

CAPABILITY STATEMENT



Hynard Property Management are the Onsite Managers, Property Managers and Real Estate Agency physically located within the Metro Quays complex in the heart of Townsville City. We manage apartments inside and outside of Metro Quays in and around Townsville. We are a boutique Real Estate Agency “specialising in apartment living”. Boutique means we’re personally involved, invested in great results and high satisfaction levels. We offer Owners a premium property management service paralleled by a realistic flat fee commission with no added or hidden costs.

Having a strong network of affiliates and being members of the Real Estate Institute of Queensland (REIQ) enables us to access a wide variety of tools and up to date data to appraise and market properties as well as being able to provide detailed information relative to both the rental and property markets ensuring the highest possible rental return or selling price is achieved for our clients. As an Owner of a property you will have peace of mind in knowing that our core focus is to tend to our client’s real estate portfolios in a dedicated and professional manner.

Our specialist property management service ensures hands-on attention to detail in all aspects of your investment. We keep your property maintained to exceptional standards and safeguard your investment to be fully tenanted and in good hands.

What sets us apart from our competitors is our smaller, boutique nature, which allows us to provide great service and accountability.

HPM knows how to achieve great results. let us make your property experience a positive one

HOW OUR SERVICES ARE DELIVERED

- We build a strong rapport with both the Owner and the Tenant.
- We secure you the highest possible rental return and/or selling price achievable in the current market. We provide up to date Comparative Market Analysis’s by using 2 databases and up to date information obtained from leading industry bodies such as the REIQ.
- As the Onsite Managers we are actively involved in what happens on-site 24/7 at Metro Quays.
- Small maintenance issues are addressed by ourselves within 24 hours from when we receive the information e.g. leaky taps, toilets, toilet seat replacements. If it doesn’t take an hour you don’t pay for the hour i.e. no travel time!
- All maintenance issues are investigated prior to any Tradesperson or Contractor being engaged. This ensures right type of Tradesperson is procured e.g. an electrician for a dishwasher fault when they are not required and it can be rectified by ourselves for next to no cost.
- All our Tradespersons and Contractors have been screened. The work they perform is to the highest standard. We check their work after completion and address any issues with them at that time, prior to billing, not afterwards when it is too late.
- All new tenants receive an induction at the property, we do not just hand them the keys. We take them through the body corporate by-laws and make sure the Tenant knows their responsibilities whilst enjoying the facilities that the property has to offer.

- We provide a personalised competitive flat fee commission with no added or hidden costs.
- We access current and up to date information from PriceFinder and RP Data. We have a strong network of affiliates and are members of the Real Estate Institute of Queensland (REIQ). We use a wide variety of tools to appraise properties. We use our network, the internet and social media business methods to market your property for both sales and rentals. We advertise on over 15 websites nationally at no cost to you.
- We use up to date forms and templates and keep informed of changes to legislation and varying property markets through our memberships with REIQ and Onsite Manager.
- We extensively screen all prospective Tenants to ensure they meet our strict requirements and those of the REIQ's.
- We undertake routine inspections every 3 months. These are conducted to ensure that the Tenant is maintaining the property in good condition and that you are informed of any maintenance that requires attention and there are NO surprises. We also provide information on future costs so that you can budget for them e.g. air-conditioning, painting, window furnishings.
- We DO NOT hand out keys to your property. All inspections by prospective Tenants are conducted with us present always and to make sure they are aware of all the facilities the building has to offer.
- We deal with and attend to maintenance and issues immediately to make sure the Tenant/and or the Owner does not become frustrated with waiting times.
- When maintenance issues are attended to by external tradespersons, contractors or suppliers we access the property with them.
- We disburse rental funds into your nominated bank account at the end of every month.
- We manage body corporate levies, rates, insurance and other payments if requested by you for your property.

This statement is intended as a summarised overview of the way we will manage or sell your property. Our Schedule of Fees and Services is available upon request.

Please do not hesitate to contact us if you have any questions or require further information on any of our services.

Your sincerely

Frank & Jacqueline Hynard

Directors

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