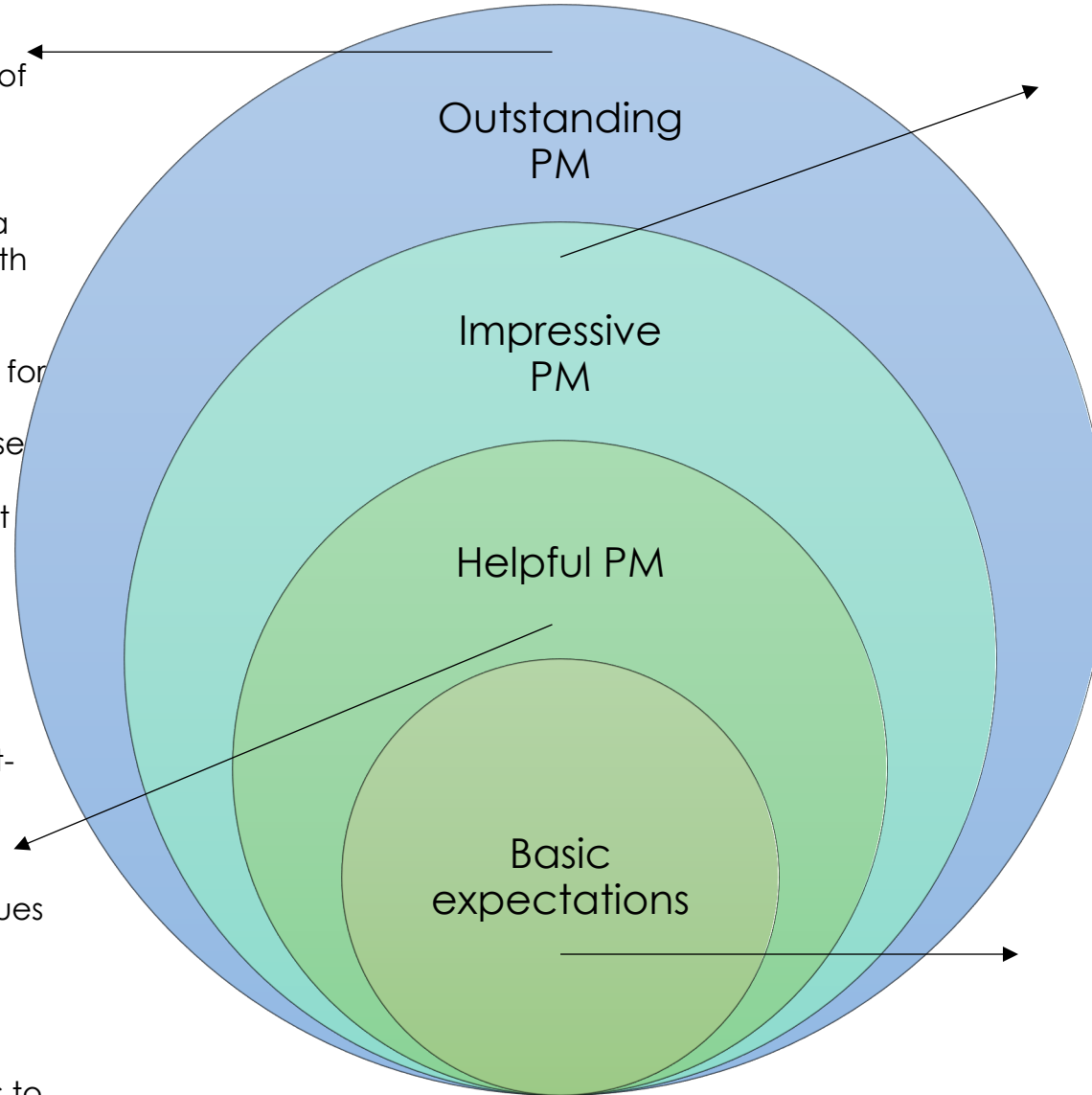


- Cares deeply for their tenants and landlords
- Manages the two-hat role with finesse
- Has an outstandingly low number of tribunal cases each year
- Understands school zones, major employers, growth drivers for rents and population growth in the area
- Can confidently assist landlords with the organization of trades for renovations
- Plans into the future with landlords for any relevant legislation changes
- Manages rental increases with ease
- Long tenant tenures and happy tenants on the appropriate market rent

- Is super-responsive
- Suggests ideas to improve tenant-satisfaction and optimized rental
- Maintains good relationship with both landlord and tenant
- Has a pro-active approach to issues
- Knows market values inside-out
- Understands the varying streets/locations
- Can diffuse upset easily
- Has good intuition when it comes to tenant selection/recommendation



- Has a great team of support around them and a solid list of reliable, honest tradespeople
- Intimately knows their area, understands the needs of the varying tenant demographics they work with
- Up to date with proposed legislative changes
- Firm and fair with troublesome tenants
- Able to solve basic issues without troubling the landlord
- Able to have proactive solutions in mind prior to contacting landlord about serious issues
- Selects and retains superb tenants

- Collects rent
- Knows the legislation
- Notes all critical dates and prompts landlord
- Keeps clear records and maintains up to date condition report
- Responds to tenant requests and passes all information on to owner
- Markets vacant property adequately and vets tenant applications promptly
- Arranges appropriate tradespeople for maintenance and cross-checks pricing to ensure it's fair