

WHEN WE SAY HANDS ON WE MEAN IT

When renting your property, you need to know that the property management organisation you choose will be reliable, professional and committed to maximising your rental return. That's where Rental Express differs from traditional real estate agencies. We'll look after your rental property as if it were our own. *That's hands on.*



THE INVESTMENT PROPERTY SPECIALISTS

Rental Express are the original residential property management specialists. We've turned the tables on traditional real estate agencies who focus on selling and only have a rental department so they can be first in the door when you decide to sell. Unlike these agencies, property management is our sole focus. And because that's all we do, we've become very good at it.

If you really want to achieve the maximum possible return on your rental property and ensure it's being looked after by the best, there's really only one choice - Rental Express. The hands on property managers.

COMPLETE PEACE OF MIND

Imagine having your property looked after so well and reliably that you just don't have to think about it. That's a service that can only be delivered by a true specialist and why so many people have chosen Rental Express as their property managers.

We manage nearly \$1 billion worth of residential property and our team collectively have over 100 years experience in property management. You can rest assured knowing your rental property is being looked after by the most knowledgeable and capable team of property managers in the industry.

Whether you're a seasoned investor with a large portfolio, have bought a second home to help fund retirement, or are relocating and renting out your beloved family home, when you choose Rental Express you're joining thousands of others who have finally discovered a hassle-free property management organisation. That's real peace of mind!

OUR PROMISES TO YOU

As the specialists in residential property management, our promises to you are:

- ✓ You will achieve the very best rent in the market for your property
- ✓ No-one will achieve a lower vacancy rate for your property than us
- ✓ Only the very best tenants will be selected to rent your property
- ✓ We'll keep you informed and up-to-date every step of the way

How our hands on approach will benefit you

Proactive Participation

Being proactive means we can often prevent issues before they surface. Whether it's ensuring your tenants don't get behind on rent, that maintenance issues are followed through reliably, or that routine visits and condition reports are done thoroughly and on time every time – a proactive property manager means less issues and less costs for you to worry about.

Cutting Edge Technology

At Rental Express we've invested in technology that makes our job easier, and saves you time, money and hassles. Our automatic web-based rent payment system has almost eliminated tenants getting behind in rent.

Our digital routine inspection reports provide you with photos of your property after every inspection and allow us to more accurately track your property's condition.

Our first-of-its-kind online tenant booking system means we can show more tenants through your property, helping you achieve a better rent. We even digitally archive all paperwork and documents so that we can easily email or post you any document, invoice or statement you need, when you need it.

Our People Know the Rental Market

The average property managed by Rental Express generates 11% more rent than the median for other properties in that suburb. Why? Because our property managers and leasing consultants are trained to negotiate the best rent increase possible without costing you a good tenant. With rents increasing rapidly across Southeast Queensland, if your property managers don't know exactly what your property should be renting for, then you could be missing out on valuable rental income.

Personalised Service

Finding a stable and reliable property manager is hard at the best of times as it can be a demanding job. At Rental Express, we look after our people and have a loyal and experienced team you can trust to assist you and take responsibility for your property's successful management. You won't be treated like a number and you won't have to worry about having a new property manager answer the phone each time you call.

Ongoing Communication

The number one complaint from clients across the property management industry is that they're not kept adequately informed about their rental property. We know that an informed owner is a happy owner and that clear, regular communication is vital in any business relationship. We place a special emphasis on ensuring your property manager consults with you and keeps you informed. Great service is what we're all about.

Selling Your Prized Possession

There's more to realising the greatest return on your investment than just receiving good rent. When the time comes to sell your investment, you also want to know that the very best price can be achieved. We'll ensure you get only the most experienced salespeople to value your property and offer you the best advice. You will save many of the unnecessary selling fees charged by traditional real estate agents and know that your representative will work to get you every last cent in the sale of your property. Your best interests are always our highest priority and you can trust that you will realise the best possible market price. We guarantee it.

WHY CHOOSE RENTAL EXPRESS?

- ✓ Your property will be looked after by the most experienced property managers in the industry. On average, our team members have over 7 years property management experience.
- ✓ The responsibility of looking after your property will be taken very seriously and we are committed to keeping you completely informed about all aspects of your rental property.
- ✓ The most dependable tradespeople will be used to ensure the highest quality maintenance work is done at VIP rates, keeping as much of your money in your pocket as possible.
- ✓ You can have your entire property portfolio looked after under one roof because we cover all suburbs. It will be easier for you having one point of contact for all your rental properties.
- ✓ You'll get the very best tenants, not just the easiest option or the first tenant who wishes to move in.
- ✓ Your tenants will be looked after so they look after your property.
- ✓ Our depth of experience and knowledge, and the fact that renting property is all we do, will result in a hassle-free rental property generating a better return for you.

INVESTOR SUPPORT

As a client of Rental Express you will have access to a wealth of knowledge on investment property and the local rental market. We will meet all your property investment needs including:

- ✓ Feedback and assistance with new investment purchases
- ✓ Advice on what's happening in the rental market
- ✓ Organising valuations and depreciation schedules
- ✓ Giving you up-to-date rent appraisals
- ✓ Advice and assistance with the sale of your rental property
- ✓ Advice on which improvements to your property may strengthen your investment return

The Original
Property
Management
Specialists

rentalexpress[®]

Take the worry out of property management.
Let Rental Express be hands on so you don't have to be.
Call one of our consultants today.

BRISBANE NORTHSIDE OFFICE

232 Kelvin Grove Rd,
Kelvin Grove QLD 4059

PO Box 413
Red Hill QLD 4059

P 3354 8070 F 3354 8099

BRISBANE SOUTHSIDE OFFICE

Shop 2, 433 Old Cleveland Rd,
Coorparoo QLD 4151

PO Box 585
Coorparoo QLD 4151

P 3843 5155 F 3843 5255

hands on property managers