

HKY

REAL ESTATE



CHOOSING THE
RIGHT AGENT



Investing in property is often seen as one of the best ways to create wealth in Australia. However, if you are a first-time investor or perhaps an accidental investor, knowing where to start and what to consider, so you make smart decisions, can be overwhelming. Equally, if you are a seasoned investor, knowing how to maximise your investment and position it for success can be just as challenging. Let us guide you through each step.

Renting your property - Choose the Right Agent

When it comes to our property management services, we understand the importance of providing our owners with peace of mind and the knowledge that their investment is being managed by a proactive team of professionals. At HKY Real Estate, we will go that extra step to ensure our owners have a positive rental experience and a profitable return on their investment.

We are an independent agency with our Head Office located in the heart of the Swan Valley. We have a team of experienced Property Managers who all possess a common goal; to provide our owners and tenants with the best service possible and with our high ratio of staff to properties, this goal is consistently met.

Providing a quality property management service involves so much more than collecting rent and scheduling repairs when needed. A good agency will attract quality tenants who maintain the home to the highest standard and who pay their rent on time. For this reason, hiring the right agency who have proven policies and processes in place to deal with any eventuality is essential.

With state-of-the-art technology, a location that offers excellent exposure and a team of experienced professionals, we offer our clients value for money and a first-class service.

The Process

- 1 We meet to appraise your property and establish the market rent
- 2 A management authority is signed. The contract between the owners and HKY
- 3 An owners checklist and guide is provided to help you negotiate what may be unfamiliar territory as a first time landlord or simply acting as a reminder of things that may require actioning or renewing
- 4 Photographs are taken and the property is displayed onto appropriate internet portals
- 5 Booking opportunities for home opens are created
- 6 Tenants apply and applications are processed
- 7 Your tenants are selected and a lease agreement is sent, signed and the bond is paid
- 8 The property condition report (PCR) is completed
- 9 Keys are handed over and the tenant moves in. All tenants are given a welcome pack as a guide to their tenancy with HKY which includes information such as current rules and regulations, the "doe's and don'ts" and with clear instructions as to our expectations
- 10 An initial inspection is arranged after 6 weeks and routinely every 13 weeks following (Routine Inspection)
- 11 At the end of each month or twice monthly, you receive a monthly statement and money is paid into your nominated bank account
- 12 It is as simple as that.



Decision Time

HKY understands that at the end of the day all you want is your property looked after and your money in the bank. It is our promise that we will make it happen.

We hope the information below helps you to make the right decision.

- 1 We believe property management is the backbone of any real estate company and therefore should be treated with the respect it is due.
- 2 We believe in teamwork and using all the systems and modern technology that is available to offer our owners and tenants the service they deserve.
- 3 We run an extremely strict arrears policy knowing the importance of this area
- 4 We have a clear and easy to understand policy for maintenance. HKY has a trusted database of maintenance contractors but importantly and as a point of difference to other companies, we have our own maintenance person who deals direct with our Rentals Team on a daily basis. This person is able to respond to your needs in a more efficient time frame which has proven to be a substantial bonus to our existing owners and tenants.
- 5 At HKY we make ourselves available for open-house inspections throughout the week offering numerous times tenants can view properties also arranging private viewings on the weekends and after standard business hours.
- 6 Our Rentals Team will do their best to personally analyse potential tenants. The screening process includes the use of a subscription to a major tenancy database.
- 7 We perform a minimum of four inspections per year. These inspections which include photographs, descriptions and identify any problems are sent to both the owner and tenant by email
- 8 We offer an extremely competitive all inclusive management fee. This ensures property owners are in no doubt as to what their costs are going to be – NO hidden charges
- 9 Regular and accurate updates from our award winning sales team on the value of your property.
- 10 Relax in the knowledge that your property is being professionally managed.

If you have further questions or you have already made your decision for HKY to manage your property then please call Alayne on 9297 8144 or 0488 443 332 or email owners@hky.com.au



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