



# Property Management Service



## So what's important to you in choosing a property manager?

We believe we're the Bees Nees! We understand your real needs as an investment property owner, and offer you a peace of mind approach to service you won't find anywhere else.

### Here are 7 good reasons to join us ...

#### 1. **Communication**

We involve you in approving applications, larger maintenance items, renewals of your tenant's lease and when reviewing the rent. This isn't rocket science but we believe it's important to you.

#### 2. **Innovative Marketing**

Leasing your property quickly and for the highest rent possible. You receive a free professional photography + floorplan session of your property when it's becoming vacant: quality pictures that we use in all internet marketing for vacancy. With a value of approx \$250 - it's our shout.

#### 3. **Experience does count**

Is there a teenager managing your investment property?! Our property managers are old hands - they're experienced and really do understand your needs.

#### 4. **Your Money Sooner....**

Don't wait til the end of the month to receive your rental proceeds. We do a payment of available funds into your bank account every Friday, as well as your usual end of month rollover and statement.

#### 5. **Regular Photos of your property**

Yes we do regular Routine Property inspections and we give you a written report. But Bees Nees take it further... Typically agents only report current maintenance issues but over time the 'fair wear and tear' on you property adds up. We'll give you photos from every inspection so you stay familiar with the condition of your investment.

#### 6. **Your Property Info at your fingertips**

Your secure online login to a dedicated website gives you 24/7 access to your property info including current rent and lease details and copies of previous statements - Easy!

#### 7. **Guarantee of Service**

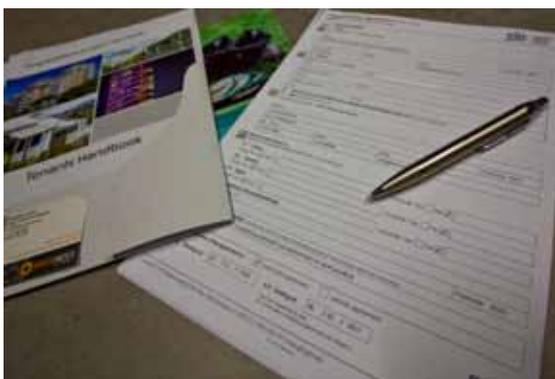
We're prepared to put our money where our mouth is ... We've outlined our service in full detail in writing (see following pages) but if you ever believe we've failed to deliver as promised we'll manage your property for zero management fees for the next month.

## So is Bees Nees' service value for money?

- We secure a new tenant the letting commission is equivalent to one week's rent plus GST. When you have good tenants in place and renew their lease, our renegotiation fee is equivalent to half of one week's rent, plus GST
- Usual marketing costs are at our expense, Internet ads, Professional Photography, floor plan and signs are all our shout. If we need to use online feature ads we will give you advice and recommendations on these and seek your approval before you incur any costs.
- We don't charge for reissuing statements of for the annual summary.
- There's no cost for organising usual maintenance. We can assist with substantial renovations and refurbis by negotiation.
- While it's an uncommon occurrence, if we need to appear for you at Tribunal (QCAT) we charge \$99 (incl GST) per hour
- Furnished properties have an inventory management fee of \$99 (incl GST) for each new tenancy
- Contact us for management fees

If you're ready for Bees Nees to manage your property please call [07 3214 6899](tel:0732146899) for email us at [info@beesnees.com.au](mailto:info@beesnees.com.au)

**Read on for the full details of our service**



"Your service has been friendly, efficient, creative, helpful and most importantly you have earned our trust and respect as managing agents." **Frank Tanner - Perth**

## Our Service to Landlords in Detail .....

Bees Nees City Realty specialise in inner Brisbane suburbs and have an experienced Property Management team that understand your needs, how to best protect your asset and how to maximise your investment's returns.

### Marketing and Leasing your Property

- We commence marketing and contact the owner to discuss any rental rate adjustments or potential improvements to your property as soon as your current tenant provides us notice of their intention to vacate.
- We maximise prospective tenant enquiry using innovative marketing strategies such as professional photography that we use in all marketing for vacancies at no charge to our clients.
- Full listing of your property on

[realestate.com.au](http://realestate.com.au)  
[www.realestateview.com](http://www.realestateview.com)  
[www.domain.com.au](http://www.domain.com.au)  
[www.rentfind.com.au](http://www.rentfind.com.au)  
[www.beesnees.com.au](http://www.beesnees.com.au)

- Additional advertising in newspapers if needed.
- An eye-catching signboard on the property (subject to any body corporate or BCC restrictions).
- Regular liaison with a number of professional relocation companies such as Relocation Specialists and Relocations Queensland who assist executive transfers, University accommodation officers and, where the property is close to a major employer such as hospitals, we often discuss their staff accommodation needs with them.
- We don't hand out keys. We accompany prospective tenants to vacant properties and also carry out open homes where possible to create a competitive environment for interested tenants. These inspections also provide us with valuable feed back that we relay back to you.
- We'll provide you with advice on any improvements needed to achieve both a higher rent and a shorter vacancy period.



### Applications

- We carry out detailed rental history, personal reference and employment checks before recommending a tenant's application to you. We always do a national data base search for defaulting tenants and also require 100 points of identification from the applicant.
- To encourage tenants to apply we provide a 24 hour approval turnaround (provided we can contact their referees) and, other than where we cannot contact you, we'll always discuss these applications with you before approving. If you have specific instructions on letting please let us know in advance – for example if you want a shorter lease so you're able to return to the property.



**"We have had properties managed by Bees Nees for a couple of years now. I give the management team at Bees Nees the thumbs up for efficient, reliable and friendly service. "**  
**Tony Walker, Spring Hill**



### Starting a Tenancy

- Tenants are requested to pay two weeks rent within 24 hours of us notifying them their application has been approved. Until that payment's made we'll usually continue marketing the property and accepting applications.
- Tenants then pay their bond and execute a lease prior to taking the keys. We provide you a full copy of this as well as the Entry Condition Report and Inventory if applicable

### Rent Payments

- We offer tenants flexible payment methods to make their life easier, including phone and online payments 24 hours a day, 7 days a week. Tenants are required by the terms of their lease to keep their rent in advance at all times.
- Arrears are checked every day with reminder correspondence (emails and SMS where possible to speed things up). Appropriate default notices are sent to the tenant as per the Residential Tenancies and Rooming Accommodation Act and unless otherwise directed we advise owners of all major rent default.



### Property Inspections

- We carry out regular Routine Property Inspections and provide you a written report with photos to ensure things are being looked after properly by the tenant. We also report to you on perceived maintenance and act on such matters appropriately as per your instructions. Naturally we'll call you immediately with any emergency repair issues.
- Recent court judgements now make it prudent for you to have a registered builder carry out an annual inspection to advise on any concerns. While we take all care with our inspections we don't have the expertise of a builder. We recommend we arrange this for you each year.
- Please remember – all landlords should have insurance for their property, both for their own contents (even in apartments some items are not covered by the body corporate), building and liability. Ask us if you'd like more information.



Weekly Disbursements so you get your money sooner!

## Payments to You

- Your rental income is held in an audited Trust Account with the Commonwealth Bank.
- We do prompt, weekly income disbursements to you of available funds plus an end of month payment on the last working day. Your funds are sent direct to your designated financial institution.
- Your end of month summary statement is emailed the same day. We also provide end of financial year summaries at no cost.
- We can pay your Brisbane City Council rates, body corporate fees and insurances on your behalf if you advise them to send the notices directly to us. (Remember we do need you to have a minimum \$10 million public liability cover prior to us working for you.) And then if there's available funds but something goes amiss at our end and we're late for a discount date we'll pay the difference out of our pocket.



*“Bees Nees has made the whole process of letting my apartment out a pleasant experience. They care about every little detail and their focus is on “doing the right thing” for both the landlord and the tenant. And they try to raise their standards everyday.”*

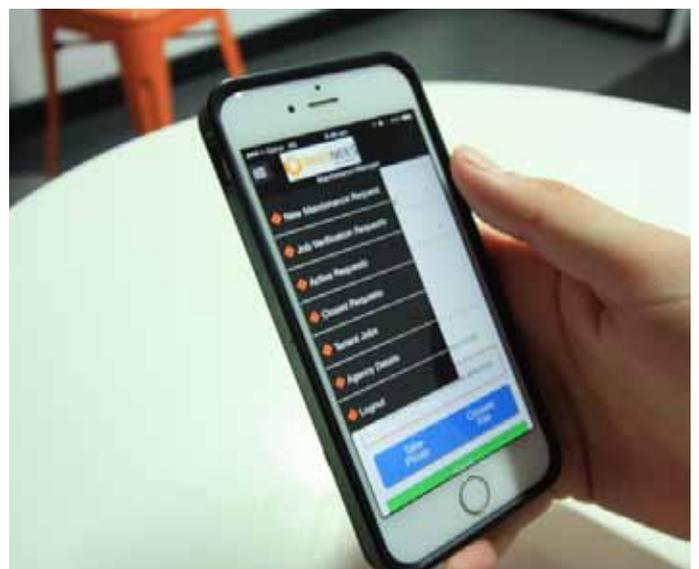
**Gabriella Sipos, South Brisbane**

## Communication During the Tenancy

- We carry out lease renewal consultation and rental review proposals with you in each case. Keeping you informed on market trends ensures together we can both retain quality tenants, and maximise your market rent.
- We keep you informed at every opportunity and find emails a highly efficient way to keep in touch. We'll always return all calls as soon as possible and guarantee to do so within 24 hours.
- We welcome your attendance on our Routine Property Inspections and can arrange access at other times with seven days written notice to the tenant. To ensure your tenant's quiet enjoyment the RTA does limit the number of inspections that can be carried out.

## Maintenance

- Tenants are able to log maintenance issues with us 24 hours a day, seven days a week via a mobile device app and our website, and we provide them an after hours contact number for emergency repairs.
- We contact our owners with major maintenance items and if we can't reach you within a reasonable time will spend up to two week's rent only if necessary. Please be aware that if emergency repairs are needed we'll organise them urgently and, by law, your tenant can spend up to two weeks' rent on these if no assistance is provided.
- All contractors used in works on your property have provided us with their licenses and insurance as necessary. We only use tradespeople with a proven track record and regularly check their prices through quotes. Naturally we can use your instructed contractor and will always obtain quotes on larger items.



## Free Professional Photography and Floorplans

### Other Services

- We keep you informed with 3-weekly e-newsletters and also hold regular information evenings for property investors where we cover topics such as maintenance, renovation, market commentary and legal issues. Complimentary seats at these events for Bees Needs clients.
- We'd love to assist with the sale of your property or to simply give you advice on its current market value with a complimentary Comparative Market Analysis. Call 07 3214 6800 to have our team do this for you.
- Queensland's Fire and Rescue Service Amendment Act now requires an ongoing maintenance program for smoke alarms in all residential properties and to ensure that all properties comply we use the services of a specialist company to undertake regular inspections and compliance reporting for an annual subscription.
- We can organise Building and Pest Inspectors to carry out full inspections and reports on your property. We recommend a building report and termite check-up annually, especially for houses.
- Insurances for your property are critical. Please ask us for info regarding liability, building, contents, tenant default and malicious damage insurances. These premiums can be paid from your rental funds.
- A property valuation from a registered valuer will be useful if you're looking to refinance. We're happy to arrange for you.
- To ensure you maximise your tax deductions you may wish to have a quantity surveyor inspect your property and provide a detailed depreciation schedule. This will give your accountant the info they need to complete your tax return. Again, we're happy to arrange for you.
- If you're considering renovations or would just like advice on best presenting your property we can call in a professional interior designer. They'll be best placed to advise on latest trends, along with fittings that

### Completing a Tenancy

- Detailed exit inspections are done with reference back to the Entry Condition Report, and our duty to the owner is a paramount consideration.
- If a tenancy is terminated due to a tenant breach we follow a strict RTA procedure, and can, if required due to a bond dispute, attend Tribunal on your behalf to seek recovery of outstanding rent and cleaning/maintenance costs not covered by the bond.
- Managing arrears and the condition of the property during the tenancy helps minimise the risk of this. Landlord insurance can also cover you for tenant defaults and malicious damage.





"I recently received my first Bees Nees' report from their routine inspection at my townhouse. I've got to say these guys are making life as a property investor a lot easier! There were plenty of pics so I could see exactly what's happening and it's comforting to know they're actually doing these inspections on a regular basis. Plenty of agents make promises but Bees Nees are the ones actually delivering the goods!"

**Tracey Maree - Woollahra, Sydney**

"We have recently bought our first investment property in West End and have asked Bees Nees to manage it for us. We have found everyone at Bee Nees courteous, attentive and helpful when faced with all of our first time investor questions. The marketing of our property was efficient and imaginative. Our property was let promptly and at the price we wanted. We would recommend Bees Nees to anyone needing tenants in the area."

**Anna Hallett - Algester, QLD**



"As a long-term client of Bees Nees Property Management I have come to expect a high standard of service and communication. Throughout the most recent re-leasing of my property, I found your ability to keep me updated on progress - as well as challenges - quite outstanding. Although I was on holiday interstate, you managed to provide me not only with timely and succinct updates, but most importantly made me feel assured that my property was in fact being well managed. I commend your high quality communication skills and sincerely thank you for highly professional service I received from you. Well done James."

**Sally Russell Hall**

"Being an absentee landlord has its worries in being aware of the needs of the property. We had one of the large franchises managing our West End property for years but were not particularly happy with their service as we live overseas and depend on the agent to keep us up to date. A business friend suggested we try Bees Nees City Realty so we did earlier this year. They looked after the entire changeover process with the other agent and now we are supplied with all the information we had been missing and more.

The rental rate was increased from \$270.00 to \$340.00 per week without a hitch and the tenants are first class. Many thanks to Bees Nees for their excellent service."

**Ed Lovell, Fiji**



"I just wanted to take the opportunity to thank you for the great work in finding us tenants within two weeks of us signing on with you. Your efficiency and professionalism has really impressed considering the previous agents sat on our property for 6 months without coming close to letting the unit. With such a great start, we look forward to many years of happy partnership!"

**Gini Kon**



"I just wanted to pass on to you my appreciation for all the work Patrick has done on managing my unit at 2/85 Cleveland St. I really feel like he has gone the extra mile. I know a lot of work has been involved for him in getting tenants out, working to get a bathroom reno complete, liaising with Body Corporate, and working with a young new tenant (first time renter) to get him up to speed with rights and responsibilities when renting.

I also really appreciate Patrick's knowledge, honesty, courtesy and efficiency in all his dealings with me. I feel very confident in his judgement and integrity. Beesnees has been managing the unit for me since 2009 and this is the first time I have provided feedback, and this is because Patrick's work really does stand out, especially the quality of his advice in helping me make decisions with confidence."

**Melanie Whybrow**

"We placed our refurbished unit with Bees Nees property management. Within 3 weeks they had signed up tenants at a weekly rent that exceeded our expectations (Given media warnings of a surplus of units and falling rents). We sincerely thank the team for their work ethic and excellent communication."

**Karen and Terry Dwyer**



"I have dealt with a number of property management businesses and I can say without reservation that Bees Nees really stands out from the pack. For me, the big difference between Bees Nees and the others is that they actually do what they promise. Where some property managers are initially friendly and helpful when you first come on board as a new client and then, later, become difficult to get hold of, too busy to deal with your concerns immediately, or just plain unreliable, my experience has been that the Bees Nees team consistently delivers exceptional service. Thanks guys -- keep up the good work!"

**Terence Baird, Holland Park**

"Never thought getting a property leased could be done literally within 3 days of the first client inspection! It is such an enjoyable experience to work with Nathaniel from Bees Nees, he presents extremely professionally, with a sound knowledge of property management and dedicated customer service! Everything is looked after by him, I'll highly recommend him to anyone who has an investment property that wants it to be leased out quickly and smoothly. Five star rating!"

**Wendy Yang**



"Being a first time Rental Property Owner, I was looking for an Agent who would provide a superior quality service to both the Tenant and the Landlord. From Day 1 Bees Nees were professional, efficient, approachable and always available. It is a great feeling to know that I can go anywhere for any length of time, confident that my property is in excellent hands with the Bees Nees Property Management Team. Thank you."

**Maureen Fergusson, Brisbane**



### Clint Dowdell-Smith General Manager and Associate

Joining Bees Nees as a founding team member and using his experience from working with companies such as Wesfarmers and Suncorp, Clint has been an integral part to the business' development and structure. In June 2010 Clint became a partner at Bees Nees and in his current role as General Manager manages the day to day functions of the business and also is the Head of the Property Management department. With 10 years experience in Real Estate Clint has been involved with all aspects of the industry and manages the Executive Property portfolio for the office.

In 2014 Clint was elected to the Property Management Chapter of the REIQ and in his second term this year was appointed as the Chair of the Chapter.

Brisbane born and bred, Clint and wife Anita are currently enjoying being parents to their young sons Lucas & Liam. and spend weekends either renovating their house, entertaining friends, or enjoying the outdoors camping. From time to time you will find Clint pounding the pavement raising funds for charities by running in quite a few Fun Runs throughout the year. Call Clint on 07 3214 6899 or email him at [gm@beesnees.com.au](mailto:gm@beesnees.com.au)

### Rob Honeycombe Principal and Licensee

Rob's currently celebrating his 26th year in real estate. He's the Managing Director of Bees Nees and is the Chairman and a member-elected Director of the Real Estate Institute of Queensland. Rob also represents this state as a Director of the Real Estate Institute of Australia.

His career began in Brisbane in 1991 and sound property experience included a role as Brisbane General Manager and Director of a real estate, home building and property development firm.



Call Rob on 07 3214 6806 or email him at [md@beesnees.com.au](mailto:md@beesnees.com.au)



### Damien Hutchinson Senior Property Manager

Originally from South Australia, and after 20 years as a Secondary Teacher and Coordinator in Health and Physical Education and Baseball Damien decided to make a change to the real estate profession completing his training with the REIQ,

He brings a strong work ethic and wealth of experience and knowledge in dealing with people. His friendly and approachable nature assist with building rapport with clients. Having his own property under management

he understands the importance of the role of the Property Manager in dealing with the day to day management. Outside of the Office Damien is involved heavily with Baseball and coaching at all levels including state and touring teams to the USA. Call Damien on 07 3214 6803 or email him at [pm2@beesnees.com.au](mailto:pm2@beesnees.com.au)

**Michelle Otter**  
Senior Property Manager

With 8 years' experience in property management, Michelle has an appreciation for helping others attain their property goals and turn them into well managed and successful investments for both her tenants and property owners. She really enjoys her role and loves being a part of the Bees Nees team.

Outside of Bees Nees, Michelle is all about her family. She absolutely loves spending time with her husband of 17 years and 2 gorgeous children. They enjoy traveling, watching the kids play sport and grow up. They've also traveled to the USA twice and Michelle loves it there - mainly for the shopping!

Call Michelle on 07 3214 6899 or email her at [pm3@beesnees.com.au](mailto:pm3@beesnees.com.au)



**Patrick Leou**  
Property Manager

Patrick is an enthusiastic real estate professional with 5 years of experience and counting. Patrick has been in Australia since 1995 and a Brisbane local since 2001! He has a well-rounded knowledge of the Brisbane community and an extensive background in the real estate industry. Previously, Patrick worked as an onsite manager for three and half years and as a commercial broker for one and half years. You can say he knows his stuff!

He's very interested to learn more about different cultures and he enjoys engaging with his clients and learning more about them. Patrick is multi-lingual can speak Cantonese, Hakka and French which is wonderful for our international clients. Call on Patrick on 07 3214 6804 or email him at [pm1@beesnees.com.au](mailto:pm1@beesnees.com.au)



**Nathaniel Smith**  
New Business Manager

Nathaniel joined the team after completing his studies at QUT in the Brisbane CBD. Originally from Victoria, Nat and his family relocated to Townsville, North Queensland whilst he was in High School. Following his graduation from Townsville Grammar School, Nat began his tertiary studies in Brisbane at the Queensland University of Technology.

Having an interest in markets and economies, Nat chose to focus on Property Economics and in his third year of the degree began working with Bees Nees City Realty as a Sales Assistant with Rob Honeycombe. Nat has been working with Bees Nees City Realty in various roles, including completing a internship program as part of his degree. Having recently graduated Nat has taken on the full time role as the Leasing Manager and New Business Officer. Outside of work Nat has a keen interest in photography and cinematography, you will find him most weekends out socialising with friends or exploring the local national parks. Call Nathaniel on 07 3214 6815 or email him at [bdm@beesnees.com.au](mailto:bdm@beesnees.com.au)



**Aliesha McDowell**  
Administration Manager

With over 8 years of experience in real estate, Aliesha is knowledgeable and provides excellent support to both team members and clients.

Her previous roles involved every aspect of property management including reception, administration support, accounts and property management. Aliesha is also experienced with body corporate and understands the needs of both tenants and owners. In her spare time, she enjoys doing a bit of volunteering for the Queensland

Museum within the Entomology Department – this refers to the scientific study of insects as a branch of zoology – don't worry we had to Google it too! Aliesha loves animals, playing the drums and wait for it... roller derby! She's definitely a hardworking team member both in and out of the office.

Call Aliesha on 07 3214 6899 or email her at [pm@beesnees.com.au](mailto:pm@beesnees.com.au)

**James Austin**  
Property Manager

A young starter in property, James has been in the real estate industry since 2014 and brings a hardworking and positive attitude to the Bees Nees team.

Having grown up and lived in Southside Brisbane his whole life, James is familiar with the local surrounds and scenery Brisbane has to offer. He is eager to learn and is interested to further his involvement and learning within real estate. One of his favourite parts about his role as Leasing Manager is dealing with people as he enjoys helping others and meeting new people.



Outside of his work, James enjoys going to the gym and is passionate about fitness and nutrition. He has also played soccer for over 9 years and enjoys hanging out with his friends and his girlfriend of four years.

Call James on 07 3214 6805 or email him at [pm4@beesnees.com.au](mailto:pm4@beesnees.com.au)