webster

Local Guide · 7 reviews · 4 photos



a week ago

NEW

Wonderful service & staff

Ewan Perrin

3 reviews



9 months ago

I don't usually write reviews, but I want to call out Tegan and the rentals team for outstanding service getting my property ready for rental and tenants organised, and all the last minute maintenance bits and pieces that needed to be done. Also for keeping me completely up to date the whole time. Very professional and gives me a high level of confidence in their service ethic. Thanks Tegan.

Jack Guinea

3 reviews



a year ago

Tegan and Avalon from First Nationals have been great managing my property in the tweed valley. Avalon recently worked through some requirements on the property which she resolved an outcome which was both fair on tenant and landlord. I would have this team manage the rest of my properties if they weren't outside of their region as finding good PM's like these guys are difficult to find.

If you need more convincing search us in Google and check out more of our recent reviews



firstnational
REAL ESTATE

Murwillumbah

Advertising to find a suitable tenant



At First National Murwillumbah, we enhance your property's visibility to secure the highest possible rent.

Our package includes professional photography at a great rate and prominent placement on RealEstate.com.au with our Unlimited Premier Plus package, ensuring top search result visibility and maximum size display. Additionally, we distribute e-brochures to our database and showcase your property in our brochure stand located on Murwillumbah's main street, reaching both online searchers and local passersby, including those not online.

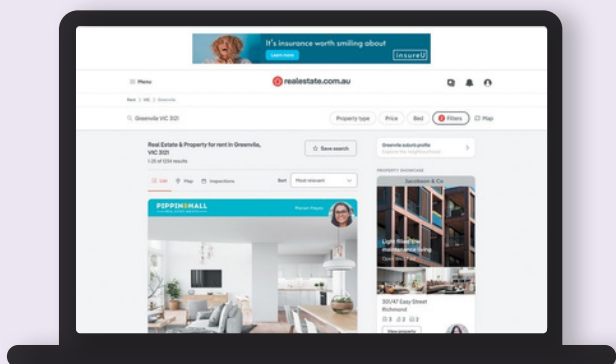
Maximize Returns with Our Comprehensive Property Marketing Package



Amplify your listing and reach even more tenants with **Premiere+**

Unlimited Premiere+ listing

Appear at the top of the realestate.com.au search results, move your property faster and get a better result with an unlimited Premiere listing, realestate.com.au's best-performing listing.

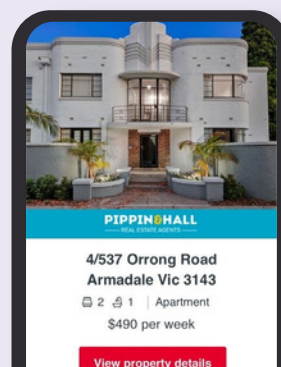


Listing Bump

Listing Bump allows your property manager to bump your listing to the top of the search results at a key time in your campaign, to drive further engagement.

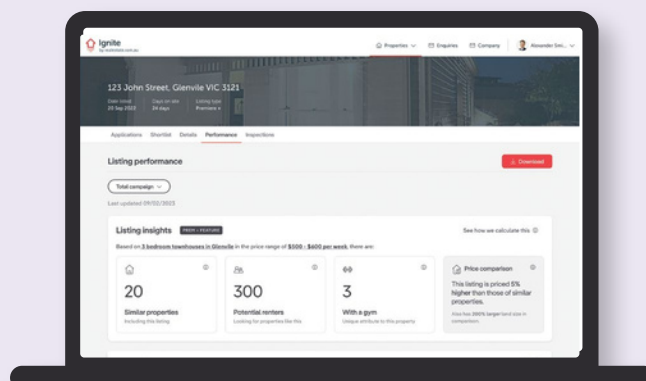
eBrochure Rent

An eBrochure targets relevant tenants in their inbox, as soon as they show intent in properties like yours, helping to drive more views to your listing.



Listing Optimisation

Your property manager can refresh your listing to attract new interest with insights and recommendations from the Listing Optimisation tool.

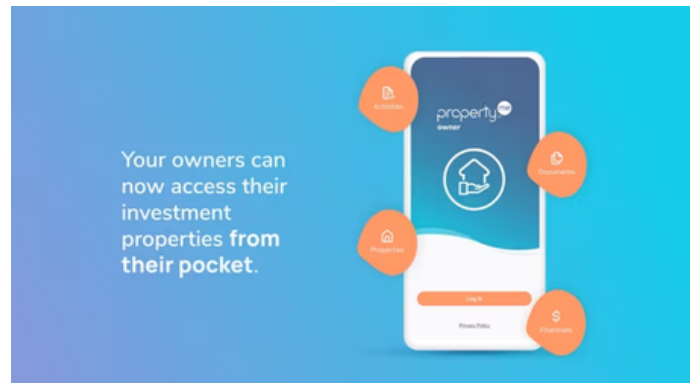
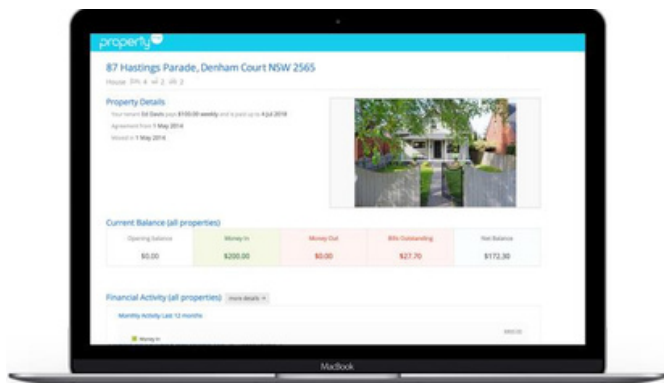


To get the best result for your rental property, speak to your property manager about Premiere+ today.





Access all your property and financial information
from anywhere, anytime.



Stay in the loop

Know what's going
on with your
properties in real-
time



Easy to use

Designed to be
easy to
navigate



Online Access

Log in from
anywhere in the
world at any
time

Download the app





PREPARING YOUR PROPERTY FOR RENT

When preparing your property for rent, there are some compliance reports that need to be completed prior to a new tenancy. This is to ensure the property is safe to live in and you are not liable for any issues that may arise when leasing your property.

WHAT WE NEED

Smoke Alarm Compliance

You are required to get a Smoke Alarm compliance prior to a new tenancy. We can arrange this with our Smoke Alarms company or your preferred electrician. We recommend using our utilised company as they charge an annual fee to conduct yearly compliances and any repairs required throughout the tenancy are attended to free of charge!

Water Efficiency/ Gas Compliance

You are required to get a Water efficiency report if your property is separately metered to be able to charge the tenants water. This covers any leakages & flow rates to make sure the tenants water usage is accurate. Gas compliance reports are to make sure the gas meets with the legislation requirements to ensure the property is safe and compliant. These can both be arranged as one with our recommended Plumber as he is also licensed in Gas Plumbing.

Structurally Sound Report

We recommend engaging a builder to inspect the property and ensure it is structurally sound. This is only a recommendation, but we aim to minimize your exposure to risk and reduce your liability.



FAQ's



What if I don't want pets at my property?

Your choice! You can choose whether to allow them or not. If you choose to allow them, the tenants are required to sign a pet agreement which states they are responsible for any damage it may cause & are required to have a professional flea & carpet treatment at the end of their tenancy.

When do I receive payments?

We hold them in a trust account and electronically disburse them to you either monthly or twice monthly (based on your preference). You will receive a statement which shows and debits eg maintenance, council rates

Where is the Bond kept?

The Bond is held with NSW Fair Trading Rental Bonds Online until the tenant vacates and the Exit Inspection has been finalised and we are satisfied with the condition of the property.

Who organises repairs?

Our Property Management Team will arrange a qualified and licensed Tradesperson to attend to all matters and follow up invoices and arrange for them to be paid from rent monies. You don't have to do anything except give us the thumbs up to go ahead!

What if the tenant falls behind in rent?

We monitor rent arrears daily. If the tenant falls behind, they will be contacted & notified. We will Breach the tenant at 8 days and notify you. If the tenant reached 15 days, we can issue the tenant a Termination Notice with your approval

What Insurance do I need?

It is highly recommended to have 'Landlord Protection Insurance' in addition to building cover. We are able to provide you with options for different companies. Please don't hesitate to ask.

Who pays for water/electricity?

To be reimbursed for water costs, the property must have a Water Compliance Certificate. If the property is connected to a water source and possesses this certificate, tenants are responsible for reimbursing you. For properties on tank water, if they have a compliance certificate the tenants are responsible to refill it as needed. The same applies to gas bottles (Gas Compliance Certificate required for tenants to pay for gas). For electricity, if separately metered, tenants are responsible for arranging their connections and paying the amounts.

Leaning towards selling?

We can help!



Scott Reading

Licensee In Charge &
Licensed Sales Agent

0401 938 937



Sarah Reading

Assistant Manager &
Licensed Sales Agent

0401 938 937



Anne Besgrove

Licensed Sales &
Stock and Station Agent

0402 608 503



John Besgrove

Licensed Sales &
Stock and Station Agent

0403 513 924



Helen Flynn

Licensed Sales Agent

0435 810 254



Bruce Flynn

Licensed Sales &
Stock and Station Agent

0422 405 827

Our Sales Team

Our dedicated team has a strong local market knowledge with over 100 years of combined experience in the area. We strive to achieve great results for our clients in record time, while making the process of selling you home a seamless experience. Our extensive network and marketing strategies will help us achieve the best results for your property. Our aim is to consistently deliver results that exceed our client's expectations.

Work out your costs?

Write it down!

Estimated Weekly rent \$_____

Advertising & Leasing Costs	Amount
Advertising & Professional Photography (inc realestate.com package)	\$244.00
Let Fee (1x weeks rent + GST) Let Fee Furnished(2x weeks + GST)	
Total First National Leasing Costs	

Ongoing Management Fee's	Amount
7.7% of weekly rent (inc GST)	Weekly Fee (rent x 0.077)= Yearly Fee (weekly fee x 52)= Monthly Fee (yearly fee ÷ 12)=
Monthly Technology Fee	\$13.20
Total Monthly Charge	
Lease Renewal Fee (every 6 or 12 months)	\$44.00

Notes



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REAL ESTATE
Murwillumbah



The team you can trust.