



You Are Important to Us

At Stellar Living we care about our clients, we will ensure that your requests and requirements are met professionally, efficiently and assure you of a high quality of service at all times. Our property managers are well qualified and have a refreshing passion for Property Management. A Property Manager will be appointed to you, to ensure that you won't be passed from one person to another and will always have a point of contact to ensure smooth running of your investment.

Why Should You Choose Stellar Living to Manage Your Tenanted Properties

Properties and Communities are our Priority

At Stellar Living, your property will always be our priority. We ensure this by utilising the best technology and practice in all that we do including how we communicate with you. Our teams are kept up-to-date and informed in all relevant tenancy management practices including legal and market changes through continuous professional development.

Our Property Managers have an eye for detail and we understand the hidden traps in tenancy legislation. We take the time so that you have the time to focus on more important things core to your business.

Stellar Living is a Charitable and recognised Public Benevolent Institution. All the profits that Stellar generates are ploughed back into communities for better social and affordable living outcomes. Stellar works closely with Centecare Inc, one of Western Australia's largest and most awarded social services provider.

Choosing your Tennant

We always make tenant selection a top priority when leasing out your investment. We have tried and true practices when selecting tenants that helps avoid selecting the wrong tenant. The last thing a landlord wants is a defaulting tenant and having to deal with multiple levels of rules and regulations to ensure proper process is carried out and appropriate recovery is in hand.

Our Property Managers Only Manage Property

Stellar Living is run and operated by a team who are passionate about property management. We know that property management requires different skill sets to other businesses, so that's why we have created a team of individuals who have the requisite skills and knowledge.

Our property managers only carry out Property Management because they are good at it. We have support and administration structures run by teams that sit alongside our Property Management Team, because they are good at it.

We are very passionate about property management, which is why we have taken the care to ensure that each role within Stellar Living is filled by someone who enjoys what they do!

We Only Do Property Management

Your Business is our Business! Stellar Living has been created with complete property management speciality in mind. Unfortunately the Property Management Portfolio is often a by-product of the Core Activity of most businesses. It either receives full attention over core business or very little attention.

At Stellar Living we understand the effort that it takes to run a property management business effectively and we specialise and are focused on developing and continually training in only Property Management.

We allow your organisation to focus on core activities while we focus on your property management. We actually save you time and money!

Simple Fee Structure

We include every step that needs to be taken to manage your property effectively, in our reasonable and affordable fees.

Stellar Living will charge you only **One Annual Management Fee**, which includes everything that needs to be done to manage your property.

We do not add on a fee for the quotes we need to arrange, we do not add on a fee for the re-inspections, or insurance claims that need to be done. Basically we “Do Not Add On” Any Extra Fees!

We simply Manage your Property, the way you would like it to be managed.

Contact & Communications

We understand that the biggest mistake that Property Managers make is poor communications. The Stellar Living Team understands that owners of properties become frustrated and concerned when their phone calls are ignored. To us you are our priority and any of your phone calls will be returned within a reasonable time frame. We will also set-up formal meetings as often as required to help inform you about how our management of your investment in us is performing.

Property Management is a people business and fundamental to what we do is meeting and talking with people in person and not always through a device!

The Day to Day Management Process of Your Rental Property

Prior to signing our Management Authority Agreement we will explain the details around property and tenancy management and take you through the process of how we deal with property and tenant throughout the life of our agreement with you. We will arrange to take photos of the property at a time that suites you. We will also advise you of appropriate insurance coverage that you should consider when taking out insurance to protect your property. We then commence to choose a Tennant. All Tennant interviews must be conducted via an appointment. We do this for two reasons:

1. The application process starts from the first phone call, booking the tenant appointment. We start qualifying and getting to know the tenant from the first phone call. This qualification process ensures that you only have the best potential candidates coming through your property.

2. We need to ensure the property is valued relevant to market conditions and your business requirements. As we have multiple properties in multiple locations, our view of the rental market has a reasonable degree of accuracy.

Leasing Requirements

Stellar Living gives tenant selection every care and attention. Prospective tenants will be asked to complete a Residential Tenancy Application after they have viewed and wish to be considered for the property. We use this application to review and verify past and current tenancy references, employment references, and personal references.

Once the application is provisionally approved by your Property Manager, you will be notified and presented with details of prospective tenants and asked to choose the tenant based on the information and recommendation that you have received from the Property Manager. The best part is the final decision remains yours! Alternatively we make the selection on your behalf, saving you more time.

The prospective tenant will then be asked to arrange a time for a thorough induction with your Property Manager. At this time the lease agreement will be signed and all aspects of the tenancy are discussed with the new tenant. The new tenants will be required to arrange the payment of a bond amount equal to four weeks rent, plus the first two weeks rent in advance. The bond will be lodged with the Bond Administrator, and will be held as a protective security throughout the tenancy.

Financial Statements and Payments

Financial statements are forwarded to you each time we transfer funds to you. The proceeds are direct credited into your nominated bank account monthly.

Annual statements are sent to you automatically at the end of each year. We also collate all invoices and an extra monthly statement into a booklet for you to utilise for end of financial year processing.

Initial Property Condition Report

A comprehensive Property Condition Report will be completed at the start of the tenancy. We make a DVD, or a set of photos of the condition of your home, the tenants also receive a copy of these images. The report details colours, style and quality of all fixtures and fittings. It also includes the make and model of all the white goods such as stoves and dishwashers, their condition and the condition of the gardens, fencing and paving.

This report will be kept on file and used for the purpose of assessment at the final inspection. Should there be any variations we will ensure they are rectified and or compensation received from the outgoing tenant. The cost of this report is included in your management fee.

Initial & Periodic Inspection

The first inspection of the property will be within 2 to 4 weeks of tenancy, to ensure tenants are satisfied, that the property is in order and that they have settled in. Then periodical inspections will be made every 3 months. Of Course, the cost of these inspections is included in your single monthly management fee.

After each and every inspection we will forward you a detailed report of the inspection, and advise you of matters that require your attention, especially maintenance required, or of tenants concerns.

Water Consumption Collected from Tenants

Once the water consumption account is received for your property, we invoice the tenant immediately and allow them 14 days to pay. We pay this account from the rental income to ensure that no interest is levied by the Water Corporation on the water consumption account and to ensure that your credit rating remains unchanged.

Maintenance Inspection, Supervision & Improvements

Maintenance is an integral part of assuring that your investment property value increases by being maintained appropriately and cared for as you would care for it. We only use professional, licensed and insured contractors and require that the contractors we use provide us with appropriate credentials. All contractors that we recommend are GST registered and will carry full and comprehensive insurance cover.

We usually arrange for all forms of maintenance which may be required, during the management of your property, through to the completion of a tenancy. We work with tenants to ensure that they leave the property in the condition when they first rented the property.

Community, Social and Affordable Housing

Stellar Living is a Registered Preferred Community Housing Provider aligned with the Department of Housing for social and affordable housing in Western Australia. Through this registration Stellar not only manages properties and tenancies but is also required to develop social and affordable dwellings in WA communities.

Stellar is also a registered charitable institution (not-for-profit) limited by guarantee, we have no shareholders; the profits we make are infused back into the communities we serve.

Stellar works with Service Providers (SP) that not only provide specific types of service to people in need but also provide the property where these people live. Stellar assists these organisations in the management of these properties and acts as a buffer between the Department of Housing and the multiple layers of government compliance that is being required from these organisations.

Stellar has a number of methods and approaches that are capable of being applied through agreement with the Department of Housing and the SP.

Fees

We only charge one all-inclusive **Management Fee of 12% per annum** on rentals collected.

Our Management Fee covers the following:

- Researching, interviewing, reference checking and selection of Prospective Tenants
- Marketing or seeking expressions of interest in the property if required
- Application and interpretation of the Rental Tenancies Act
- Completion of all tenant paperwork including Rental Agreement
- Collection and Deposit of Bond Money with authorities
- Collect the rental payments

- Arrange quotations for repairs & maintenance
- Payment of authorized accounts
- Disperse the net rent to owner
- Establish and maintain property and tenant records and to provide financial statements and EOFY booklets
- Negotiate rent reviews and the renewal of leases, attend strata meetings, prepare insurance claims
- Liaise between tenant and owner, liaise between insurance company, tenant and owner
- Routine property inspections
- Processing insurance claims
- Attend to strata management issues
- Attend to breach, termination and eviction notices
- Attend court hearings if required

You will find that traditionally agencies in WA will charge for each day to day task separately. In many agencies you will even find that fees may not include court attendance, processing insurance claims, re inspections or even arranging quotes.

At Stellar Living you will be guaranteed to have all of your insurance claims settled for you.

We have everything covered under the one simple **Management Fee of 12% per annum.**

Apart from our fee structure being simple, it is also very clear what we do. Whenever we pay you the collected rent, you will always know exactly how much is going into your account. You can safely know how much there will be received to pay for the mortgage – even whilst you are on holiday there won't be a worry. Our fees are fully tax deductible.

When renting through us, you will always be treated as our top priority.

Our Sincerest Regards

STELLAR LIVING LTD