

PAUL FLYNN PROPERTY MANAGEMENT

Established 1996

“Your trusted person on
the ground”



PAUL FLYNN
PROPERTY MANAGEMENT



Why Is Paul Flynn Property Management So Different?

Paul Flynn Property Management is part of the Paul Flynn Property Group, which is your one-stop shop for all your residential real estate needs including:

- Investment Consulting;
- Buyers Agency;
- Sales;
- Conveyancing and;
- Property Development.

We're A Stable Business

Paul Flynn Property Management has been leasing properties in the Brisbane, Ipswich, Logan and Gold Coast suburbs for nearly 30 years. Our remarkable growth and success in Property Management is a direct reflection of the energy, enterprise, and excellence of our people.

To add on, both business owners, Paul Flynn & Santosh Nune own a large part of the investment properties. Having their skin in the game, Paul & Santosh have set very high standards on how their properties should be managed, and they offer the same to you.

Hands On

We are very much a “hands-on” company with both, Paul & Santosh being fully involved at a client level on a day to day basis.

New Tenant Checks

We meet every new tenant in person and also run their application through background checks before they move in so we know them from day one.

Secure Rent Collection Process

We proactively collect rent by either direct debit or Centrepay.

Tradies On Call

We have highly qualified tradesmen that work for us full time – ensuring your maintenance gets done efficiently, without burning a hole in your pocket.

Specialised Knowledge

Both Paul & Santosh are active property traders. Together they have bought, renovated and sold over thousands of properties in the last 35 years, which leads to their experience and specialised knowledge of the market.

We Work With Trusted Insurance Brokers

We work with specialised insurance brokers who offer us competitive premiums and claims on all events.



Property Management Made Easy

1. Your Property Worth

We promise that the likely leasing price has not been “over-quoted” in order to entice you to sign up with Paul Flynn Property Management. Our estimate incorporates all of the attributes of your property, an analysis of relevant nearby leasing, together with an assessment of current market conditions, including the availability of competing properties for lease.

2. Marketing

We can tailor a marketing strategy to best suit you and your property. We use a variety of websites to give the property maximum exposure. This combined with traditional techniques, such as for lease boards, we are able to reach a broad spectrum of people increasing the rent ability of the property.

3. Opens

To assist tenants with their search for property and to minimise the vacancy period, we conduct open

for inspections on Saturdays and as per demand. We find this method works quite effectively as it enables us to find a suitable tenant sooner and affords us the opportunity to meet with them in person.

4. Tenant Selection

We set a stringent criteria of suitability which prospective tenants must meet. A detailed application form must be completed and we will contact all references to ensure that the tenant we select has an impeccable history. 200 points of identification must be supplied to enable us to verify each prospective tenant’s identity. By selecting the right tenants we are able to keep arrears to a minimum and ensure your payments are on time and in full.

5. Maintaining Your Property

Whilst managing your property we will take care of it as it was our own. Our skilled Property Management team will conduct an initial condition report and follow up with routine inspections. We will take all maintenance requests and liaise with tradespeople to achieve the best outcome for the tenant and owner.

6. Total Peace of Mind

Paul Flynn Property Management is the most prominent local residential letting agency, with over 30 years of management experience. Through meticulous attention to detail and careful preparation of every tenancy, we have earned the trust and confidence of our clients. Our objective is to look after your property like we do our own.

Our management service is run by extremely experienced personnel, with highly disciplined financial controls and checking procedures. We guarantee that our experienced and committed team will provide the finest service available. We provide landlords and tenants with total peace of mind. All our landlords will be invited to subscribe to our regular “In Vision - Landlord Newsletter” where we share with you updated information on property issues, case studies, local development, etc.



The Tenancy Agreement Process

The whole process will be seamlessly integrated from the point of signing up your property to getting a tenant into the property. It is process dependant, not people dependant.

The Process:

1. The application for tenancy is approved in conjunction with you, and the successful tenant/s is/are notified by Paul Flynn Property Management.
2. The prospective tenant then pays one week's rent to secure the property.
3. The residential tenancy agreement and all supporting documents such as: entry condition report, bond lodgement forms and detailed inventory (if applicable) are prepared by Paul Flynn Property Management and signed by the tenant.
4. All keys and remote controls (if applicable) provided to the tenant are photocopied and this photocopy is signed by the tenant on receipt of

the keys and remote controls. (This eliminates disputes over non-returned keys at the end of the tenancy).

5. The tenant pays a bond equivalent to a minimum of four weeks rent prior to assuming tenancy. This is lodged with the Residential Tenancies Authority (RTA) within 10 days by Paul Flynn Property Management.

Routine Inspections

Our property management team regularly inspects your property. After each inspection, you will receive a full written report on the property's condition.

During these inspections, we will conduct a maintenance inspection as well as a general check of the internal and external conditions.

Should any major maintenance be required, you will be notified immediately. If our office does advise that there is maintenance pending it is important that it is attended to immediately.

A lack of maintenance on the property not only hinders capital growth of the investment, but also could lead to an injury claim. By law, a tenant has the right to arrange emergency repairs to the value of two weeks rent if the agent or owner has not acted within a reasonable time.



Maintenance

Maintenance matters are carried out in accordance with the property investor's instructions. We only engage tradespeople who meet our office's high standard. They must be licensed and they must have public liability insurance cover to protect you and your investment.

We usually request from our landlords an authorised maintenance expenditure limit to save having to worry you for authorisation on minor repairs. You will be advised of any repairs necessary over this limit. If at any time we are not satisfied with the quality of the workmanship we will instruct the tradesperson to rectify the problem immediately.

The neglect of minor repairs will always lead to major (and costly) repairs at a later date. At its worst, poor maintenance can cause a good tenant to leave. Our maintenance program will ensure that problems are rectified quickly at a competitive price.

Property Vacancy

We understand that as a property investor you rely on the weekly rent to meet mortgage commitments and every effort is taken to minimise vacancy periods and secure a quality tenant. So, why do properties remain vacant?

The Rent Is Too High

Both the rental market supply and tenant supply determine rental rates. We constantly monitor the market to ensure you are receiving the maximum return on your investment. Asking for rent which is above the current market trend can lead to long-term vacancies, which ultimately affects your income.

High Vacancy Rate

If there are more properties than tenants, this will affect the vacancy rate and enable tenants to have a greater choice.

Poor Presentation

The condition of your property will attract a similar quality of tenant. Ensure your property appeals to the standard of tenant you wish to attract.

Protect Your Investment



Rental Increases

We realise the importance of rental returns. As part of the Paul Flynn Property Management commitment to our property investors, we are constantly monitoring current market trends on your behalf. A minimum of one rent review is carried out per year and one is automatically carried out when a tenant vacates, or their tenancy agreement comes up for renewal.



Rent Arrears

Every precaution is taken to minimise tenants falling behind in their rent by carrying out daily checks on all Tenancy Agreements to ensure rents are kept up to date.

We have standard rent arrears letters and strict procedures in place, should a tenant fall behind in their rent. Our primary focus is to ensure that our office mitigates (reduces) any loss of income to the property owner. In accordance with the law, our office will also issue the appropriate notices.

NB.: Our tenancy arrears are minimised by our strict tenant selection criteria.



Legal Proceedings

Paul Flynn Property Management is aware of the legal requirements necessary in reducing any problems related to your property. In the first instance, we negotiate with the party on your behalf to try and come to an amicable solution. On the rare occasion where we are unable to resolve the dispute, it would be necessary to instigate legal proceedings against a tenant in the Queensland Civil and Administrative Tribunal. We can act on your behalf at the tribunal for a small fee.



Our Professional Fees

Management Fee Structure

When considering what fees to pay an agency you must first view fees as an investment rather than an expense. Your money is best invested in an agency that has knowledge of the market, skilled property managers, and high level of experience, skilled negotiators, effective communication and knowledge of the Residential Tenancies Act.

We pride ourselves on all of the above and welcome the opportunity to discuss in more detail your management requirements. Our fees are competitive and our property manager will discuss with you in detail fees associated with the leasing and management of your property.

Preparing A Budget

Taking the time to prepare a budget on your investment property will help you estimate the annual income against expenditure, and you will also be able to budget a set amount to save for maintenance and property improvements.

Convenient Account Payments

Because many of our investors require a totally

“worry-free package”, we can pay all accounts that relate to your investment property - rates, body corporate fees, landlord protection insurance, electricity accounts and any others that may arise. Please note: Should you require our office to pay these accounts you may be required to contact the organisation to “authorise” the accounts to be sent to our office.

Protecting Your Rental Income

To maintain on-time rent payments, Paul Flynn Property Management conducts daily checks on all tenancies and follows appropriate procedures to notify tenants of their obligations in the instance that they do fall behind in their rent payments.

However, sometimes circumstances change, making it impossible for tenants to meet their obligations and because of this we strongly recommend you take out **Landlord Protection Insurance**. This insurance cover protects your rental income, property contents and public liability claims. That's right...it pays your rent when your tenants won't!

For further information on the terms and conditions of the policy and premiums please refer to the brochure enclosed or contact the insurance provider on the telephone number listed.

Statements

Our office uses the latest in computer software to offer you more options and prompt service in accounting monies to you. Paul Flynn Property Management utilises NAB online so at the end of each month's reconciliation your funds are transferred to your account electronically.

You will receive a fully computerised statement of your account at the beginning of each month and it is important that you carefully check the statement each month to ensure that all the information is correct.

We will also provide to you a fully computerised statement at the end of each financial year summarising all income and expenditure relating to the property.



Paul Flynn and Santosh Nune

Paul Flynn Property Management is owned and managed by Paul Flynn and Santosh Nune. They bring to the table more than 30 years combined experienced across property investment and property management.

Experts investors of their own right, Paul's and Santosh's experience and expertise offer incredible insights and advice for their clients and an incomparable standard of service. Together with their team, they are passionate about helping their clients build their wealth through property.

"Real estate is our passion and we have personally bought and sold over 1,000's of properties to date, retaining a few for ourselves. We expect nothing but excellence in managing our properties and so should you.

Travelling regularly interstate to meet our investors - we make it a point to ensure you really know who you are dealing with. We look forward to doing long term business with you."

Paul Flynn Property Group

✉ info@paulflynnproperties.com

🌐 www.paulflynnpropertygroup.com.au

☎ 07 3208 3088

📍 3/23 Dennis Road Springwood QLD 4127