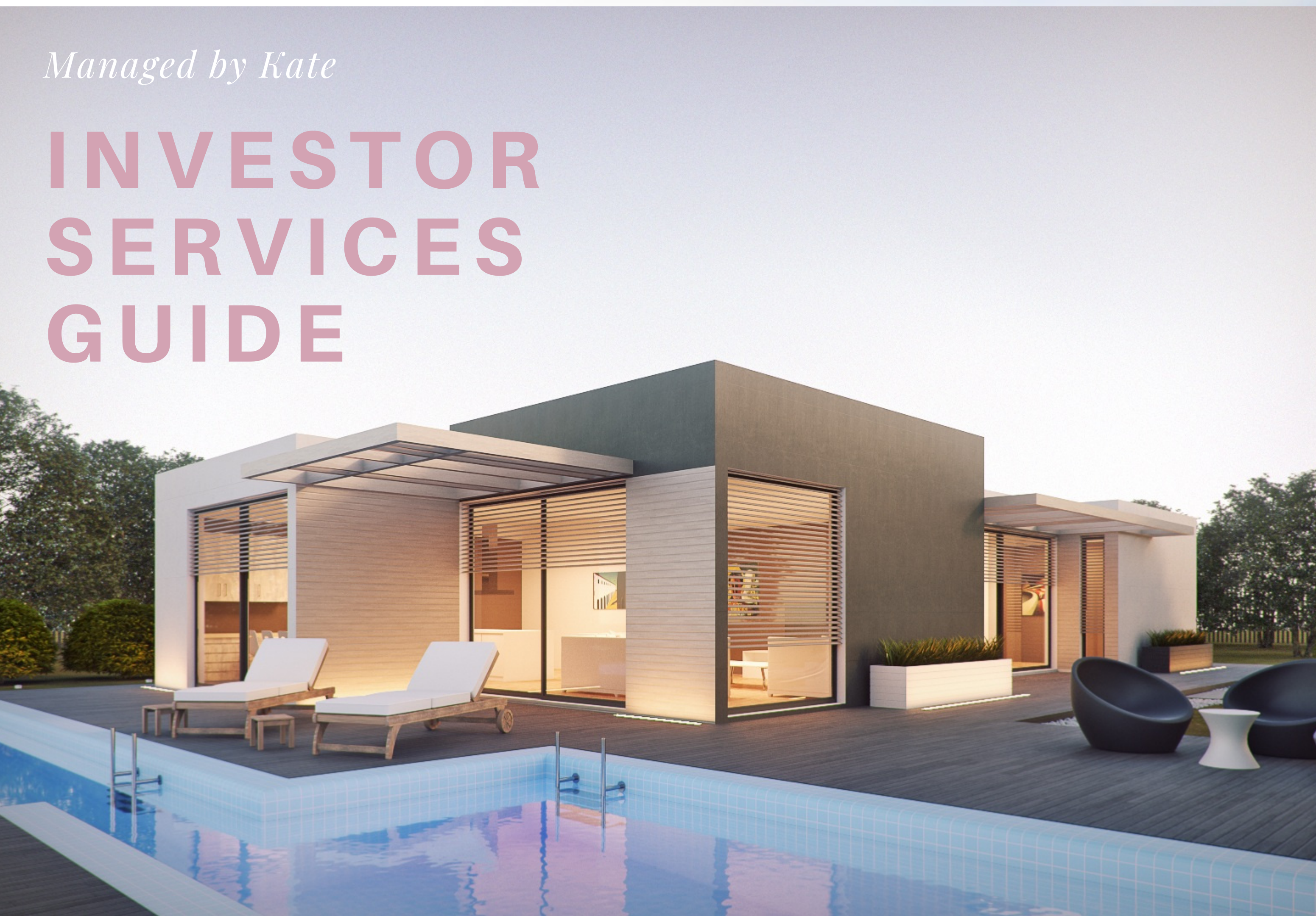


*Managed by Kate*

# INVESTOR SERVICES GUIDE

[WWW.MANAGEDBYKATE.COM.AU](http://WWW.MANAGEDBYKATE.COM.AU)





## Meet Kate

# ABOUT US

Welcome to the Managed by Kate Investor Services Guide.

After working in the Property Management Sector for the past 12 years, I wanted to bring a unique and seamless service to Investors within the Gunnedah area stepping away from the generic Sales focused Real Estate Agencies.

I bring the latest Property Management trends, the latest software and a world of knowledge through continuous up to date training, qualifications and industry connections to ensure our Investors are provided the best possible service.

If there is any further queries i can assist with please do not hesitate to contact me on 0413 358 521 or [kate@managedbykate.com.au](mailto:kate@managedbykate.com.au)

Kind regards,

Kate Johnson

# QUALS & RECOGNITION

2020

Agency of the year - Rate My Agent

2018

Start-up Superstar Business of the Year Finalist   Chamber of Commerce

NEIS Program/ Certificate III Micro Business Management

Real Estate Licence/ Certificate IV in Property Services

2017

Regional Chamber of Commerce Finalist  
Young Executive of the year

2016

Local Chamber of Commerce Finalist  
Young Business Leader of the Year

2014

Leading Property Managers of Australasia - Excellence in Leasing

2011

HRATA – Trainee of the year Property Real Estate

2010

Certificate IV Property Real Estate/  
Completed two year Real Estate   Traineeship

2008

Certificate of registration – Property Real Estate



# MARKETING TRENDS



## DRONE FOOTAGE

Stand out from the crowd with incredible drone photography of your investment property.



## GYMBAL AND WIDE ANGLE LENS PHOTOGRAPHY

Amazing photography without the professional photography price tag.



## THE LARGEST REAL ESTATE SOCIAL MEDIA FOLLOWING

Your property is boosted through Facebook to reach the largest audience.



## DOMAIN

We feature all properties on Domain which means premium attention, as your property sits in the top position for 30 days.



## WWW.MANAGEDBY KATE.COM.AU

All properties are also feature on our brand new interactive website



## FOCUSED LEASING

We limit the number of properties we lease at any given time to ensure that your property receives FOCUSED attention.

EXPERT marketing

# PROPERTY SERVICES

## INSPECTIONS

Routine, Ingoing and Vacating inspections are performed using Inspection Manager the latest in Property Management technology.

Each surface is carefully documented to ensure the quality of your home is maintained.

Routine inspections are performed every 3-6 months.

## MAINTENANCE

We have a team of reliable qualified tradesman at affordable rates to ensure your property is maintained to a high standard.

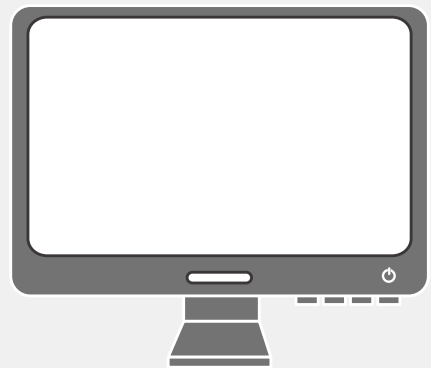
Our system notifies you once the job order has been completed. All invoices are accessible in your online owner portal.

## ARREARS CONTROL

Managed by Kate has been able to maintain a solid 0% arrears since commencing operation in 2018.

Arrears are closely monitored daily to ensure we maintain our excellent arrears rate.

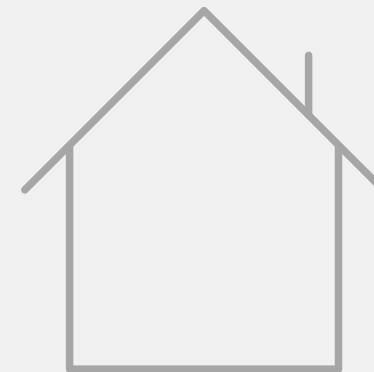
# WE CAN ASSIST



Online owner  
portal



Tax  
Depreciation



Landlord  
insurance



Expert advice/  
Market knowledge

Selecting the right agency for your investment property can be daunting. Below are some great questions to ask to ensure your property is in the best hands possible.

## WHO WILL BE MY PM?

some agencies employ BDM's for new business, always ask who will be looking after your investment personally.

## PORTFOLIO RATIO

With most agencies suffering from high staff turnover, it is a important question to ask, how many properties does your PM manage personally.

## EXPERIENCE/ QUALIFICATIONS

With a skill shortage affecting our town, a good question to ask is what qualifications and how many years of experience your Property Manager has.

## ONGOING TRAINING

Besides the mandatory 12 CPD points each year, Proactive Property Managers will undertake continous training. At Managed by Kate, we are proud members of IGT, one of the largest PM training companies throughout Australia, New Zealand and the United States.

# Qualifying Agencies

## **1. EMAIL**

Email Kate a copy of each investors drivers licence, a copy of a rates notice and the property insurances.

## **2. MANAGING AGENCY AGREEMENT**

We will then email you a copy of the MAA for signing along with the property compliance documents for signing.

You will need to email and advise your current agency (the current industry standard is 30 days notice).

## **3. RETURN MAA**

Once received, we can commence advertising for a vacant property. For a tenanted property, your current agent may hold you to 30 days notice. We will make contact with your tenant to provide new banking details. We then collect the file once the 30 days is up and schedule the first routine with your tenant as an introductory.

# HOW TO PROCEED

# 1, 2, 3 easy!

Check out what  
our clients say  
about us!

[WWW.RATEMYAGENT.COM.AU](http://WWW.RATEMYAGENT.COM.AU)

"I am so confident you will love our service that should you decide to leave our firm due to dissatisfaction, i will refund your current months management fees"

MANAGED BY KATE



# WHAT OUR LANDLORDS SAY

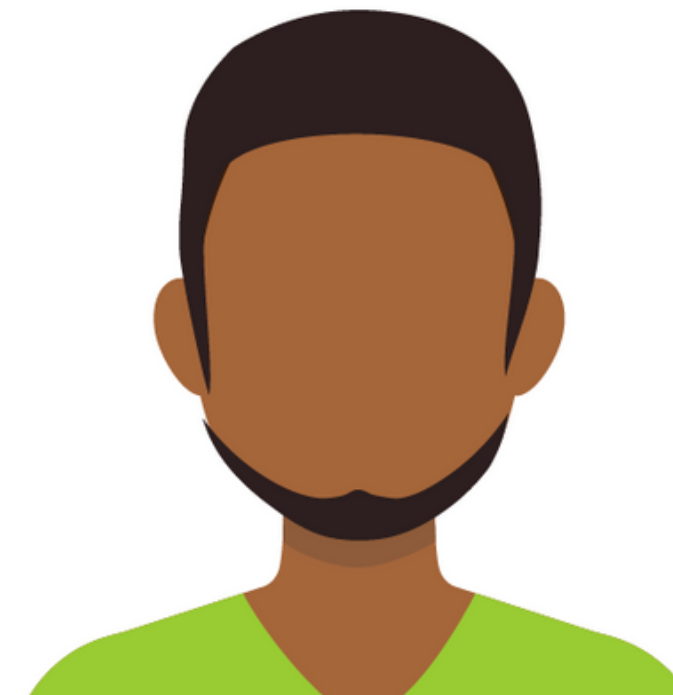
"Kate has been nothing but professional and attentive from our first meeting trying to decide who would manage our property. We gain regular feedback about our property and the ease she provides gives peace of mind especially living 5 hours away from our property. I would highly recommend Kate and her amazing service to anyone"

ABBIE & JASON



"Thanks to Kates proactive marketing, we were able to secure a great new tenant without any loss of income. Kate is always looking out for our best interests and thinking ahead to avoid any foreseeable issues. We also welcome Kates suggestion for repairs and modifications as note that she is fair when dealing with both tenants and us. Keep up the good work Kate"

RUBEN & AYGEN



# WHAT OUR TENANTS SAY

"My agent Kate is great, she goes above and beyond, always can get in contact with her without hesitation and very lovely. Always willing to answer any questions thrown her way, extremely happy that my family and i could rent a house through her"

DEMI & JOSH

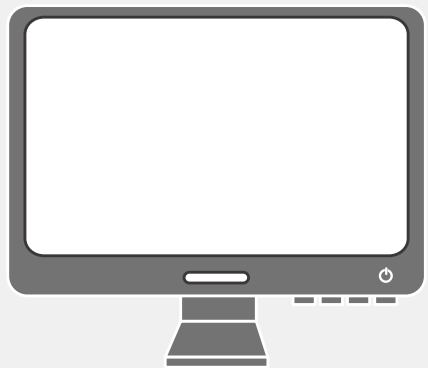


"Kate made the process of renting so simple. From great customer service and communication to meeting us outside of working hours and taking time out of her home life to ensure we were both happy and comfortable with the final house we decided. Thank you Kate for taking the time to explain the process and continually keeping in touch to let us know what was happening with the beginning process. I couldn't think of a better agency to go with and i couldn't speak more highly of Managed by Kate"

TORI & NATHAN



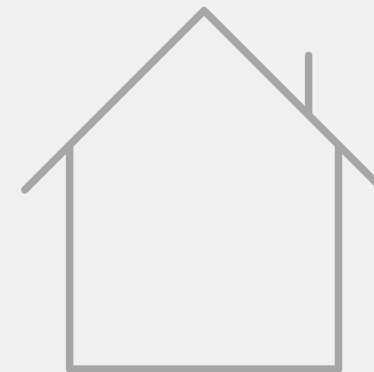
# CONTACT US



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