



DRUMMOND

*Property Management*



# *Our* STORY



We have a philosophy of ensuring all our clients experience the highest standard of ethics, client care and personalised service. We pride ourselves on conducting business with integrity, honesty and transparency.

With a great history in the Albury Wodonga district, Drummond Real Estate has been helping local families, individuals and investors buy and sell in the community since 1977.

A business doesn't survive and thrive for 40+ years by chance. From the moment you speak to the receptionist or any one of the team members you start to feel a difference. A feeling of care, understanding, direction and knowledge. These feelings underpin what the Drummond story is all about.

With Cliff & Peter Drummond opening the first office in 1977 in Wodonga and a move to the iconic Californian Bungalow office in Albury's City Centre in 1993.

The team have now been operating for 28 years out of Drummond HQ. Fast forward to 2021.

Peter Drummond after 44 years at the helm was proud to retire and sell the business to Josh Kibble & Rion Kirwin long term employees who took on directorship of the company from the beginning of 2021. With a wonderful established team of local people around them the excitement is real and the vision looks incredibly bright.

As we fast forward to 2023, we look to commence our property management department with Kaly Smith at the helm. With over 13 years experience in the industry, and multiple awards for marketing and property management, you can be assured your biggest asset will be well catered for.

We look forward to continuing the great traditions of Drummond Real Estate with care and diligence.

*Creating relationships that last*

# Looking for RESULTS?

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## We understand property investment

- o We are the team that will promptly negotiate tenancy renewals to reduce vacancy periods, lost rental income and increase the value of your asset.
- o We are the team that is going to give you value-added feedback on renovations and improvements during inspections to optimise capital growth.
- o We are the team that attends yearly legislation updates and will educate you through every situation that arises. We pride ourselves on being the solution experts!
- o We are the team that will guide you through the process of increasing your property portfolio and net wealth.



# Looking for maximum RETURN?

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## Investment management done the right way

- o We are the team that is going to accurately appraise your rental property to reduce vacancy periods, high tenancy turnovers and lost rental income.
- o We are the team that understands the importance of property presentation to attract a high-quality tenant, which can reduce wear and tear plus rent arrears.
- o We are the team that understands the importance of timely rental payments and will do whatever it takes to ensure that you do receive your rent on time.
- o We are the team that will focus on preventative maintenance to reduce extensive and expensive repairs being carried out.
- o We are the team who will give you valued knowledge on improvements you can make to your investment and set goal plans to achieve that higher return.

*Don't just take our  
word for it...make the  
change*



# *The Leasing* PROCESS

## 1

### Searching for the perfect match

The property is advertised for lease on multiple platforms. Our aim is to ensure a low vacancy at all times. We have different packages to suit all needs and costs. The more effort that is placed on the marketing campaign the quicker the result. Remember all fees and charges are tax deductible. We will ensure to carry out at least two open homes per week and multiple private inspections to suit all tenant needs. We will supply any interested party with an application form to fill out and return. We then complete a full detailed reference check on all applicants and calculate the income is sufficient enough to afford the home. We will make contact with you and provide a full detailed report on the completed application. This decision then becomes yours to choose which applicant you prefer.

## 2

### Tenant Agreement Preparation

Once you have approved the application for tenancy, we ask the prospective tenant to pay one weeks' rent to secure the property and will continue with our marketing and inspections until payment has been received. We then prepare the Tenancy Agreement and all supporting documents for our tenant sign up meeting. How our relationship starts with the tenant is generally how it will end. This meeting can go for 30 to 45 minutes, and we ensure the tenant has a full understanding of expectations prior to moving into your property. Agreements are to be signed before final monies are received or at the time of signing. Once signed you will receive a copy of the lease for your records and information.

## 3

### Disbursements & statements

Trust account funds are electronically transferred into the bank account of your choice. We give you the option weekly, mid-month, fortnightly or monthly depending on your needs. Any additional expenses i.e. rates, maintenance, Body Corporate etc. can be paid directly from the rental funds collected on your behalf. We will provide you with a detailed statement outlining rent collected, authorised expenditure and management fees at every disbursement and an End of Financial year statement for Tax purposes.

IMPORTANT INFO

*You need to know*

# *The Leasing* PROCESS

## 4 Entry and other items

It is important your property is fully compliant with state legislation before a tenant moves in. As your agent, we will ensure all compliance is handled throughout the tenancy as per state legislation requires by qualified tradesman. Further in our information booklet you will find a list of items to help prepare your property for lease. Once the property is ready, our agents will complete an entry condition report. The entry condition report is quite extensive and detailed, and becomes a very important piece to the tenancy puzzle. Our reports can range from 200-600 pages long that includes full detailed descriptions on all fixtures, walls, floors, curtains etc; plus photos that match. It is important that the home is provided in a clean and tidy manner prior to handover, so that we can expect the tenant to return the property in the same condition. This is where we rely on the entry condition report at the time of vacancy.

## 5 Rental arrears

Unfortunately, more and more tenants are not paying their rent, even after passing the most careful tenant selection. Our team ensures 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 strict standard rent arrears letters and procedures in place, should a tenant fall behind in their rent. Our primary focus is to ensure that our team reduces risk in any loss of income to the property owner. In accordance with the law, our office will also issue the appropriate notices, upon approval from you as the owner.

## 6 Property vacancy

Our team understands that a vacant property isn't worth a cent to you or our agency. We also recognise many property owners rely on the weekly rent to meet mortgage commitments and every endeavour is taken to reduce your risk during the vacancy periods. Why do properties remain vacant? The rent is too high, high vacancy rate, poor presentation, accessibility to local facilities and transport or a poor marketing campaign. We will work hard to ensure a turn around of less than 2 weeks vacant. We entrust that you as the home owner will do your part to ensure we can achieve this goal and work together.

IMPORTANT INFO

*You need to know*

# *The Leasing* PROCESS

## 7

### Property inspections

We are the only agents to conduct regular inspections every FOUR months in NSW, plus conducting a drive-by inspection every TWO months. After each inspection, you will receive a full written report including photos on the properties condition. During these inspections, we will conduct a maintenance report as well as a general check of the internal and external condition of the property. 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 this is rectified immediately. A lack of maintenance on the property not only hinders capital growth of the investment, but also could lead to an injury claim. Just to add to the service you will be supplied with an updated rental valuation at every inspection, to help educate you about the rental returns your property can achieve throughout the year in different seasons.

## 8

### Maintenance

Maintenance matters are carried out in accordance with your instructions throughout the tenancy. We only engage tradespeople who meet our high standards. They must be licensed, and they must have public liability insurance cover to protect you and your investment. All maintenance work carried out on your property is guaranteed. 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 more costly) repairs at a later date. We will continue to provide you with updated maintenance reports through our routine inspections and note any recommendations to ensure the property remains well cared for.

IMPORTANT INFO

*You need to know*

# *Our* DIFFERENCE



The team at Drummond Real Estate are passionate and 100% dedicated to reducing all risks associated with your investment property. As a team, we will strive to maximize your income, optimize capital growth opportunities and skilfully represent you throughout your entire experience with our agency. The team at Drummond Real Estate can offer you and your investment property portfolio the following:

- o Drive by inspections conducted every two months, ensuring your property presents well at all times
- o 10+ page routine inspection report with colour photos
- o An updated sale and rental appraisal at every routine inspection, plus a tax depreciation estimate
- o Owners online portal
- o Innovative marketing offering 360 virtual tours and floor plans, live walk through tours and more
- o Seasonal maintenance schedule
- o A 4-hour communication response service guarantee
- o Monthly landlord tips on maximizing returns
- o No charge for maintenance scheduling
- o Weekly, fortnightly & monthly payments
- o Along with a team who know their stuff when it comes to investing and maximising returns

*Does your current agent offer the extras?...*



# Marketing Your PROPERTY

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## Promotion of your property – we know marketing...

We have a number of alternative marketing and advertising strategies to ensure that your property is receiving maximum exposure. Some of these include;

1. Sponsored ads on social media
2. "For Rent" signage on the property
3. Live open house inspections on social media
4. Highlight listing on [www.realestate.com.au](http://www.realestate.com.au)
5. Professional photography (Optional but highly recommended)
6. Letter box just listed rental cards
7. Video 360-degree tour of your property
8. Marketing video with photos and text
9. Online magazine brochure
10. Floor plan creation

We are an award-winning team when it comes to property marketing and design. We love getting fast results to ensure we are maximising your return.



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## Marketing packages to suit

We have designed three different marketing packages to suit all financial needs. When choosing a marketing package you need to remember that first impressions count and you want the prospective tenant to act quickly. When we see something that we like and it is aesthetically pleasing, people are more inclined to look into it further. The marketing campaign is our chance to tell a story and create the concept of living comfortably in your investment.

*Let us create a story  
that your home  
deserves*



## Things to consider prior to leasing

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1. The premises and inclusions to be clean and are to comply with local and state authority building regulations.
2. A safety switch be installed.
3. All windows and doors including cupboards open and close easily.
4. All locks are secure and operate effectively with keys.
5. Pest control is current – annual service recommended.
6. All houses and units must have installed at least one battery-powered smoke alarm as a minimum requirement to have a hard wired or 10-year lithium battery smoke alarm installed for cost effectiveness and reliability.
7. If the property has not had a telephone service connected, it is the owner's responsibility to pay for its connection.
8. A copy of body corporate by-laws (if unit or townhouse).
9. If water consumption is to be passed onto the tenant ALL minimum requirements must be met.
10. If your property has a pool, ensure it meets current Government Regulations in regard to fencing and CPR signage.
11. Arrange for lawns and gardens (if appl.) to be trimmed and maintained until a tenant is secured.
12. Ensure copies of appliance manuals or operating instructions for the tenants' use.
13. Compliance service reports to be completed on smoke alarms, gas appliances and all electrical items throughout the property.
14. Landlord and home insurance policies are current.

*Preparing Your*  
**PROPERTY FOR LEASE**





## Kaly Smith

Director/Leading Investment Manager

Kaly Smith, a seasoned real estate professional with 14 years of experience, juggles her career with raising three children. Outside of work, she's passionate about sports and the outdoors, coaching netball and embarking on adventures with her family in her spare time.



## Bethany Chamings

Investment Manager Assistant

Bethany, known to most as Beth, brings a bubbly and professional attitude to the team at Drummond real estate. With a successful career of 8 years in hospitality, Beth has enhanced her skills in communication, problem solving and her attention to detail. Beth ensures a positive experience for every individual she works with. Outside of work you'll find Beth spending quality time with her loved ones and catching up with friends



## Yolanda Plitz

Investment Manager Assistant

Yolanda, with extensive experience in the real estate sector, Yolanda adds invaluable attention to detail to the team while serving as Kaly's direct assistant. On weekends, Yolanda enjoys watching her sons in their sporting endeavours, and spending time with friends.



## Kayla Hosie

Marketing Assistant

Kayla, brings her passion for all things marketing to the team, thriving with her attention to detail and creative flair. She supports marketing initiatives and collaborates closely to drive success. Outside of work, Kayla enjoys a sports lifestyle, including basketball, netball and snowboarding.

*Meet*  
**OUR TEAM**

# CONTACT

*Let's get in touch*

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*We look forward to working with you.*