

Your **Investment** Journey Starts Here.

Investment Guide for Rental Providers



bellarine property

rentals. commercial. sales. projects.

On March 29, 2021, the Victorian Government implemented a total of 132 new reforms, which cover everything from rules for beginning a tenancy, staying in a rental, vacating a rental and everything in between. Our property management team have been educated to understand these new reforms.

As part of the new reforms, terminology has changed:

Landlord is now referred to as **Residential Rental Provider**

Tenant is now referred to as **Renter**

Our Evolution.

Bellarine Property was born on March 1, 2011, with a team of five. We pioneered a new way of operating in our market and industry, becoming the first complete 'team' operated business for both Sales and Rentals.

We envisioned delivering a clean, fresh and wonderful experience to selling real estate, so we set about creating it.

We have always strived to be unique and different to other real estate businesses. Not only does our team model approach set us apart, we are refining the way we go about things on a daily basis. The result is an experience, price, level of communication, technology and outcomes that are world class and ever-evolving.

We don't accept satisfied, we accept 'blown away'.

In a fast changing world, we are committed to staying ahead of the game. We believe this is the key to being the best in the market on any given day. We are unrestricted by any franchise or head office, therefore if we think it, we design it, we do it. We have the ability to rapidly engineer change and embrace the very best technology from around the globe, offering its advantages to our clients before other agencies can even get it through compliance.

We hire only the very best and we expect excellence from them.

At the end of the day, it's the people within the business that get the result, not the 'brand'. This is a vital element to consider when choosing who to trust with managing your property.

We also understand and appreciate the fabric of community. We have a longstanding history, and continue to support and donate, to many sporting clubs, schools, festivals and charities across the Bellarine Peninsula & Australia every year.

Now with over 20 team members working across 3 departments (Sales, Rentals and Administration), we collectively work together. We have created and value a fun workplace culture and an environment where everyone enjoys working in a happy place.

Experience Tells Us What You Want.

Decades of successful real estate management have instilled in us a profound understanding of your priorities as an investor. You seek not just consistent, on-time rent payments, but also meticulously maintained properties that attract and retain high-quality renters. We deliver on these fundamental expectations with unwavering commitment.

Furthermore, we recognize the importance of informed decision-making. Our comprehensive property management services offer annual sales appraisals, providing you with invaluable insights into your investment's market value. Additionally, we conduct thorough annual rent reviews, ensuring your portfolio remains optimally positioned to generate exceptional returns.

The cornerstone of our service is an experienced and dedicated management team. Their extensive knowledge and expertise encompass all facets of real estate management, including meticulous adherence to compliance regulations. This ensures your investment operates smoothly and minimizes potential risks, allowing you to focus on other pursuits with complete peace of mind.

Our Operating Framework.

Leasing Manager

Carmela Muscat



0409 098 140

carmela@bellarineproperty.com.au

Senior Property Manager

Sarah Bailey



0409 762 962

sarah@bellarineproperty.com.au

Property Managers

Keery Heron & Lili Alcock



0409 963 361

keely@bellarineproperty.com.au



0448 510 138

lili@bellarineproperty.com.au

Financial Controller and Trust Accounting

Sara Arkoshy



03 5254 3100

sara@bellarineproperty.com.au

Our Roles.

Your Leasing Managers Role



Carmela Muscat is employed as our specialist leasing agent, Carmela ensures she achieves the best renter for the highest rent in the quickest possible time for your valuable asset. Having a dedicated specialist in this area, allows your property manager to focus on the day to day management of your property and ensures a higher level of both performance and customer service to our valued clients.

Our Leasing Process



Market Appraisal

We begin by conducting a thorough appraisal of your rental property. We leverage our expertise and market knowledge to analyse comparable properties and current demand in your area.



Authority Agreement

We work with you to establish a clear and comprehensive rental agreement. This agreement will detail the weekly rent, our management fees, and the length of the tenancy.



Property Marketing

We utilise engaging marketing materials and targeted online platforms to attract the right kind of tenants. Our goal is to generate high-quality enquiries from qualified individuals.



Rental Inspection

As qualified inquiries arise, our leasing manager takes the lead in coordinating property inspections. This ensures a seamless and efficient scheduling process for prospective tenants.



Application Reviews

Often receiving multiple applications per property, we leverage our expertise to identify the most qualified candidates. We prioritize applicants with strong rental histories, financial stability, and references that confirm responsible tenancy.



Tenant Selection

Once we identify the most suitable candidate, our leasing manager conducts a thorough background check. This ensures we select the best renter for your property, one who will treat it with respect and adhere to the terms of the lease.

Our Roles.

Your Property Managers Role



We have three property managers on board to handle the day to day management of your property. Our Senior Property Manager, **Sarah Bailey**, oversees the department, providing support to **Keely Heron & Lili Alcock**. Your asset is being expertly looked after, rent is paid on time and maintenance is attended to in a timely fashion. Our property managers are experts in their field and are always available to discuss your property management needs.

Our Management Process



Condition Report

Depending on the size of the property, up to 1000 photos are taken to reduce the risk of possible issues during the tenancy.



Property Handover

The key handover meeting is an opportunity to set clear expectations and establish a smooth tenancy process from the outset.



Upkeep

We offer a network of handpicked, reliable, and efficient tradespeople for any maintenance needs.



Renter Arrears

We have a zero tolerance for rent arrears and follow a strict rent arrears process.



Routine Inspections

Performed regularly and in line with legislation. Both written and photographic evidence gathered and sent to you for your records.



Rent Reviews

We conduct annual rent reviews and suggest adjustments to align with market value.



Lease Renewals

We'll initiate a discussion with you about your renewal preferences. This includes the possibility of continuing with the current tenant, seeking a new tenant, or exploring other options like month-to-month or fixed-term agreements.



Bond Inspections

Completed at the end of a tenancy after the renter has vacated and compared with the entry report. Any issues are followed up and bond is not refunded until all parties are in mutual agreement.



Communication

We prioritize a smooth and enjoyable experience for our clients by providing exceptional service and clear communication. Our dedication to client satisfaction ensures a stress-free and successful experience for you.



Your Investment Team

Client Testimonials.

Sally said...

Keely was easy to work with, understanding, kind and very helpful. She was quick to respond to any questions we had. Highly recommend using this agency.

Peter said...

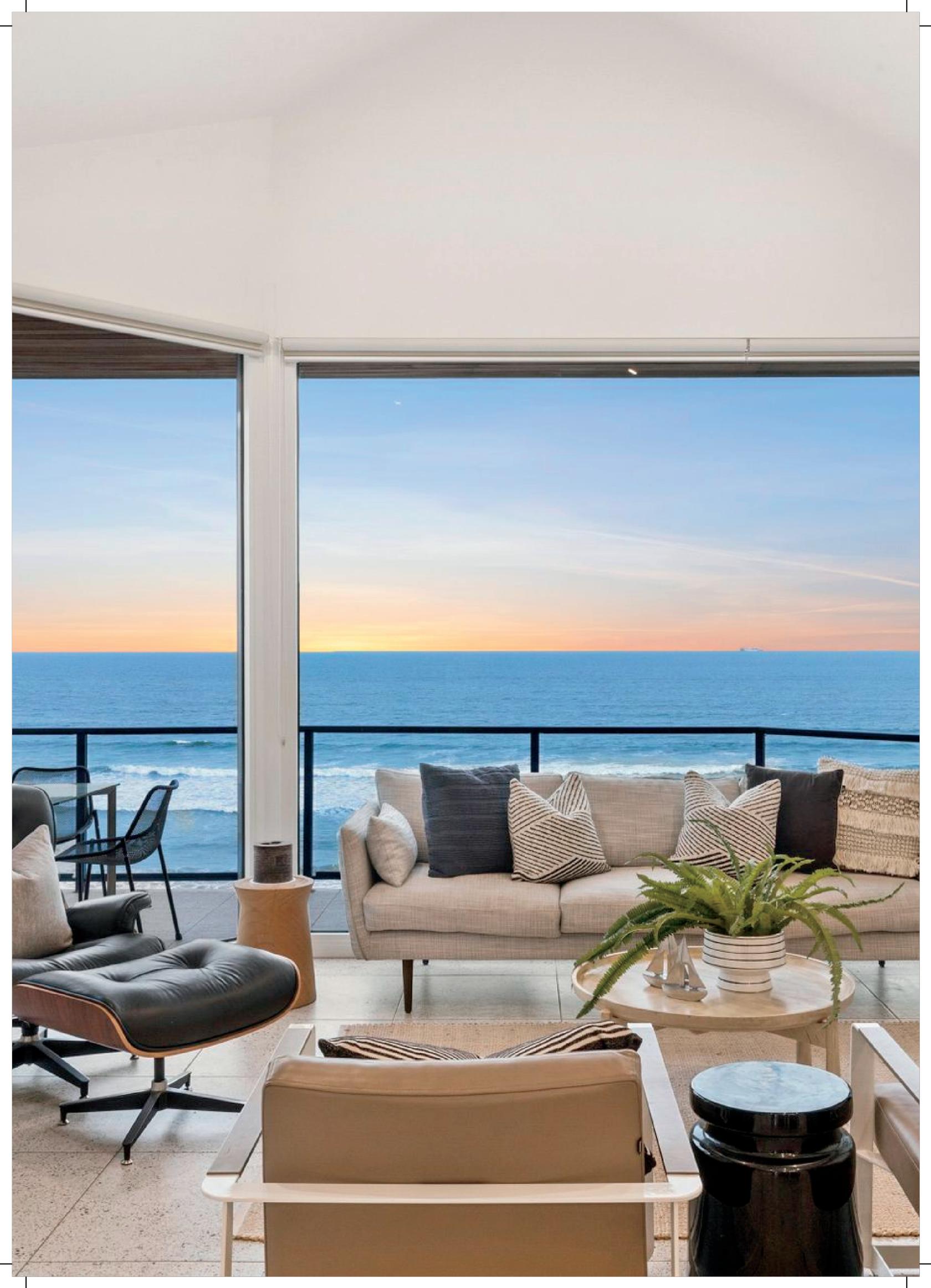
Carmela is a delight to deal with. From the moment we first met her, we were impressed with her bubbly nature and expertise in her field. We could not recommend her enough.

Irene said...

I have never had an issue with our rental property and have put this down to Sarah's passion, expertise, and love of the job she is so unbelievable at.

Katherine said...

Working with Lili as my property manager has been a breeze! Her understanding and responsiveness made our experience with Bellarine Property smooth and stress-free. Highly recommended!



Our Communication.

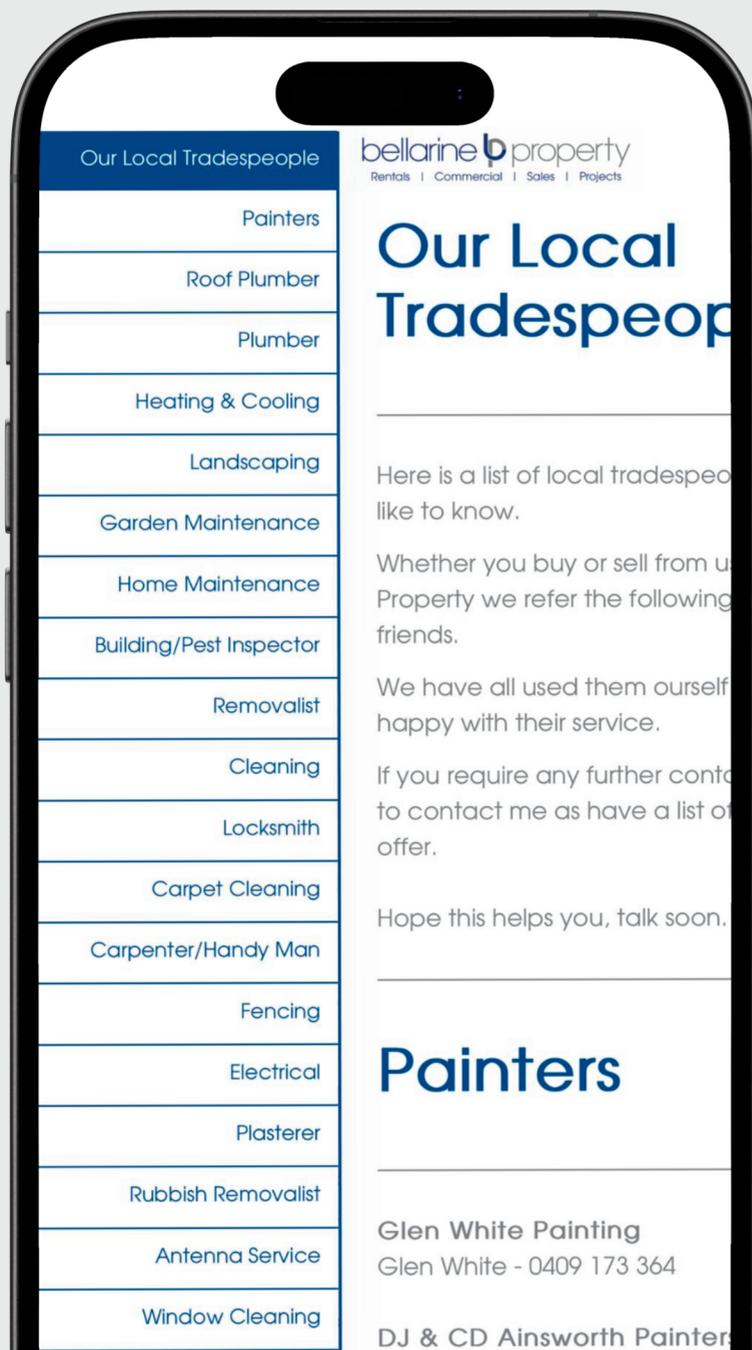
We understand communication is paramount to a great relationship. In addition to talking with you via phone, e-mail and SMS, we also provide you the ability to use your very own digital portal app to be kept up to date with everything about your rental property. This can all be done from the palm of your hand via the 'PropertyMe Owner App'. By the time you've finished your morning coffee, you can peruse everything from transactions to inspection reports. The best part? It's live and up-to-date, so you know exactly what's going on with your property anywhere you go.



Scan for more
information about the
PropertyMe Owner App.

Our Local Trades

Keeping your home running smoothly requires a network of reliable tradespeople. Here at Bellarine Property, we've compiled a comprehensive webbook featuring trusted local professionals ready to tackle any maintenance need. This resource is entirely free and available to our community.



Scan for 'Our Local Tradespeople.'

Our Process.

Maintenance & Upkeep

At Bellarine Property, we understand the importance of maintaining your investment property. We strive to provide a seamless and efficient process for handling all maintenance requests, ensuring both your property's well-being and your tenants' comfort.

We will always make every effort to contact you and discuss any urgent repairs before proceeding. This allows us to understand the situation and obtain your input whenever possible.

Urgent Repairs and Legislative Guidelines

The Residential Tenancies Act 1995 (VIC) outlines the responsibilities of rental providers and renters regarding repairs. Under this legislation, we are authorised to approve urgent repairs up to the value of \$2,500 if we cannot reach you after reasonable attempts.

What constitutes an urgent repair?

The Act defines urgent repairs as those that are necessary to:

- Ensure the safety or health of the occupants of the rental property.
- Prevent damage to the property from worsening.

Examples of urgent repairs may include:

- A burst water pipe
- A damaged electrical fitting posing a safety risk
- A major roof leak
- A malfunctioning heating or cooling system during extreme weather conditions

Our experienced property management team proactively educates your renters on how to distinguish between urgent and non-urgent repairs when reporting maintenance issues. This helps to ensure timely attention is given to critical problems while minimizing unnecessary disruptions for both parties.



Scan for more
information about
maintenance.

Our Process.

Renter Arrears

At Bellarine Property, we understand the importance of consistent rental income for your investment property. That's why we take a proactive approach to minimizing rental arrears, ensuring your financial security and peace of mind.

In the very rare event that rent arrears cannot be resolved, your property manager will discuss options which may include VCAT application.

If your renter falls into arrears:



Scan for more information about rental arrears.

Our Process.

Bond Refund

At Bellarine Property, we take the stress out of bond returns for both rental providers and renters. Following the end of a tenancy agreement, we conduct a thorough inspection of the property to assess its condition against the initial documentation. Once the inspection is complete, we initiate the bond refund process, working collaboratively with both parties to ensure a smooth and efficient resolution. This includes facilitating communication, processing paperwork, and mediating any discrepancies regarding the bond amount.

Note: The bond is between the renter and RTBA. the bond only becomes payable to you under certain circumstances, i.e. unpaid rent, breaking of lease, damages etc.

0 to 3 days

Vacate inspection is carried out within 3 business days to determine if property is left in good order.

0 to 14 rental days

Renter will receive bond refund within 14 days from vacating, unless there is a reason to make a claim.



bond is refunded through RTBA. In the very rare event that a bond refund cannot be agreed upon, your property manager will discuss the option of a VCAT application to resolve the matter.

VCAT decides if no resolution can be reached.

VCAT hearing



Scan for more information about bond refunds.

Minimum Standards.

We take pride in managing properties that meet and exceed the minimum standards outlined by the Residential Tenancies Act 1995 (Vic) and associated regulations. Here's a quick overview of these essential standards to ensure a safe and comfortable living environment for your tenants:

Safety and Security:

- Smoke detectors: Functional and compliant smoke detectors must be installed in all dwellings.
- Carbon monoxide detectors: Properties with fixed-fuel heaters or appliances must have compliant carbon monoxide detectors installed.
- Electrical safety: The property's electrical wiring and switchboards must comply with current safety standards.
- Hot water systems: Hot water systems must be in good working order and maintain a safe temperature range.
- Locks and security: All external doors must have functioning deadlocks or security locks to ensure the property's security.

Habitability and Amenities:

- Ventilation: The property must have adequate ventilation in all habitable rooms, including kitchens, bathrooms, and bedrooms, to prevent moisture build-up and ensure good air quality.
- Curtains and blinds: Each window in a bedroom or living area must have curtains or blinds that can be opened and closed for light control and privacy.
- Kitchen and bathroom facilities: The property must have a functional kitchen with essential appliances (e.g., stove, oven) and a bathroom with adequate hot and cold water supply, toilet, and shower facilities.

Upkeeping the Property:

- Maintaining a healthy and safe environment: The property must be free of mould, damp, and any hazards that could pose a risk to the tenants' health and safety.
- Providing rubbish disposal facilities: The property must have appropriate bins for rubbish disposal.



Scan for more
information about
minimum standards.

Pets.

The Victorian rental market has seen a rise in pet ownership, and understanding the pet request process can be advantageous for you as an investor.

Our experienced property management team understands the pet request process and can advise you on strategies for attracting responsible pet owners. We can also assist with reviewing pet requests and drafting pet clauses for your tenancy agreements.

For Rental Providers:

- **New Legislation:** Introduced in March 2020, renters have the right to request permission to keep pets in their rental properties.
- **Responding to Requests:** You have 14 days to respond to a pet request form submitted by your tenant. This response can be written consent or applying to the Victorian Civil and Administrative Tribunal (VCAT) for an order to refuse the request.

For Renters:

- **Pet Request Form:** Prospective tenants seeking a pet must submit a Consumer Affairs Victoria (CAV) pet request form for each furry friend.
- **Approval Process:** Pets cannot reside at the property until formally approved by the landlord.
- **Landlord's Response:** You, as the landlord, have 14 days to provide written consent or denial after receiving the request form.
- **Automatic Approval:** If no response is received within 14 days, the pet request is automatically considered approved.

Benefits of Considering Responsible Pet Owners:

- **Wider Tenant Pool:** Opening your property to pet owners can significantly expand your potential tenant pool.
- **Long-Term Tenancies:** Responsible pet owners often stay longer, reducing vacancy periods and increasing rental income stability.
- **Reduced Marketing Costs:** Faster tenant placement due to a wider pool can lead to lower vacancy periods and reduced marketing expenses.



Scan for more
information about pets
in rental properties.

Selling a Rented Property.

Our dedicated rental and sales teams work together seamlessly to ensure a stress-free experience. We'll handle all communication with your tenants, manage legalities, and market your property effectively to achieve a strong selling price.

At Bellarine Property, we understand the complexities involved in this process. Recent legislative changes under the Residential Tenancies Act 1997 outline the legal requirements for selling a property with tenants. We can help you navigate these complexities and achieve a successful outcome for all parties.

The process of selling a rented property:

- **Notice of Intention to Sell:** We'll handle serving the official "Notice of Intention to Sell" to your tenants on your behalf, as mandated by the Act.
- **Tenant's Options:** Your tenants have the right to vacate the property. Importantly, they can give just 14 days' notice to vacate penalty-free compared to the usual 28 days. This provides them with flexibility while minimizing disruption for you.
- **Respecting Tenant Privacy:** A 14-day "no entry" period is enforced after providing notice to your tenants. This ensures their privacy and minimizes disruption.
- **Open Houses and Inspections:** The Act allows for a maximum of two inspections per week, with each inspection lasting no longer than one hour, unless otherwise agreed upon by both you and your tenants. Our team will facilitate communication and ensure a smooth inspection process.

Property Safety.

At Bellarine Property, we prioritize the safety of your tenants and your investment property. Part of this commitment involves ensuring all mandatory maintenance checks are completed regularly. Here's an overview of key safety checks required for rental properties in Victoria:

Gas Safety:

- Frequency: Gas safety checks must be conducted by a licensed or registered gasfitter every two years.
- Importance: These checks ensure your gas appliances and fittings are functioning safely and efficiently, minimizing the risk of gas leaks and carbon monoxide poisoning.

Electrical Safety:

- Frequency: Electrical safety checks must be conducted by a licensed or registered electrician every two years.
- Importance: Regular electrical inspections identify potential electrical hazards and ensure your property's wiring and electrical systems are in good working order, minimizing the risk of electrical fires and accidents.

Smoke Alarms:

- Frequency: Smoke alarms must be tested by a licensed or registered electrician annually. Additionally, tenants are responsible for testing smoke alarms monthly and replacing batteries as needed.
- Importance: Functional smoke alarms provide early warning of a potential fire, giving your tenants precious time to evacuate safely.

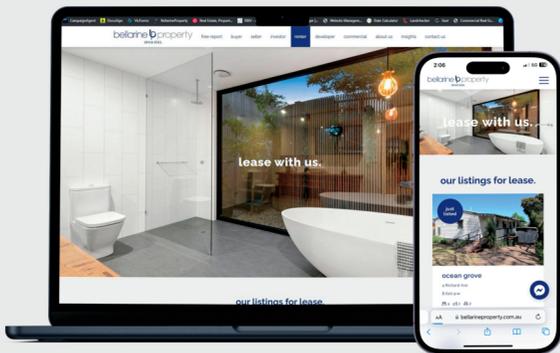


Scan for more information about pets in rental properties.

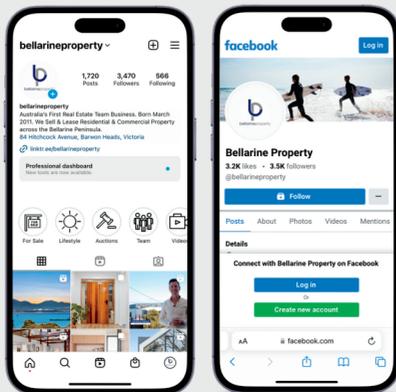


Marketing.

When it comes to property marketing, Bellarine Property stands out for our exceptional expertise. Our strategic approach and creative prowess consistently deliver outstanding results. From captivating visuals, compelling messaging and a sound understanding of buyer demographics, we have tailored our ability to effectively showcase properties and attract potential renters.



Scan to view our rental web page.



Scan to view our instagram page.



Scan to view our stats and facts.

Frequently Asked Questions

When do I receive my rental income?

We offer flexible payment options! You can choose to receive your rental income monthly or twice monthly. We can discuss which option best suits your needs.

Can I use my own tradespeople?

Absolutely! You have the freedom to use your preferred qualified tradespeople for any repairs or maintenance needs. If you don't currently have someone in mind, we can recommend our network of trusted and reliable professionals.

Who pays for utilities?

In most cases, the tenant is responsible for utilities such as electricity, gas, and internet. However, water rates and council rates are typically the landlord's responsibility.

Are your fees tax deductible?

Many investment property-related expenses, including property management fees, may be tax-deductible. We recommend consulting with a financial advisor for personalized tax advice specific to your situation.

What do I receive at the end of the financial year?

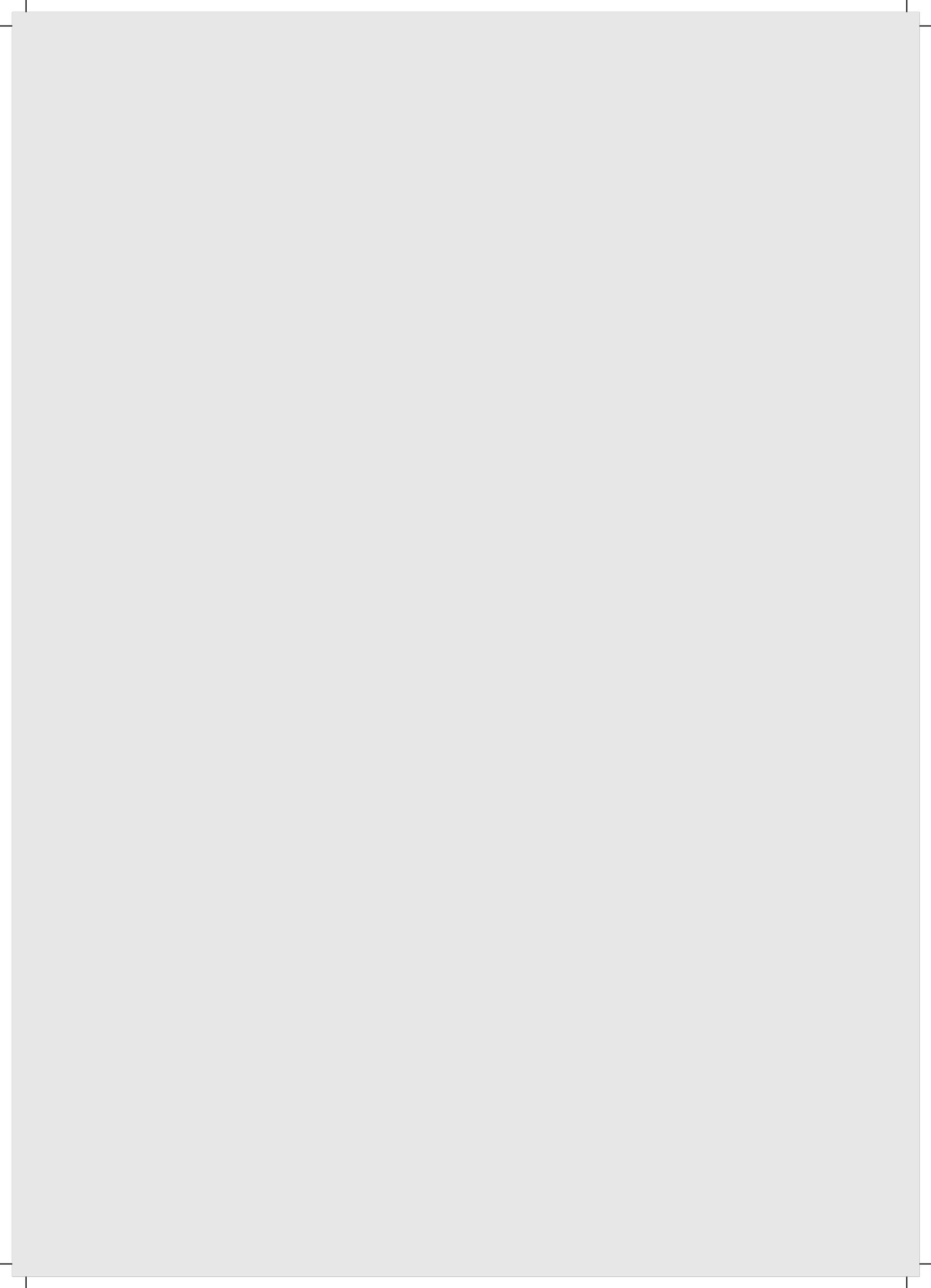
We will provide you with a detailed end-of-year statement emailed directly to you. This statement will detail all income and expenses related to your property, which can be helpful for filing your tax return.

Who is my point of contact?

For leasing inquiries and initial property setup, your dedicated contact will be Carmela. Once your property is leased, your designated property manager will be either Sarah, Keely, or Lili. They will be your go-to resource for any questions or concerns related to your property.

Can I get a complimentary sales appraisal?

We are happy to offer you a complimentary sales appraisal annually or upon request. A current valuation can be helpful for tracking your property's value and making informed investment decisions.



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