



Landlord Guide

Cardow & Partners  
PROPERTY



## Our Story

Cardow & Partners Property is a family owned and run business with offices in Urunga, Bellingen, Coffs Harbour & Woolgoolga. Local knowledge and a genuine love of the area make Cardow & Partners Property the right choice for you if you are considering buying, selling or renting your home, business or property.

Our teams live in and possess an excellent knowledge of our stunning local areas; therefore, we have an intimate understanding of the Real Estate Industry. Being a family owned business, we pride ourselves on offering personalised service whilst having access to sophisticated, state of the art marketing.

All our Cardow & Partners Property offices are located in prominent positions which have been selected due to their large & well-lit window displays. If any client is personally visiting the suburb, they will most certainly visit one of our offices which will allow them access to all four.

## Our approach is different!

For many people, an investment property forms part of their retirement plan. In order to avoid any hiccups in the future, this precious nest egg should be nurtured along the way, so it lives up to its promise of financial security when the time is right.

To ensure successful management of your investment property, you need to work with a qualified agency that has a committed and professional approach. Our Agencies have attention to detail, knowledge of all the appropriate legalities, and efficient procedures in place to manage the day-to-day demands of a portfolio of investment properties.

Taking on the services of a proficient, proactive and professional Property Manager is the best financial decision any novice or experienced investor can make.

We have developed a loyal following of clients who trust our sound judgement and comprehensive understanding of leasing and property management.

Finally, communication is key, keeping landlords up to date with values and market trends is something our agencies are passionate about delivering on a regular basis.

All of our property  
management portfolios have  
been rapidly expanded through  
referrals & word of mouth



# The Details

## Tenant selection

- Proof of identity, 100 points of Identification
- Verification of current and previous rental history
- Verification of current and previous employment history and confirmation of income

Formal reference and credit checks with a national tenancy database to confirm there are no previous defaults listed against the applicants.

After all of this is completed & meets our stringent standards, we will contact you for further instruction to discuss the applicants. We believe you should be a vital part of selecting tenants for your investment.

## Rent Processing & Financial Accounts

You have the option of receiving a rental disbursement once or twice per month. We aim to be a paperless office, so your Financial Statements will be electronically sent unless otherwise instructed.

The payment options into your nominated financial institution are;

- Once - on the last working day of the month.
- Twice – on the 15th (or last working day closest to the 15th) & on the last working day of the month.

## Ingoing Inspection Report

This inspection is undertaken prior to your tenant taking possession of your property. We complete a thorough written and photographed Condition Report which is used to ensure the tenant leaves the property in the same condition as when they moved into the premises. It helps to ensure the protection of your property and its fixtures. This also assists with the prompt return of your tenants' bond if there is no cause for dispute.

## Routine Inspections

We conduct regular inspections during the course of each Tenancy (legislative requirements apply). This purpose is twofold, it determines that your tenant is looking after your property as they should and provides us with the opportunity to make recommendations on renovations and/or maintenance required.

## Lease Renewals

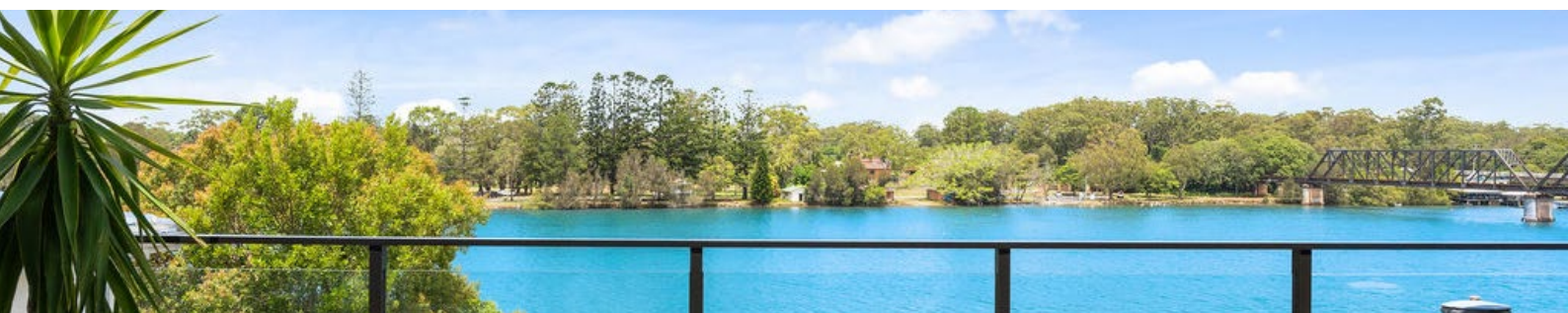
We will contact you prior to the expiry of the current fixed term lease in order to seek your instructions moving forward with the Tenancy. At this time, we will make recommendations as to our opinion of an achievable rental return. Once we have received your instruction to proceed with a new lease, we will contact the tenant on your behalf.

## Rent Reviews

Rental Reviews are conducted on your property, even if a further fixed term is not entered into. During our Routine Inspections we make a rental assessment based on the current market and can inform you of this in our inspection reports.

## Outgoing Inspection

This inspection is conducted once the tenant has vacated the property and returned the keys to our office. Using the Ingoing Condition Report and images that are completed at the beginning of the tenancy we compare (allowing for fair wear and tear) and ensure that your investment is left in the best condition possible for the next tenancy.





## Frequently Asked Questions

### Your obligations to the tenant and our agency.

Under the Residential Tenancies Act, Landlords have various obligations to their tenants:

- the premises and inclusions are clean
- the premises are fit for the tenant to live in
- the premises and inclusions are in good repair
- the landlord is not in breach of any laws dealing with issues about health or safety of a person using or entering the premises.

### What is included when Cardow & Partners Property manage my property?

Included in your management fees are the following ongoing services;

1. Ingoing and Outgoing Inspection report including photos (this is prepared before the tenant moves in and completed again once the tenant vacates)
2. Collection and disbursement of rental bond (4 weeks rent)
3. Collection of all rent from the tenant
4. Routine Inspections per year that you are more than welcome to attend
5. Organising of all maintenance and repairs
6. Paying of all invoices (maintenance, rates, insurances etc)
7. Processing insurance claims (if needed)
8. Mid and End of Month payments



## Our Offices



### Coffs Harbour Office

Suite 1/144-148 West High Street,  
Coffs Harbour NSW 2450

(02) 6638 0144

[www.cardowpartners.com.au](http://www.cardowpartners.com.au)



### Woolgoolga Office

Shop 7a-8 Woolgoolga Central,  
Woolgoolga NSW 2456

(02) 6654 1148

[www.cardowpartners.com.au](http://www.cardowpartners.com.au)



### Bellingen Office

61 Hyde Street,  
Bellingen NSW 2454

(02) 6655 1049

[www.cardowpartners.com.au](http://www.cardowpartners.com.au)



### Urunga Office

9/8 Bowra Street,  
Urunga NSW 2455

(02) 6655 6167

[www.cardowpartners.com.au](http://www.cardowpartners.com.au)



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