

# REVENTON PROPERTY MANAGEMENT



**REVENTON**

OUR  
VALUES

CLIENT  
EXPERIENCE

INTEGRITY

RELIABILITY

ONE TEAM

WE



Chris Christofi  
CEO

# ABOUT US

## OUR STORY

Established in 2005, Reventon is one of Australia's leading investment and financial services companies. Specifically, we offer advice in the areas of mortgage reduction strategies, debt consolidation, property investment, property management, tax minimisation, financial planning and accounting. We strive to act, without exception, in the best interests of our clients with honesty, integrity and professionalism. Our primary aim is always to provide our clients with a better lifestyle and a sustainable living in their later years of life.



Offering both  
new and existing  
properties



Helped over  
3000 clients



\$15 million  
per month in  
settlements



Client Care  
4.8\* Google  
Reviews

## OUR PEOPLE

Our Property Managers are extremely well trained, skilled and experienced. They are backed by a skilled administration support team, who are all dedicated to looking after our clients and providing top quality customer service.

We follow highly efficient and effective audited systems and procedures to manage each property, and undertake regular training and team development programs.



# OUR VALUES



## Client Experience

We strive to surpass our clients' expectations in all that we do. We don't settle for average.



## Integrity

We do the right thing. We are honest and authentic.



## Relentless

We focus on our clients' success. We have a can-do attitude and we don't give up.



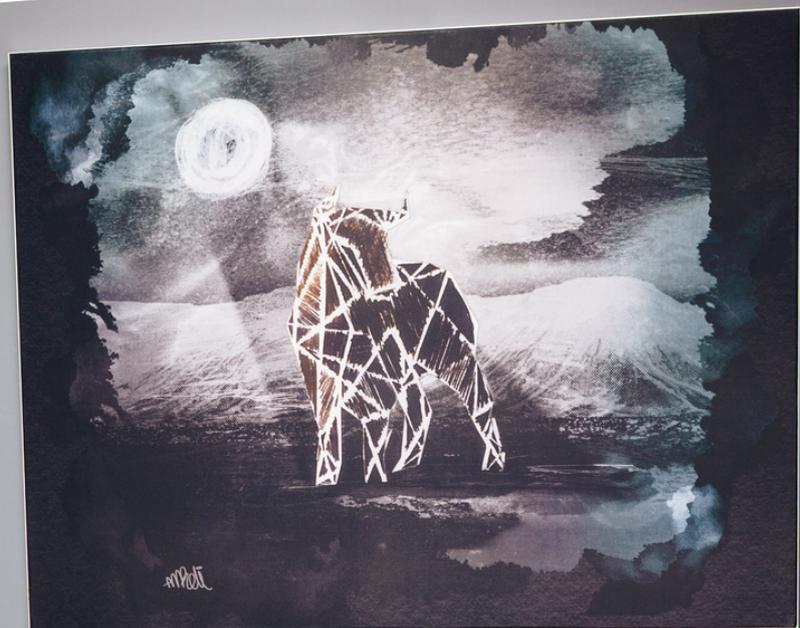
## One Team

We work collaboratively towards a common purpose. We celebrate the wins and enjoy the journey.



## We Care

We care for each other, our clients and our community. We treat everyone with the utmost respect and equality.





# OUR SERVICE

# PROPERTY MANAGEMENT

The lynchpin to the rental provider (landlord) and agent relationship is through effective, professional, and timely communication. We are with our owners and shareholders of the property every step of the way, regardless of the challenges which may present themselves.

A multi-layered approach ensures staff are always available. From Property Managers to Managers and our CEO, we are available to ensure detailed and precise communication is given, with a clear escalation process to resolve concerns quickly and efficiently.

Reventon Property Management will be responsible for the provision of a single point of contact for all rental management operations and maintenance liaison with the rental provider for the duration of the management agreement. This ensures all stakeholders understand and comply with the requirements for services within the guidelines of the Property Management Agreement and the Residential Tenancies Act.





## BENEFITS OF SERVICE

Our experience in property has taught us that the customer experience is the most important aspect to feeling like you have purchased the correct product.

What we offer is exceptional service by being transparent to all aspects of the property leasing and management process, which include:

- Marketing program planning and execution
- Professional photography and videography of property
- Initial Condition Report creation
- Key handover, cross check and registration
- Inspection scheduling and co-ordination
- Arrangement of Rental Provider Insurance
- Arrangement of tax depreciation schedules through a qualified quantity surveyor
- Close relationships with embedded electricity networks as well as utility connection companies to aid in seamless move-in experiences for tenants
- Highly experienced in managing fully-furnished and un-furnished properties, with detailed entry and exit reporting (including inventory management)
- Specialty VCAT evidence & assistance

# THE RENTAL PROCESS

STEP

1

## PROPERTY INSPECTIONS

Conducted by appointment or advertised open inspections to generate a flow of prospective renters, with a skilled property manager in attendance.

## TENANCY APPLICATION

All prospective renters must complete a Rental Application form to apply for a property, plus provide proof of identity and supporting documentation.

STEP

2

STEP

3

## REFERENCE CHECKING

The information provided is then rigorously examined and a recommendation is made to you as to the suitability of the applicant.

## APPROVAL AND DOCUMENTATION

Once an application has been approved, your Property Manager will take care of all the logistics including collecting the bond, condition reports and key handover.

STEP

4



## MANAGING YOUR PROPERTY

### Rental Approval and Documentation

Once you approve an application, the applicant is required to sign the Rental Agreement (Lease) and pay the first month's rent and security bond within 48 hours – either in person or via electronic banking. The bond is then lodged with the Residential Tenancies Bond Authority until the end of the tenancy.

Upon collection of keys, the renter/s is given a copy of the Condition Report which has been completed by the Property Manager, with a detailed outline of the condition of the property and the full inventory included (if applicable) upon commencement of the rental agreement. This same report is used at the final inspection when the rental agreement ends. The security bond will not be refunded unless the property is in the same condition as this report (less any fair wear and tear).

### Rental Payments and Rental Provider Statements

All renter/s are strongly encouraged to use direct debit facilities to pay their rent each month. As soon as the money is cleared in our account, we transmit it directly into your account. A rental income statement is then sent to you by email.

We are also able to pay the outgoings for your property, such as Council Rates, Water Rates, Owners Corporation Levies and Rental provider Insurance Premiums from your rental income.

This means that your monthly and End of Financial Year statements will show all your income and expenditures, making your annual tax return far easier.

# MANAGING YOUR PROPERTY

## Pricing

Property pricing is one of our highest priorities throughout the process. Our aim is to ensure that our recommended pricing is highly competitive in the market and provides you with a continuous rental return, promotes fast lettings and minimises vacancy between tenancies.

We conduct an annual price review three months prior to the expiry of the current lease for your property. At this time we will contact you to discuss our recommendations, well before a lease renewal is discussed with your tenant. Under the Residential Tenancies Act, rent may only be increased once every 12 months for existing renters, and we must provide tenants with 60 days notice of any rent increase.

## Arrears

Arrears are closely monitored by us to minimize the loss of rent that could eventuate. No formal action for recovery of outstanding rent can be undertaken until the renter is over fourteen days overdue with a rental payment. We have a strict policy of arrears. Our system automatically sends email and text reminders to tenants, based on the number of days they are due.

## Maintenance and Trades

We have an extensive list of preferred and certified tradespeople, contractors and suppliers that we have verified and trained to provide quality and competitively priced service. They understand how to service renters with a minimum of fuss.

Many renter providers (landlords) are happy for us to take the responsibility to arrange maintenance on their behalf. However, we will usually seek your approval for any major maintenance requests before we proceed. If we are unable to contact you in the event of urgent repairs, we will take the necessary action to protect your property and any liability.

## Routine Inspection and Inventory

We conduct routine Inspections of your property in accordance with the Residential Tenancies Act. The first inspection will occur three months after the tenant moves in, with future inspections carried out every six months. You will be provided with a written report, outlining any issues and any recommended preventative maintenance.



MARKETING

# MARKETING

## Our Message

We work hard to enhance each renters experience by ensuring that all the contact they have with us from applying, collecting keys, maintenance and more, are as streamlined as possible.

Moving can be a stressful experience, so we do our utmost to make this process as smooth as possible.

By achieving this we make sure that they lease for longer, pay rent on time and look after your property to enhance your investment.

## Our website

By providing up-to-date and comprehensive information on our properties, facilities, attractions and services in each area, renters are able make a more informed decision prior to applying.

Our online presence is extremely important as this is where most renters engage and interact. We are continually updating our website and gaining user feedback to improve the experience each user has when interacting with us.





## MARKETING

### Social Media

Through the use of social media channels, email marketing campaigns and other messengers, Reventon distributes content effectively to our target audience through e-Newsletters and short posts. To assist with increasing our relevance and reach, Google Analytics and supporting data are used to optimise target market, customer type and location.



### Local Marketing

Reventon local marketing strategy consists of a strong use of the online portals and our google ranking. Some of the portals we use are [www.realestate.com.au](http://www.realestate.com.au), [www.homely.com.au](http://www.homely.com.au) and [www.domain.com.au](http://www.domain.com.au).

### Sign Boards

We recommend that all properties available have a 'For Lease' board in front to identify the property and increase exposure. A prospective tenant has on the spot easy access to property information and open for inspection times via the website links.

## DISPUTE RESOLUTION AND COMPLAINTS POLICY

We do everything we possibly can to resolve any tenancy issues and disputes between a renter and rental provider to reach a positive outcome. From time to time, issues will escalate and unfortunately the need will arise for a matter to be resolved in the Tenancies Tribunal. Our Property Managers are well trained to represent a rental provider in VCAT, should the need arise.

All matters concerning your property or tenancy should be directed to your Property Manager. They will communicate with the renter on your behalf regarding any issues or maintenance to do with the property. Should you have any concerns with the handling of a transaction or believe any part of our service level has not been met, we welcome the opportunity to discuss these with you.

Please contact any of our managers at the office or in writing at [info@reventon.com.au](mailto:info@reventon.com.au).

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**REVENTON**

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