



Our Property Management Services Linking People and Property





Our Story

Hello and welcome to TCM Rentals Coastal. We are so glad that you have found us

When the Roberts family established The Community Managers, (TCM) back in 1989, it was in response to an evident need for a more personalised service in the fields of strata and property management. Their aim was to create a business that offered a fresh, contemporary and innovative approach to managing real estate.

Since then, our focus and goals have not changed, and that is to provide exceptional service and to build long lasting relationships with our clients and the local community.

Our Service Promise

- ✓ You want a proactive, professional property manager to protect your asset by securing quality tenants, delivering cost-effective maintenance and minimising vacancy times.
- ✓ You can trust our experienced management teams because we know what it takes to maximise return through seamless, stress-free management and will give you pertinent advice on enhancing rental potential.
- ✓ You want peace of mind with your investment. We enforce strict arrears control and provide efficient reporting with easy online access to all of your account information through so you can monitor your financials effortlessly. Our Landlord Portal is an online platform where you can access your property information, income and gives you the flexibility to have real time access to your information, whenever you need it.
- ✓ Most importantly, we're here when you need us, championing constant contact and feedback and giving you advice when you need

Our Values

As a family run business, we value collaboration and a team-orientated environment, a philosophy we extend to our client relationships. We are driven by a desire to remain a step ahead in terms of technology, innovation, marketing, service, support and results.

We aim to go beyond the traditional expectations of estate agents, providing the ultimate in personalised service from the most exciting, highly trained, customer focused real estate team in the region. We are proud of our reputation and success and are thrilled to be able to set ourselves apart from other agents in the area with each new client we take on.

We ensure we understand each client's needs and servicing requirements, then we explore all available options and execute the management of your investment property with care and professionalism, ensuring that you receive not only maximum returns but a stress-free experience that you would be glad to recommend to your friends and family.



OUR MANAGEMENT
PORTFOLIO IS ORGANICALLY GROWN
THROUGH REFERRALS
WE DO NOT PURCHASE RENT ROLLS
WE BELIEVE ASSETT MANAGEMENT
IS ABOUT QUALITY NOT
QUANTATITY

Why We are Different

- ✓ With one of the highest staffing levels in the industry, more than double the industry average, our aim is to provide unrivalled quality service to both landlords and tenants. Our staff to property ratio ensures an attention to detail that cannot be found elsewhere. We believe that it is this ability to provide high level personalised service that sets us apart.
- ✓ Our staff are mature, friendly, highly experienced property consultants who understand the importance of regular communication with you when necessary, and ensuring that your property is well maintained.
- ✓ We strive for higher rental returns on your investment – understanding the local market, the seasonal property rental cycles and the value of your property.
- ✓ We ensure peace of mind to both landlords and tenants with our quarterly inspection reports and will identify any necessary maintenance and include recommendations for economical and practical repairs.
- ✓ We disperse rental payments to you twice monthly to ensure that you are reaping the interest rewards.
- ✓ Our primary focus is managing your property as we don't do property sales.
- ✓ We can look after all your investment properties expenses including maintenance, rates, insurance, body corporate fees if applicable and other property related invoices. This ensures that at tax time you receive a detailed statement that your accountant will thank you for.
- ✓ We work with the tenant pool by offering tenants for your property flexible viewing times to ensure ALL potential tenants have the opportunity to view
- ✓ Nobody knows your property better than you, we work with you to ensure the online listing advertises the best features of your property clearly and promote it on Real Estate.com, our own website www.tcmrentalscoastal.com.au Instagram, Facebook and LinkedIn

Creating beautifully presented Rental Properties

The rental market has now become just as competitive as selling properties, spurred on by more people choosing to rent rather than buy. This makes it even more important to grab a tenant's attention straight away when they are filtering through online listings.

Marketing a rental property should be approached in a similar way as selling a property. You want to attract attention quickly, so the property leases faster. Therefore, we always encourage our landlords list their property with professional images.... Shorter time on the market, and higher rental return. There are a range of options to choose from to accommodate all budgets and these photos then become your property to use for each rental listing and can also be used should you choose to sell the property at any time

Professional Photography prices

Photographs including floorplan

6	\$260
10	\$300
15	\$340
20	\$400
20	\$310

Still Drone Images

1	\$90
3	\$160

Photographs only

6	\$130
8	\$160
10	\$190
12	\$220
16	\$270

Video Walk Through inc'Voice Over

60 seconds	\$395
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What Our Landlords and Tenants Are Saying About Us

TCM Rentals Coastal, in my opinion, are the best property managers on the Coast today. We have been building and letting properties since the early '80's around the southern Gold Coast area. Wendy is currently managing my property at Kingscliff. She attends to all matters relating to tenancy, maintenance, repairs etc. I have complete confidence and trust in Tcmrentals Coastal. Wendy's professionalism is beyond comparison.

– **Maureen M**

I can't recommend Wendy Hotchkiss of TCM Rentals highly enough. Forget the big brand names in town. Speaking from first hand experience, if you want your property made ready for rental promptly and then let with minimal vacancy to good quality tenants, she's your go to property management professional. Wendy is knowledgeable, fast, focused and dedicated to the job at hand, has terrific follow through, has a great network of reliable contacts for general cleaning, carpet cleaning, repairs, plumbing, electrical and fixing windows (a must for this humid sub-tropical and salty environment) and she keeps on top of the paperwork and billing, Her amiable nature combined with her sharp problem solving ability and a knack for win-win negotiation all add up to happy owner/investors like me and equally happy tenants.

– **Antony H**

Wendy is a very thoughtful, highly professional property manager and we are lucky to have her handling our leasing and management. With her patience, experience and exceptional communication skills, our Villa was smoothly re-leased for a further six months with careful wording included to ensure a rent increase should the tenancy be extended for any reason. Numerous messages were communicated regardless of whether it was a weekend, after hours or public holidays. Wendy is simply very dedicated to her job!!

– **Samone M**

Most people's first impression of Wendy is a petite, polite personable lady. It doesn't take long for you to appreciate Wendy is a person who should not be underestimated. I own a number of properties, and have engaged numerous property managers. Wendy is the best, and hopefully the last, I will need to engage. Wendy is organised, efficient, trustworthy, and most all a problem solver/avoider. Wendy often takes appropriate action to avoid problems before they arise. When as is inevitably the case that some issues cannot be avoided, Wendy diplomatically finds a win win resolution to the problem for both the tenant / tradie and the property owner. Would I recommend Wendy to other property owners?? Unreservedly YES!!!

– **Russell Z**

We have found Wendy to be approachable and professional in all her dealings with us. She is always available and assisted us in arrangements for renovation before our property was let. We would highly recommend her to manage properties.

– **Mandy S**

Switching Over TCM Rentals Coastal is Easy – It Is A One Step Process

One of the most common things we hear about is people feeling that they are stuck with a property manager that doesn't suit their needs, with no means of exiting the arrangement. You can switch your managing agent "mid-lease" as long as the correct notice period is observed when giving notice.

We make sure that the transfer of your property to our management is an easy "one step" process for you and the best part,.....we make contact with your current agent and handle the entire process for you. It is that simple! We provide you with the necessary transfer form to sign, once returned we forward the form onto your current agent for you, then continue to liaise with the agent and collect the documents and keys on the day of transfer

Our Services to you.

Just some of our services are listed below, but are not limited to only those outlined

- ✓ Advertising, property inspections and processing applications
- ✓ Supervision/Signing of Residential Tenancy Agreement and relevant documents
- ✓ Lodgement of The Bond with The Rental Bond Board
- ✓ Assessing market rents and negotiating lease renewals
- ✓ Organising repairs and maintenance were approved and requested
- ✓ Monthly Newsletter. Our landlords receive our newsletter keeping them up to date with new legislation updates, new initiatives and local updates and relevant investment news

Accounting and Payments

- ✓ We electronically transfer to your account trust monies collected on your behalf, twice a month
- ✓ Financial Statements are issued at the end of each month
- ✓ Preparation of end of financial year services
- ✓ Payment of outgoings. If desired we can arrange payment of all outgoings including council rates, strata levies, Insurance etc.
- ✓ We Offer Direct Bank Payment into Your Bank Account
- ✓ 24/7 access to your owner's portal in Property Tree software

Where Are We Located TCM Rentals Coastal are located on the Northern Tweed Coast however we are visiting and inspecting in all areas of the gold coast regularly as we are only a 20 minutes' drive to most suburbs in the Gold Coast

Where Do We Manage Property TCM Rentals Coastal currently manages property from Southport Qld, out to Murwillumbah NSW and down to Pottsville NSW and anywhere in between.

Call or Email us We would love nothing more than to hear from you and to answer any questions you may have about switching over to our worry-free property management service. We hope to hear from you very soon.

Wendy Hotchkiss 0447 334 225 and/or email wendy@tcmrentalscoastal.com.au



REI MEMBERS

TCM RENTALS COASTAL ARE MEMBERS OF THE REAL ESTATE INSTITUTE OF NSW AND QLD THE LEADING GOVERNING BODY IN THE STATE PROVIDING US ACCESS TO UP TO THE MINUTE INFORMATION

INDUSTRY TRAINING...

OUR STAFF REGULARLY ATTEND TRAINING SEMINARS AND WEBINARS TO ENSURE WE ARE AWARE OF ANY NEW INDUSTRY REGULATIONS. WE ENSURE WE ARE CONSTANTLY LEARNING AND GROWING

CHOOSING THE RIGHT TENANT IS

CRUCIAL WE WILL NEVER PROCESS AN APPLICATION THAT DOES NOT MEET OUR HIGH STANDARDS, ALL APPLICANTS ARE CHECKED THROUGH THE TICA (TENANCY IN COMMON) DATABASE WE WILL SHORTLIST ALL SUITABLE APPLCIANTS THEN REFER THEM TO YOU FOR YOUR FINAL APPROVAL

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