

your central coast property management specialists



4324 5777

homepropertymanagement.net.au

home
Specialist Property Management

dear property investor,

Thank you for contacting Home Specialist Property Management about the leasing and management of your investment property.

It's easy to see why so many people are drawn to the Central Coast - beautiful beaches and waterways, fantastic restaurants and cafes, great shopping and a wonderful laid back lifestyle.

With demand for quality long-term rental properties at its peak, there has never been a better time to list your investment property for lease.

Naturally, you'll want your hard-earned asset to achieve the highest possible rental return while continuing to grow in value. At Home Specialist Property Management, we specialise in property management. And we're passionate about it. Our service philosophy is simple - to look after your hard-earned investment as though it was our own.

Here's what you can expect from us:

- > Extensive, innovative marketing,
- > A thorough tenant selection process,
- > Prompt personalised service at all times,
- > Regular detailed property inspections,
- > Maintenance and repair of your property to the highest standard where necessary,
- > An effective, thorough and systemised management approach, and
- > Complete handling of day-to-day matters.

In short we make owning an investment property a simple, painless and profitable experience. You'll be free to take holidays in peace, enjoy Christmas without interruption or make last minute business trips knowing your property is in very capable hands at all times.

When we meet with you our aim will be to get to know you and your property, outline the services we can provide and discuss how we can tailor our services to best suit your needs.

We hope the following information provides you with a clearer picture of the 6-star experience you will receive as a Home Specialist Property Management client.

We look forward to meeting with you soon.



Kind regards,
Tennille Mugridge (LREA)
Managing Director
Home Specialist Property Management



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who are we?



At Home Specialist Property Management we specialise in residential property management. Why? Because property management is such a specialised area in real estate that it demands a highly qualified and experienced team of professionals combined with an effective, customised and systemised approach.

Rather than trying to look after a range of clients with different needs, our focus is on the property investor. Whether you've got a single investment property or a complete portfolio, we will look after your needs like no other. From leasing and managing your investment property to selling it or adding to your portfolio, we are your complete property investment solution.

It's all about maximising your investment opportunities and it's what makes us the Coast's leader in residential property management.



meet the team

Tennille Mugridge Director/ Principal



Tennille commenced her career in real estate with a local agency on the Peninsula in 1998. Her role as Office Administrator required her to assist both the Sales & Property Management departments, giving her a solid understanding of both functions. It was here that Tennille made the decision to one day open her own agency, a goal which came to fruition in 2006.

Tennille has a real passion for property management and provides her clients with absolute quality and consistency. Her aim is to offer a professional tailored solution while assisting you with the growth of your personal property portfolio.

Born and raised on the Central Coast, Tennille knows the area like only a local can and enjoys sharing the coastal lifestyle she loves with her family and friends.

Danelle Wolski Property Manager



Specialising in property management since 2004, Danielle joined the Home Specialist Property Management team in early 2007.

Danielle's particular strengths lie in building and maintaining client relationships, leasing and trust accounting.

She is a confident individual who prides herself on setting high standards and achieving her targets. Danielle's drive and determination ensure all her clients benefit from premium results.

Karla Barlow Property Manager



Karla began her career in real estate in 2007, progressively diversifying her role from receptionist to sales administrator, then marketing and advertising specialist before finding her passion for property management.

As Property Manager for 'The Sanctuary' apartments in Gosford, Karla manages the majority of the apartments within the complex. A member of the Executive Committee for the complex, Karla has her finger on the pulse at all times.

Karla aims to ensure that her investor clients have the best quality tenant in their property with minimal vacancy periods for a premium price.

Laetitia Pearce Property Officer



Laetitia's background in hospitality has ensured that she brings to her role as Property Officer strong customer service skills and a very friendly attitude.

As Property Officer, Laetitia is responsible for the important 'behind the scenes' support - from advertising and rent receipting to the preparation of tenancy leases and bonds.

Her goal is to become a Property Manager and she is also interested in business growth to further diversify her skills set.

why entrust your investment with us?



- Local experience and knowledge - We have over 25 years combined Property Management experience on the Central Coast, from the Peninsula in the south to Morisset in the north.
- We find the right tenants for your property - Finding the right tenant starts with targeted marketing and advertising designed to attract the kind of people you are looking for. We then take great care to select the right tenant through our extensive tenant screening process.
- We keep the 'right tenant' happy - Too many forget this part. By offering consistently great service we keep the 'right tenant' happy in your investment property.
- Quality control - We use fully documented and detailed policies and procedures to ensure consistently great results.
- Protecting your asset - We conduct regular thorough inspections to ensure your property is maintained to the highest possible standard at all times.
- Our service - We are committed to providing a level of service unmatched in the industry.
- Keeping you fully informed - We will communicate with you regularly about all important matters relating to the leasing and management of your property.
- We listen - Listening ensures we understand what is important to you and allows us to work proactively towards fulfilling your goals for your property investment.
- We make your life easier - Owning and renting an investment property becomes a hassle free experience.
- Property investment purchase and sales service (exclusive offer to our clients) - Building or changing your portfolio? Deal with Licensed Real Estate Agents who know your goals and have established a productive working relationship with you to buy or sell an investment property.
- We love what we do!

how to lease your property faster?

First impressions are critical when a prospective tenant inspects your property. There is no doubt that well presented properties usually attract the best quality tenants and achieve the best rental returns. What this means for you is a higher investment return together with fewer and shorter vacancy periods.

Here are some valuable property presentation tips:

- 1 Tend the gardens, mow the lawns and clean the windows, paths, gutters and outside paintwork. Street appeal is vital - you don't want prospective tenants to dismiss your property before getting to the front door.
- 2 Repair or replace leaking taps, sticking doors, broken light fittings, loose door handles, rotten floor boards, leaky gutters and torn screens.
- 3 If painting, we recommend a neutral colour scheme, which is not only timeless but also has the widest appeal.
- 4 If your property is situated in a noisy area (such as on a main road) inspection times should occur when the noise is at its lowest.
- 5 Consider having the carpets and curtains cleaned.
- 6 Open the curtains and blinds to invite the outdoors in, making your property look and feel more spacious.
- 7 Ensure the property is clean, tidy, uncluttered and free of any unpleasant odours (such as pet smells) at inspection times.
- 8 If your property has a pool, ensure the pool, surrounds and equipment are clean and in good order. You want the prospective tenants to think of the pool as an asset, not a burden.
- 9 Ensure all electrical wiring and power points are safe, including any electrical appliances to be included with the property.
- 10 Take out Comprehensive Insurance cover on your property (including Public Liability Insurance). You don't want to risk being sued by a prospective tenant who accidentally injures themselves while inspecting the property.



what other property investors have said

Property managed for: Mr & Mrs Stewart



It gives us pleasure to write this testimonial. We have found Tennille to be professional, courteous, honest but assertive when dealing with our tenants, which is what we wanted from our Real Estate Agent.

When we have asked Tennille to perform a task, this has been done efficiently and effectively with no hesitation. Tennille is a good communicator with ourselves and our tenants and ensures no misunderstandings.

Property sold for: H Dalton



Just a short note to tell you Tennille and all your wonderful staff how happy I am with the service you provided in the sale of my lovely home.

It was quick, efficient, very friendly and informative.

Selling was very emotional for me and the fact that everything went reasonably smooth made the transition easier.

I would be happy to recommend you to anyone I know who is considering selling.

Once again thank you for all your help and all the best for the future of your business. Oh and the chocolates where lush!!

Property managed for: J & M Berton



We would like to thank Danielle Wolski for her outstanding service of our property.

Not only did she have it leased within a couple of days of old tenants moving out, but took care of all quotes and works needed within the time frame.

We feel completely confident with Home "Specialist" Property Management and appreciate the outstanding friendly, personal and experienced work ethic. We have nothing but praise.

Property managed for: Mr Verall



I would just like to express my thanks to Karla Barlow for looking out for the interests of the owner's in relation to this matter.

I also take this opportunity to thank Home "Specialist" Property Management and its staff for the management of my unit, making it another hassle free year for me.

what other property investors have said

Property sold for: B & J Lambert



Just want to thank you and the team for achieving a great result in the sale of our house.

Achieving the price we wanted, and a quick sale in the time period we required. Keeping us updated regularly on progress and having a professional approach to the whole sale.

Property sold for: Mr & Mrs Kelly



We have had our home up for sale with Tennille and her team.

I must say she has made the experience a most friendly and a pleasurable time. Tennille took into consideration at the stage - my health was not good and she was very considerate in working around me with my times and inspections.

Property sold for: B & B Holding



We would just like to say thank you to the whole team for making our sale such an easy experience.

We had constant correspondence from your office regarding the pending sale. The sales team came out and we felt that they had a genuine interest in our house making it very comfortable for us to leave it in your hands for open house and individual inspections.

Property sold for: T Scott



It is with pleasure that my wife, Jenni, and I offer this testimonial as our thanks and gratitude to the staff and in particular to Tennille Mugridge, in relation to the sale of our property at Terrigal.

Needless to say that we were impressed with the presentation and the commitment to the sale of our property, and even more so, when it only took 4 days to find a buyer who purchased the property at the listed price.

landlord's checklist for choosing a property manager

When you're looking for a property management company to represent your interests in an investment property it's important to have confidence in the company you choose.

To select the best property management company to suit your specific requirements, it pays to ask some key questions. Much like a job interview, your task is to find the right person for the job. Remember, not all property managers are the same and the difference between a good property manager and a mediocre one could make a dramatic difference to your outlook for long-term financial gain.

The key questions to ask:

- 1 Can you give me some references from existing landlords?
- 2 Will I have a single point of contact at your office?
- 3 How much experience do you have?
- 4 What happens if my Property Manager is sick or on holidays?
- 5 How do you determine what my property is worth in terms of rental return?
- 6 How often is the rental return re-assessed?
- 7 How will you advertise my property?
- 8 What process do you follow to screen a tenant?
- 9 How often will you communicate with me and how will this be done?
- 10 What accounting practices do you follow and how often are funds remitted?
- 11 What is your process for handling necessary repairs and maintenance?
- 12 Do you only work with licensed and insured contractors?
- 13 Will you contact me before any work is carried out?
- 14 How often do you inspect the property once tenanted?
- 15 What process do you follow if a tenant falls into arrears?
- 16 What if a tenant pulls out of a lease early and my property becomes vacant?

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