

Raine&Horne.

Hobart & Kingborough Rentals

APPRAISAL



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Our skills and experience will save you time as we expertly manage the day-to-day tasks associated with maintaining your valuable investment property.



It's the experience that matters

Founded in 1883, the Raine & Horne brand has become synonymous with Real Estate in Australia.

Over its history, our brand has flourished in ever-changing markets and developed into an Industry-leading, full-service Real Estate network with an enviable reputation for expertise and unwavering commitment to excellence.

Raine & Horne Kingborough Rentals is the only office within the Raine & Horne Tasmania Network that is purely dedicated to Property Management. We are the specialist experts in our field. Established in 2011, our focus is on building our reputation to become the top Property Management Agency in Hobart.

In 2017 Kingborough Rentals amalgamated with the Raine & Horne Hobart branch, which has increased our presence even further across Hobart and its surrounding suburbs.

We pride ourselves on the personalised and professional management of our Client's valuable investments and aim to cater to each of their individual needs.

By teaming up with Raine & Horne, you're getting an experienced partner and a powerful friend in real estate to help you achieve your real estate dreams.



What you need to know about property management

While a quality, well-located investment home can generate long term capital growth and competitive yields, it's important to note that property is not a "set and forget" investment like a savings account, term deposit or a bond.

Securing the right investment property and suitable financing is only the start of the property investment process. Maintaining the value of your property investment involves a generous combination of time and experience.

This is why it's essential to engage the expertise of a skilled Raine & Horne property portfolio manager, who you can engage and communicate with, and who understands the need to maximise your investment returns.

Your Raine & Horne property portfolio manager will also work to effectively manage costs, to maintain the value of your investment property, and to minimise your risk by selecting a quality tenant. We have over 130 years of experience in Australian property... Let us look after you.

Relax. Your Investment is in safe hands

Like all investments, real estate performs better when it is managed professionally. This is where your dedicated Raine & Horne property portfolio manager comes in. Our skills and experience will save you time as we expertly manage the day-to-day tasks associated with maintaining your valuable investment property. This gives you the peace of mind that your investment is being professionally managed, meaning you can relax with the knowledge that your valuable investment is in safe hands!



How do I prepare my investment property for rent?

Prospective tenants need to form an emotional bond with your property as their 'home', so following are some general suggestions to assist owners in presenting their properties in the best possible light:

- Ensure the roof is in good repair and replace any broken tiles as necessary
- Repair flyscreens and clean the windows professionally both inside and out
- Clean and repair any gutters or downpipes
- Ensure the garden is well presented, pruned and mowed. This will help create appeal and also lets the tenant know that this is the standard required to be maintained
- Ensure the interior of the property has been thoroughly cleaned, including light fittings, curtains and carpets
- Repair minor faults, such as leaking taps, loose handles and doorknobs
- The presentation of the kitchen is critical, so make sure cupboards and drawers open and close easily, whilst ensuring the stove and oven are clean and the exhaust fans are in good working order
- Ensure there are window coverings in any room likely to be used as a living area or bedroom
- Ensure the property is adequately ventilated to reduce condensation and mould concerns
- Ensure your property has a working smoke detector that is installed to legislative requirements - Ask us for further information
- Provide a fixed heater in the main living area
- Is the property adequately insured? Check with your insurance company that the property is covered and arrange landlord's insurance.

Do you want the best people looking after your asset?

With Raine & Horne you can be assured that we will undertake comprehensive inspections and reports prior to and after your tenant moves into the property. Our role is to give you feedback on your property's internal and external condition, noting any immediate repairs or future maintenance requirements.

This is why we have a network of qualified and insured tradespeople at our fingertips, giving us the capacity to deal with all manner of repairs and saving you the arduous task of arranging and monitoring repair work.

We also conduct comprehensive vacating inspection reports and with the Rental Deposit Authority in place it is important to ensure all parties are happy with the final outcome. If there is a bond dispute we will be there to ensure your interests are represented throughout negotiations with the Tenancy Commissioner.



Are you up-to-date with legislation?

In every state, there are rules and regulations that protect the rights of both the property investor and the tenant. It's possible that many DIY property investors and inexperienced agents aren't fully aware of these rules and as a result, this can lead to infringements on your rights or those of your tenants.

We will always stay abreast of current legislation, through research, and training, making sure your investment is handled responsibly and correctly.

How do you secure the best possible tenants?

Tenancy selection isn't straightforward, and it's critical to ensuring the performance of your investment.

It's safe to say that maximising your rental income is more readily achieved by selecting quality tenants than it is by undertaking expensive renovations or striving for unrealistic rents.

At Raine & Horne we take the hassle out of tenant selection by ensuring that all prospective tenants comply with comprehensive checks on matters such as identity, employment, former tenancy history and much more.

Ultimately, the choice is up to you, but our aim is to find the very best tenant for your property.

Do first impressions make a difference?

First impressions count, and it's important to prepare a rental home in a way that maximises its appeal to your potential tenants. We are trained to provide recommendations on how to improve your property, and we can also coordinate cleaners, gardeners, and tradespeople at your request to create the best first impression.

At times maintenance on urgent repairs will be required. We will discuss all maintenance requests with you and seek your approval prior to carrying out works.

We can arrange urgent maintenance without having to bother you on weekends or after hours, in accordance with the Residential Tenancy Agreement.



Do you need efficient administration and rent collection?

Rent collections are a priority and your property portfolio manager will ensure it is collected in a timely manner.

Your Raine & Horne property portfolio manager can take responsibility for all aspects of property administration, as well as the payment of rates, insurance and service charges. Additionally, we provide regular, easy-to-understand statements of income and expenditure which will make tax reporting a simpler task.

We will also regularly advise you on your property's current rental value and make recommendations regarding rent variations.

Is communication important to you?

Our property portfolio managers prioritise communication with owners above all else. We believe communication is the key to building and maintaining strong professional relationships.

Feel free to contact us by email, phone, sms, fax, post or in person.



Do you want to keep up to date with investment performance?

We know the performance of your investment property is important to you, and that's why Raine & Horne can provide you with an up to date, obligation free opinion of your property's market value.

This will allow you to review your return on investment and your property's capital growth, based on the current estimated selling price. The information provided may result in the decision to purchase another property for your portfolio based on the equity built up in your existing investment.

Do you want service you can rely on?

Raine & Horne's reputation is built on the premise that good service, in all facets of business, is paramount. We're confident that the service we provide to our clients is first-rate, as is the strength of our negotiation skills and our willingness to provide every possible service for all property types – be they residential, retail, commercial, industrial or rural.



Tax advantages for you

All our fees and charges are claimable and most improvements or repairs undertaken are also considered a tax deductible expense or depreciable item, however you should always consult your accountant or tax agent for professional advice.

The ATO website outlines the following tax deductible expenses:

- advertising for tenants (i.e. letting fees)
- bank charges and account keeping fees
- body corporate fees and charges
- borrowing expenses
- capital works
- cleaning, gardening and lawn mowing
- Municipal rates, Land Tax and Water & Sewerage rates
- repairs and maintenance
- decline in value of depreciating assets
- legal expenses
- stationery and postage costs
- landlord Insurance
- travel expenses incurred when inspecting the property.

Marketing strategy

In addition to listing your property on our website we upload to major real estate sites including:

- www.realestate.com.au
- www.domain.com.au
- www.realestateview.com.au
- www.rentfind.com.au
- www.millionplus.com.au
- www.thehomepage.com.au
- www.onthehouse.com.au
- www.homesales.com.au
- www.homely.com.au
- www.squiiz.com.au
- www.followit.com.au

Properties can also be highlighted on our social media pages for further reach and engagement with the viewing public.

Please contact our office for a rundown on our managing fees and charges.

Meet Our Team



Annisa Burns – Business Manager & Real Estate Agent

Annisa entered the real estate industry after a long stint in retail management in both Hobart and Melbourne with a national company. Displaying a strong work ethic and management skills she quickly became an asset to the Raine & Horne Hobart office and has worked as an Office/Business Manager for the past fourteen years. Over the past nine years she has become heavily involved in residential and commercial property management and currently oversees the property management teams in both the Raine & Horne Hobart and Kingborough Rentals offices.

Always looking for new challenges and to update her skills Annisa became a licensed Real Estate Agent in 2015. She holds a Bachelor of Economics degree (UTAS) and has completed a number of diplomas at TasTAFE.

During her time in the industry she has built a strong rapport with colleagues and clients alike and welcomes the opportunity to help you in your property journey.



Mandy Hedges – Property Portfolio Manager & Real Estate Agent

Mandy's true focus is Property Management. It is her passion and her profession; and has been her one great love (outside of family!) for over 25 years.

As one of the founding Partners/Directors of the Kingborough Rentals Branch, Mandy has been with the Raine & Horne family for over 10 years.

Mandy is considered to be one of Hobart's most experienced, and best regarded Property Management Professionals. She is well recognised by both her peers and clients as offering outstanding service and vast industry knowledge.

As a resident of the picturesque Channel Region, Mandy's local connection and strong family values all project her towards a long and successful career within the ever changing Real Estate Industry.



Sharon Taylor – Property Portfolio Manager & Real Estate Agent

Sharon has lived around Hobart her entire life and most recently maintained a management portfolio encompassing all suburbs of the greater Hobart area, giving her a very widespread knowledge base. Sharon also actively upholds a keen interest in the current market to ensure she is always up to date with the latest information and trends.

Sharon is a licensed Real Estate Agent with over fifteen years experience in the real estate industry. She has an acute understanding of the inner workings of a successful property management team. Coming from a strong administration and accounts background, Sharon recognises the importance of being well organised and maintaining optimum levels of communication with all of her clients.

Sharon understands and appreciates the significance of sustaining a positive and strong working relationship with owners and tenants alike - meaning you will always be kept informed of all important aspects relating to your investment.

Julie Barwick – Property Portfolio Manager

Having lived in Hobart for most of her life, Julie is a seasoned real estate professional with over 30 years experience.

Armed with an intimate understanding of the local market and current market trends, Julie embodies expertise.

Julie's approach is underpinned by a "can do" attitude, dedicated to treating each property under her care as if it were her own. She partners with property owners, applying her extensive knowledge to optimise rental returns.

Through diligent management and a commitment to excellence, Julie ensures a seamless experience for both property owners and tenants. Trust Julie to guide you through the real estate journey with professionalism and a personal touch!

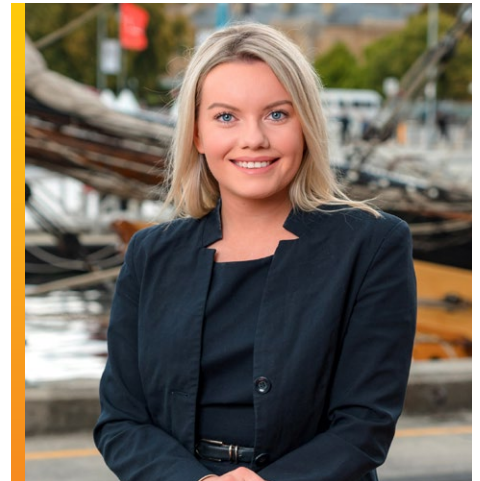


Amy Jones – Property Portfolio Manager

Amy has worked in the real estate industry for close to ten years, in a variety of different roles from administration to accounts to most recently, our newest property portfolio manager. You can be assured that Amy has the experience to help you along your property and investment journey.

Amy is passionate about customer service and takes pride in creating positive relationships with tenants and owners alike, always providing a prompt and high-quality service. With her exceptional organisational & communication skills, she excels in ensuring all properties are well maintained.

Living in Melbourne for 6 years, Amy appreciates the beauty & community Hobart offers, being the reason for her return to our beautiful state!



Isabella Britton – Property Portfolio Manager & Administration

Coming from an aged care and disability support background Isabella has developed strong communication skills. Believing that listening is more important than talking, Isabella can communicate confidently with people of all ages, personalities and cultural backgrounds and gets satisfaction helping others with their needs and wishes.

A bright, bubbly, and can-do attitude, coupled with country values, Isabella is proving to be a great asset to the team both in the office and with clients.

You will find Isabella at Raine & Horne Kingborough Rentals office with a welcoming smile.



Sarah Woolley – Business Development Manager & Real Estate Agent

Sarah's passion and enthusiasm for Property is unsurpassed by many within the industry. With over 15 years experience, Sarah is one of the Founding Partners/Directors of Raine & Horne Kingborough Rentals, and specialises in new business and stakeholder relationships. As our Business Development Manager, she will be your first point of contact when choosing Raine&Horne Kingborough Rentals to manage your investment property.

Sarah prides herself on her communication; she is highly motivated, and her positive nature combined with a can-do attitude - ensures she builds a great rapport with everyone she meets. She is enthusiastic, knowledgeable and thorough in her mission to achieve the best possible results for her clients.

A lifelong and proud resident of the local Kingborough area, Sarah loves nothing more than enjoying the beach with her family + dog.



The Support & Administration Team

Vickie Street – Administration/Property Representative, Kingborough Rentals

Vickie is part of our experienced administration team and provides support for the team at our Kingborough Rentals office.

She is a long-time Kingborough local and an avid watcher of the real estate market. Having worked in all facets of the industry she is well equipped to help you along your property journey.



Samantha Sweiger – Administration/Property Representative, Hobart

Samantha has worked in real estate for approximately 5 years and has analysed the real estate market for even longer.

As an experienced administrator, Samantha is currently working part-time assisting Sharon Taylor with her portfolio.



Chloe Sweiger – Executive Assistant/Property Representative, Hobart

Chloe is a dedicated and experienced executive assistant with 5 years of industry experience. She has been an invaluable asset to the Raine & Horne Hobart and Kingborough Rentals team, serving in various roles and excelling in client relations.

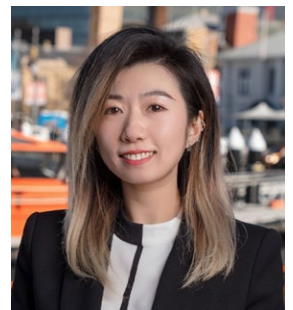
Behind the scenes, Chloe plays a crucial role in all areas of the business, ensuring smooth day-to-day operations. With her exceptional organisational skills and attention to detail, Chloe is dedicated to providing top-notch service and ensuring her team are supported.



Ivy Guo – Administration/Property Representative, Hobart

Currently working with our commercial property management and leasing team, Ivy's enthusiasm for the real estate industry is infectious. With many years of customer service experience and a strong work ethic, she is proactive in delivering the highest standard of service, and the best experience for our clients.

In addition to her commitment to real estate, Ivy spends her time playing sports, listening to music, travelling and learning languages. In addition to speaking English she is also well versed in Mandarin and Cantonese.





Testimonials

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'Dear Annisa, I wish to express my gratitude for the work you continue to do in helping me manage the family investment property in North Hobart. Having longstanding tenancy experience myself, I had given up on others I had screened and felt like "throwing in the towel". I felt like my wishes were granted when I saw how thorough you are in taking care of matters.

I particularly want to thank you for the respect and interest you showed in our property and myself - and your thoroughness and attention to detail with your property management work. I have found you to be extremely conscientious and honest with all your dealings including negotiating on prospective tenants behalf.

I have really appreciate the opportunity to rest for a while whilst you have taken care of business on our behalf & needless to say, I would not hesitate to recommend your service to others looking for rental manager.'

-Filomena, Landlord



'Julie is a most competent, professional rental property specialist. One of her outstanding features is that she has developed a network of tradespeople who respond rapidly to her requests whenever a problem is encountered.

After 20 years of observing her expertise, I know my properties are in good hands.'

-B Svenson, Landlord

'Julie is always professional and super efficient. I have never had to worry about this property as I am in great hands. I have worked with many agents over the years and Julie is simply a standout!'

-C Albury, Landlord

'From the initial inspection, through to collecting the keys, the entire process was friendly, efficient and stress-free. Julie was warm, professional and her communication was 10/10. Cannot thank her enough for taking the stress out of what can often be a stressful experience!

Thank you Julie!

-J Mitchell, Tenant

'From start to finish, the level of service from Julie Barwick was exemplary, we couldn't fault the level of detail in her reporting. It has left us feeling very assured that our investment is in good hands.

We would highly recommend Julie and her team.'

-H&P Fallon, Landlord



'We have had the best rental experience with Raine & Horne Hobart since 2018. Hassle-free with professional service, and the best thing was we had an amazing property manager, Sharon Taylor. She was very friendly, professional, punctual and prompt with the tenant support and responses/action to any requested work within the property.

I truly experienced that R&H also value and care about the tenants and seemingly act as a bridge between owner and tenant.

So glad that we ended up with R&H and highly recommend to avail their service across the rental market. Sadly had to leave being rented for 2 years as we bought a house; otherwise would have continued renting with R&H. We were so happy with Sharon and her company! Keep up the good work R&H.'

-Mohammed, Tenant

'With decades in this industry, we find that R&H Hobart provide us with a unique professional property management experience. For 7 years across two older style dual tenancy properties they offered consistency, care and a 'no fuss' approach. Thank you Sharon for this successful collaboration and your personal dedication to all aspects of our business.'

-Landlord

'Thank you for all your excellent management of the 2 properties over the last several years.

It has been a pleasure dealing with you and your organisation.'

-Landlord



'Mandy is an excellent property manager, we are so happy to have her look after our property. Very responsive and prompt dealing with any issues, great communication.'

-Tenant on RateMyAgent

'Mandy and team have exceeded all expectations in terms of care and communication. We have lovely tenants and couldn't be happier.'

-I McLean, Landlord

'Good communication, friendly and made the process very easy. I would rent again through Raine and Horne.'

-J Leja, Tenant



Testimonials

Find us on

ratemyagent



'We have used Raine and Horne (Sarah and Mandy) for the three occasions we have rented our home. Each time they have used their experience and industry knowledge to secure quality tenants. They have effectively managed rental collection,

maintenance and all other property matters with professionalism allowing us to enjoy our time away from our home. They are responsive to enquires and respect both the needs of the landlord and tenants. I highly recommend their services.'

-S&L Gardiner, Landlord

'Sarah and Mandy are the best in the business! Their communication, and the efficiency they work at is first class. They are super responsive with any questions and take care of every detail, so I don't have to! They've made things so simple and if you are looking for a trustworthy agent who will make things happen, look no further!'

-R Limbrick, Landlord

'Sarah, I cannot thank you for your amazing service to date! I am sure that you and Julie make a wonderful team and I cannot speak more highly of our experience with you, and I'm sure Julie moving forward.'

- Mareesa, Landlord

'Thanks so much, you've made this process so easy and your communication has been outstanding.

The past 2 or 3 months have been pretty stressful for us having the property unsold/unoccupied so it's a huge relief to have some clarity moving forward.'

- Mark, Landlord



'Hi Sharon & Amy, Thank you for the recent report on my property, it is comforting to know you found a good tenant and that you both are keeping an eye on my property all looks good there.'

-Landlord

'I recently relocated from Sydney to Hobart. My experiences with dealing with real estate agents in Sydney in the past were rarely pleasant.

All dealings I have had with Raine & Horne Hobart to date have been the polar opposite. Friendly, professional and efficient - highly recommend!'

-Tenant on RateMyAgent

'We needed to find a tenant whilst away overseas. The communication of the process was first class, as was the process itself. We received very detailed information about people who had made applications, along with comments, recommendations, and review of their applications. As a result we are very happy with the tenants, which was important as they are in an apartment under our house. Overall a very professional and positive experience.'

-Landlord on RateMyAgent

'Would highly recommend Raine & Horne, they have the best market knowledge and are a highly professional team, fantastic communication.'

-Tenant on RateMyAgent

'I am a first time landlord and the staff have been excellent in leading me through the process. Excellent!'

-Landlord on RateMyAgent

'Raine & Horne Kingborough Rentals and Raine & Horne Hobart are an absolute pleasure to deal with. Right from reception all the way through to the manager everyone was very welcoming and helpful in the process of renting my two properties.

I would highly recommend them to anyone as they make the process so easy and they are super helpful and reliable!'

-Landlord on RateMyAgent

'The crew at Raine & Horne Kingborough Rentals have been the absolute best to rent through.

Usually real estate agents are a touch tricky to deal with, but definitely not these ones. Friendly, warm and overall just the most lovely - we even received little gift packs upon moving in!

Thanks to you all!'

-Tenant on RateMyAgent

'Could not be happier. Raine & Horne have recently taken over the management of my property. The communication from Raine & Horne has been brilliant. Reporting and inspections so far have been very thorough and any issues with the property have been rectified quickly.

Couldn't recommend them any higher.'

-Landlord on RateMyAgent

'Always easy to deal with and communication is well received. Have been dealing with Raine & Horne for years, and always a nice experience.'

-Landlord on RateMyAgent

We're confident that the service we provide to our clients is first-rate, as is the strength of our negotiation skills and our willingness to provide every possible service for all property types.



Thank you for your consideration

As always, if you have any further questions or comments regarding the information herein, please do not hesitate to contact our office on:

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As part of our service to you we would like to keep you up-to-date and informed with our regular newsletter. Your personal information will be added to our database for this purpose. Please advise if you do not wish to receive this newsletter or other promotional material.

