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## Introduction

Since our establishment in 1960 First National Wal Murray & Co has become known as one of the region's leading real estate agents for exceeding the expectations of our many clients. We also have a strong emphasis on giving back to the community that supports us by getting involved and sponsoring many sporting teams, community organisations and community events like Relay for Life.

Wal Murray & Co First National Real Estate consists of 28 highly trained staff members through our two offices located in Lismore and Ballina. Our award winning agents are well known for going the extra mile to provide clients with a specialised attention to detail across a wide range of real estate services. These include Residential Sales, Rural Sales, Business & Commercial Sales, Property Management, Commercial Management and Storage Sheds. Our agency is backed by the strength and expertise of the First National network which incorporates over 400 offices across Australia and New Zealand.

We endeavour to leave nothing to chance by following the Best Practice system of management, so that you can feel confident dealing with a company that has a strong customer focus and a system that is driven by a goal of continuous improvement with regular training throughout the year.

## Our Property Management Team

Our property management team is made up of 11 experienced real estate specialists across residential management, commercial management, property administration, accounting and everything involved in the maintenance and management of your home.

Built on a foundation of superb customer service and exceptional results for our clients, the property management team at Wal Murray & Co First National Real Estate Lismore is ready to put you first, when you entrust us with your investment for the years to come.

It's time to meet the team...



**ANDREW FIFIELD**  
LICENSEE IN CHARGE

0428 212 675

[andrew@walmurray.com.au](mailto:andrew@walmurray.com.au)

Andrew is a vital part of First National Wal Murray & Co and has been the Licensee since 2016 overseeing and supervising the successful Lismore Office.

Andrew began working in Real Estate in 2003 after completing an International Business Diploma on the Gold Coast. When he returned to the Northern Rivers in 2005 he began working with our company as a Property Manager and soon began his rise through the company and in 2016 he became the Licensee in Charge of the Lismore Office.



## **LOREN JACKSON**

PROPERTY MANAGEMENT SUPERVISOR

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0490166366

[loren@walmurray.com.au](mailto:loren@walmurray.com.au)

Loren joined the team at Wal Murray & Co First National Real Estate in 2008 and is our Property Management Supervisor who is responsible for overseeing and running of this Department.

Loren possesses a great understanding of all facets of Property Management and the needs of Landlords and Tenants. She is totally committed to delivering the best possible service.



## **JAIMI MURPHY**

### **SENIOR PORTFOLIO MANAGER**

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0400 000 000

[jaimi@walmurray.com.au](mailto:jaimi@walmurray.com.au)

Jaimi joined the team at Wal Murray & Co First National Real Estate in 2013 and has become an integral part of the team with her knowledge and experience gained over many years.

Jaimi will ensure an efficient and effective management of properties with a high level of communication.



## **HAILEY ZEMCEVICIUS**

### **SENIOR PORTFOLIO MANAGER**

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0407 458 846

[hailey@walmurray.com.au](mailto:hailey@walmurray.com.au)

Hailey joined the team at Wal Murray & Co First National Real Estate in 2015 and shares her experience with the rest of the team emphasising a strong customer service approach to our clients.

She thoroughly enjoys her role and is happy to help all Landlords and Tenants with their Real Estate journey.



## **LAURA STOLL**

### **PORTFOLIO MANAGER**

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0428 139 379

[laura@walmurray.com.au](mailto:laura@walmurray.com.au)

Laura joined the team at Wal Murray & Co First National Real Estate in 2019 and ensures a high level of attention to detail and communication that Laura's Landlords and Tenants benefit from.



## **LISA, ELIZABETH TREADWELL**

### **PORTFOLIO MANAGER**

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0438 015 411

[lisa@walmurray.com.au](mailto:lisa@walmurray.com.au)

Lisa joined the team at Wal Murray & Co First National Real Estate in 2016 working in various roles within our Property Management Department and in 2019 became one of our dedicated Portfolio Managers.

Lisa has gained extensive experience and skills with her previous 23 years in the financial industry and is committed to delivering for her clients.



## **KEELY FOSTER**

### **PORTFOLIO MANAGER LISMORE**

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0408 666 855

[keely@walmurray.com.au](mailto:keely@walmurray.com.au)

Keely joined the team at Wal Murray & Co First National Real Estate in 2021. She brings an adaptable and bubbly personality helping clients accomplish their investment goals.

She ensures the overall efficiency of the property management role and liaises closely between landlords, tenants and tradespeople.



## **PHOEBE FAGAN**

### **PORTFOLIO MANAGER LISMORE**

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0419 666 388

[phoebe@walmurray.com.au](mailto:phoebe@walmurray.com.au)

Phoebe joined the team at Wal Murray & Co First National Real Estate in 2023, She brings a wealth of experience from her management roles within the retail industry to her clients.



## **GEORGIE BALDO**

### **PROPERTY MANAGEMENT ASSISTANT**

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0478 783 033

[reception@walmurray.com.au](mailto:reception@walmurray.com.au)

Georgie joined the team at Wal Murray & Co First National Real Estate in 2022 and is responsible for supporting our residential and commercial departments.

She brings a positive attitude to the role and is always ready to help where needed.



## **MALIN ROSS**

### **COMMERCIAL LICENSED AGENT**

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0408 661 440

[commercial@walmurray.com.au](mailto:commercial@walmurray.com.au)

Malin began his employment with Wal Murray & Co First National Real Estate back in 2008. During his time within the company Malin has worked in most departments gaining a wealth of knowledge.

He currently heads our Commercial Sales & Leasing department in Lismore and deals with every facet of the commercial landscape.





## **RACHELLE HEATH**

### **PROPERTY MANAGEMENT ACCOUNTS LISMORE**

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(02) 6623 3200

[rachelle@walmurray.com.au](mailto:rachelle@walmurray.com.au)

Rachelle joined the team at Wal Murray & Co First National Real Estate in September 2011 and has a strong background in customer service gained over many years.

Rachelle is responsible for the Property Management Accounts of Landlords, Tenants and Creditors, ensuring that the preparation of monthly reports and payments for clients are accounted for accurately and efficiently.

## Our Property Management Services

At Wal Murray & Co First National Real Estate Lismore. We pride ourselves on delivering a full-service offering for our clients and their investment property, ensuring that we are there every step of the way, to make the process as seamless as possible. These are the steps we take to ensure the best possible management of your investment:

1. Accurate appraisal of your property to maximise your returns
2. Marketing your property appropriately based on its strongest attributes
3. Conducting viewings, screening applicants, assisting you to select the right tenant/s for your property
4. Preparing your property for new tenants and conducting thorough condition reports
5. Ongoing management and maintenance throughout the tenancy period
6. Quickly attending to any rental arrears that may occur
7. Extensive checklists and procedures in place
8. Dedicated supervisor for the department

We take pride in the property management services that we offer to our clients, and we want to ensure that you feel safe leaving your property in our capable hands. If you have any questions about the process or the services we offer, please do not hesitate to contact a member of our property management team.

## How We Determine Your Property's Rental Value

Accurately appraising the rent achievable for your property is critical in assuring we provide you the best possible service. This is something we do not take lightly and we carefully consider a number of factors that influence your income earning potential. These include but are not limited to local area market trends, industry data, property features, the quality of the build, and the overall presentation of your property.

Our property management team are incredibly experienced, we pride ourselves on our local knowledge, and also our ability to secure the best possible return for your investment. Most importantly, we make sure we provide realistic estimates, and prioritise making our clients feel as though we are not only providing an honest insight, but that we also have their best interests at heart.



## Property Marketing

As part of one of Australia's largest real estate networks, we have access to cutting edge, industry leading technology that enables us to market your property effectively across a range of mediums. Striking a blend of digital advertising through social media, database marketing to approximately 5,500 clients, along with the tried-and-true methods of print, signage and promotion through numerous websites.

To fully leverage this campaign, it is critical that your property is presented to the highest standard. This approach ensures its broad appeal to a wide array of potential tenants. To make sure your property is presented in the best possible light, we strive to highlight everything about your property that creates an attractive leasing opportunity.

## The Tenancy Process

Choosing the appropriate tenant for your property is paramount. Whilst the final decision is of course up to you, we will always endeavour to provide our best insights as to the best tenant to lease your property.

The process of selecting the right tenant for your property begins with viewings at your property accompanied by our property management team. This enables potential tenants to immerse themselves in the property and get a clear understanding as to whether it suits their needs. From here, for those that apply, we will conduct extensive screening to understand whether the applicant can afford to pay your rent on an ongoing basis and look after your property.

We keep you informed throughout the entire process and make sure that you have a clear picture of the tenant. You can then be assured that the individual you approve to occupy your property will treat it with appropriate care and consideration.



## Inspection Procedures

We conduct routine inspections to oversee the property's state and confirm tenants' adherence to their responsibilities.

Our property managers promptly engage with tenants regarding property condition and any necessary upkeep. You will receive a comprehensive report, including photos, detailing the outcomes of the scheduled inspection.

Frequent inspections empower us to guarantee your property's well-being and tenants alignment with our expectations.



## Landlord Portal

For property owners, it's crucial to have convenient access to essential property-related data without the need to dedicate hours to sorting through documents. This is where PropertyMe Owner Access becomes invaluable, offering a centralised platform to access crucial property and tenancy details effortlessly.

With Owner Access, you gain round-the-clock entry to financial information, ensuring you're consistently informed. This platform enables you to monitor financial transactions and stay updated on pending tasks and scheduled inspections.

## Management Fees

Our management fees accurately reflect the quality of service we provide when managing your property. Our fees and charges enable us to provide premium services to you and your tenant, enabling us to streamline the investment property journey and maximise your return on investment.

As you can see from the below table Wal Murray & Co First National Real Estate does offer value for money with our comprehensive fee structure. Please note that all prices or % quoted below is GST inclusive.

Effecting Initial Leasing Fee (Securing first tenant)	1 weeks rent + GST
Lease Re-letting Fee (Subsequent new tenants)	1 weeks rent + GST
Residential Tenancy Agreement Fee	\$33.00
Management Fee %	Please contact our office
Advertising On Numerous Property Websites	Nil
Window Display & Rental List	Nil
'For Rent' Signboard	Nil
Administration Fee	\$5.50 per month
End of Financial Year Statement	Nil
National Tenant Database/TICA fees	Nil
Routine Inspections	Nil
Photos	Nil
Property Condition Report	Nil
Exit Report & Inspection	Nil
Meter Readings	Nil
Attending Open For Inspections	Nil
Preparation & Attendance At Tenancy Tribunal	\$22.00 per hour
Arranging Repairs & Maintenance	Nil

\*Please note properties outside our radius may incur a higher management fee. Fees are negotiable for 3 or more properties under our management. Contact one of our friendly staff to discuss further.



## Why Choose Us?

Wal Murray & Co First National Real Estate Lismore is renowned for providing the best service, advice and value to customers - and upholding a good reputation. Our agents are experienced in property management and understand that investment properties are a major financial undertaking for a landlord, so therefore requires careful consideration of your personal situation.

As one of the top agencies in the region, here is what we offer:

- ☐ You have your own dedicated Property Manager looking after your property, so you will not be passed around the office to get the answer you are after
- ☐ Routine inspections are conducted after the first three months of the tenancy and then every six months thereafter, meaning we are always up-to-date in understanding the status of your property
- ☐ We have a step-by-step procedure for checking tenants to ensure we are putting quality tenants into properties. We never cut corners with this process and communicate with you to seek your approval of any tenant
- ☐ Our fully completed tenancy applications are processed as soon as possible, then the information is relayed to you.
- ☐ Our staff attend regular training to ensure they are up-to-date with current legislation and best practice
- ☐ We have a tried and tested arrears policy and action plan to handle any arrears that may occur
- ☐ Early response to maintenance requests is key to maintaining your property
- ☐ 24/7 access to your property information via our online platform

## Next Steps

Opting for Wal Murray & Co First National Real Estate Lismore ensures the entrusted care of your property. We appreciate your consideration in selecting us to oversee your property management, and we commit to delivering a superior experience throughout your property venture if given the opportunity.

Our team looks forward to discussing your investment in more detail when you have had time to review this information. To take the next step and begin leasing your property, we will just need to complete a managing agency agreement and the required Fair Trading forms.

## FAQs

### **1. How do you establish my property's weekly rental value?**

Our agents compile a Comparative Market Analysis (CMA) to establish the maximum rent achievable within the shortest possible time frame. The CMA takes into consideration the demand and current availability of competing properties and factors such as location and features.

### **2. Can I access my property while tenants are in place?**

Yes. When there are tenants in place, we do have to respect their legal rights to peaceful enjoyment of the property, however, with the appropriate notice you are still able to access your property.

### **3. Do I really need landlord insurance?**

We do recommend landlords take out relevant Landlord Insurance to protect against unexpected costs.

### **4. What happens if the tenant falls behind with their rental payments?**

Our office has a set procedure when it comes to rental arrears. Once a tenant has exceeded a 48-hour grace period to account for banking delays we begin our arrears procedure.

### **5. How often can we increase the rent?**

Rent can be increased once in a 12 month period after a minimum 60 days written notice is given to the tenants.