

LANDLORD
WELCOME
PACK



KRISTY LORD

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NICE TO MEET YOU!



I've spent two decades excelling in the competitive landscape of real estate, establishing a reputation as a well-respected and innovative agent.

I am so excited to work together!

With my deep understanding of the local market in South East Queensland, I've had the privilege of assisting numerous families in effectively leasing their properties.

I'm genuinely confident that I can extend the same level of support to help you find the perfect tenant for your property.

☎ 0458 075 521

✉ Kristy@klpropertygroup.com.au

WHAT TO EXPECT

FROM ME, AS YOUR REAL ESTATE AGENT

1

DISCLOSURE & HONESTY

I am always accessible and approachable. We pride ourselves on our open and direct communication approach. Let our experience guide you.

2

REAL TIME COMMUNICATION & REPORTING

This real-time communication not only fosters transparency but also ensures that concerns and questions are addressed promptly. Our Property Management software and portal enables you access essential information conveniently.

3

LARGE NETWORK OF BUSINESS CONNECTIONS

KL Property Group has partnered with reliable and professional trade contractors that I have personally vetted. I will not use a business for your property that I wouldn't use for my own.

4

A BROAD SENSE OF THE RENTAL MARKET

With a comprehensive understanding, vast experience and in-depth knowledge of the rental market, I am immersed in the world of real estate. My commitment and understanding of up-to-date market trends enables consistent and optimal outcomes for my clients

FAQS

HOW TO ACHIEVE THE BEST RENTAL RETURN FOR MY PROPERTY?

Choosing the right rental price is a pivotal decision for any investment property owner. KL Property Group is your expert guide in this process, offering a blend of professional insight and a friendly approach. Several factors come into play, such as property location and condition. Evaluating aspects like the quality of paint and carpet and the property's overall appeal helps us determine the optimal rental price.

HOW OFTEN WILL I RECEIVE THE RENT FUNDS AND WHEN WILL I RECEIVE MY STATEMENT?

Rent payments are generated weekly, fortnightly or monthly, it's your choice. Landlords receive a statement at the end of every month, and you will have access to view your account any time via the PropertyMe portal.

WHAT IS THE PROCESS OF LEASE RENEWALS AND RENT REVIEWS?

Maintaining a fixed-term agreement offers peace of mind to both landlords and tenants. To ensure transparency, three months prior to the lease expiration, we'll conduct a rent review on your property. This review helps us assess whether a rent adjustment is necessary to align with prevailing market conditions.

If it's determined that a rent increase is warranted, we will promptly reach out to you for your approval and to discuss the terms of a renewed lease. Our goal is to foster a harmonious landlord-tenant relationship while staying current with market dynamics.

F A Q S

WHAT IS THE PROCESS FOR REPAIRS?

We will always do our utmost to get your approval before any repairs are carried out. In situations where urgent repairs are needed and we cannot reach you, we will take the necessary steps to fix the problem smoothly and quickly.

WHO IS RESPONSIBLE FOR SMOKE ALARMS?

Landlords have to comply with state legislation and regulations by ensuring the proper installation of smoke alarms. Interconnected smoke alarms must be present in every bedroom of a home, powered by either a 240-volt source or a 10 year lithium battery. KL Property Group employs the services of Smoke Alarms Integrity to aid in this essential compliance. Your property's safety is of paramount importance to us.

DOES MY TENANT PAY FOR WATER USAGE?

Yes. The tenant is granted a 30-day period to settle the water invoice, reimbursing you for the incurred charges.

WHAT EXPENSES CAN YOU MANAGE ON MY BEHALF?

KL Property group is adept at managing all the financial aspects associated with your rental property. This includes landlord insurance, council rates, water rates, maintenance invoices and any other property related expenses. These expenses are covered by the rent funds we collect on your behalf. Our goal is to ensure your property's financial matters are expertly and professionally handled.



CHECKLIST:

PREPARING YOUR PROPERTY TO RENT

Ensuring your property is well-presented is not only beneficial but also streamlines the rental process.

- ☐ Ensure smoke alarms and electrical safety switch is installed as per legislation.
 - ☐ Confirm smooth operation of windows, doors, and cupboards.
 - Keys – ensure all locks have keys. We require a minimum of two sets (one set will always remain with the office). We may need to cut additional keys depending on the number of tenants to reside at the property.
 - ☐ Check corded window coverings comply with legislation.
 - ☐ Have the property professional carpet cleaned.
 - ☐ Keep pest control up to date.
 - ☐ Provide termite barrier inspection details if completed.
 - ☐ Ensure Pool Safety Certificate for pools.
 - ☐ Update address and mail forwarding if your primary residence is rented.
 - ☐ Secure Landlord Insurance with Public Liability coverage of a minimum of \$10 million.
 - ☐ Supply appliance manuals and warranty information.
 - ☐ Ensure that there is adequate security for tenant's contents insurance.
 - ☐ Ensure the property is 3-star water well-rated if you would like water consumption charges to be charged to the tenant.
 - ☐ Utilities – ensure all accounts (electricity, gas, phone etc.) are notified or canceled accordingly. The only services to remain in your name are water, rates, and strata – these will need to be redirected to our agency or your new address, depending on your preference.
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WHAT OUR CLIENTS ARE SAYING



"Kristy is the ideal choice to entrust your property to. Her professionalism and meticulous attention to detail are remarkable, yet she maintains a kind and approachable demeanor. Her swift communication and willingness to address inquiries make working with her a pleasure. Renting our property for the first time was surprisingly smooth and hassle-free, thanks to Kristy. We have complete confidence in her capable hands and are truly grateful for her expertise."

Samara Adams



"We couldn't be more pleased with Kristy as our agent. Her exceptional service in securing tenants for our parents' home was outstanding.

We're delighted that she came highly recommended to us. Kristy deserves a perfect 10 for her responsiveness, helpfulness, transparent communication, and her willingness to go the extra mile for her clients."

Sean Morris



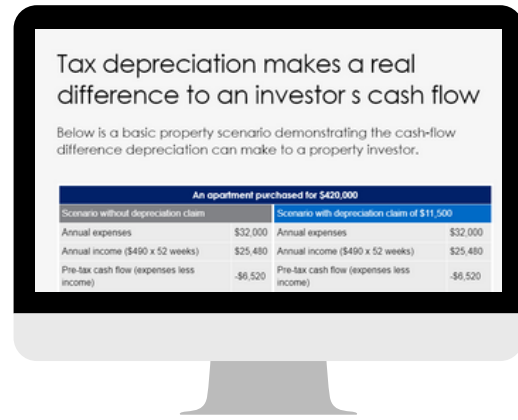
"Kristy possesses an unparalleled understanding of the market. We had our property listed for weeks before a friend recommended Kristy. Her upfront and honest approach truly set her apart. Within just one week and the first open house, Kristy successfully leased our property."

Simone Healy



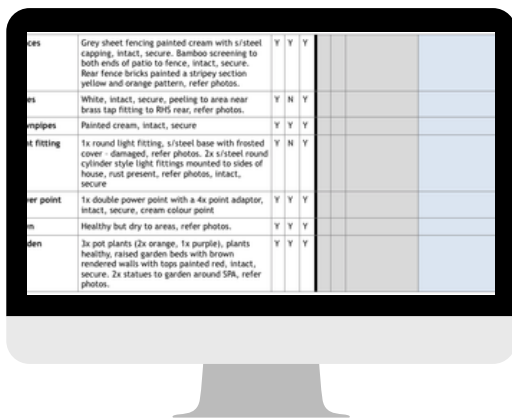
PropertyMe Landlord Portal

Owners can see a detailed view of their property and financial information in one screen. They can also click through to their financial activity graph for more detail.



Tax Depreciation Schedule

As the owner of a residential investment property, claiming depreciation deductions can make a big difference to your cash flow. KL Property Group can organise this on your behalf.



DETAILED ENTRY CONDITION REPORTS

We meticulously complete Entry Condition Reports for all properties, capturing over 1000 detailed photos to ensure comprehensive documentation.



COMPREHENSIVE ROUTINE INSPECTIONS

Regular property inspections are conducted every 3-4 months, and a comprehensive report is sent to you via email. Additionally, the report is accessible through our PropertyME portal for your convenience.

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