

THE HOPKINS GROUP



Get Started Guide for Rental Providers

An outline of
The Hopkins Group's services
and fees for rental providers

Property Management



What clients say about our Property Management team

Mike Ewing



I have been absolutely delighted with the support and service I receive from Lauren and Lorena and the entire Property Management team at The Hopkins Group. They are all 'superstars' and their service and attention to detail continue to surpass my high expectations. I cannot recommend them highly enough!

Karen Hurnall



I would like thank Lauren for managing my properties. Lauren, you have taken such a weight of my shoulders and I can relax knowing they are in good hands. Lauren is very friendly and courteous and nothing is too much to ask of her. All staff at Hopkins are very lovely to do business with. Thank you!

Troy Rule



We have had nothing but positive experiences with The Hopkins Group. Their property managers are excellent and keep us well informed of developments at our property. In our dealings with Hopkins' staff we have found them to be honest, reliable and dedicated professionals. We would be very happy to recommend The Hopkins Group to anyone thinking of buying and investing in property.

What services do we offer?

Property management isn't straight forward. There are many moving parts and things to consider.

The Hopkins Group takes care of all the details for you by providing a full and comprehensive suite of property management services.

Leasing & advertising

- » The process of finding a renter can often be one of the most stressful for rental providers. That's why we have dedicated property management assistants – listing your property online, holding regular open for inspections, and conducting reference checks to ensure we minimise vacancy and place the best renters in your investment property.
- » Our properties are advertised on Australia's leading real estate platforms including realestate.com.au, Domain and realestateview.com.au.
- » Above and beyond this, we also advertise on our own website, making it easy for potential renters to find – and apply for – our rental properties.

Rental agreement negotiation

- » Whether it's an initial sign up to your newly purchased property, a simple renewal at the end of the rental agreement, or the first time you've rented out your own home, our team is on the ball to make this a seamless operation.
- » Likewise, we proactively advise on rent reviews based on market conditions and supply and demand.

Ongoing rental management

- » The Hopkins Group maintains the ongoing professional management of your property, by keeping the lines of communication open between you and your renters. Your dedicated property manager works to ensure rent continues to be paid in a timely manner, conducts regular routine inspections and attends to ongoing maintenance requests – all while ensuring we abide by the relevant and current residential tenancy legislation.

Routine property inspections

- » We run routine inspections two times a year and provide a report, including photos, to our landlords outlining any issues and maintenance concerns.
- » Rental providers are invited to attend these inspections but should they not be available, we pay particular attention to condition reports to ensure your investments are being looked after to a high standard.

Bill management

- » Let us take the hassle out of paperwork and manage all the payment of the incoming bills associated with your investment property. Strata fees, council rates, emergency services levy – we've got it all covered and take it out of your incoming rental payments to save you the trouble.

Annual financial reporting

- » Our trust accountant takes care of all your finance reporting, providing you with monthly rent statements and an end of year report to make doing your tax a breeze!

NRAS rental managers

- » The Hopkins Group is equipped to manage properties certified under the National Rental Affordability Scheme (NRAS), with more than 50 of these properties under active management.

Portals for rental providers and their renters

- » Get a comprehensive snapshot of your property portfolio at the click of a button, with complimentary access to our Rental Provider Portal. Linked with a state of the art property management system, you'll get full transparency over our management of your rental property, anywhere and at any time.
- » Renters aren't left out, as they are provided full transparency over their tenancy with access to our easy to use Renter's Portal. Renters can submit detailed maintenance requests, track existing maintenance items, and view their rental ledger, routine inspection reports and entry notices – at any time, right from their smart phone!

Dispute resolution including VCAT representation

- » There might be times when a dispute arises over a matter concerning your property. It could be instigated by the tenant or you might start proceedings yourself. Whatever the issue, we can work with both parties to try and come to a mutually agreeable solution.
- » Should it progress to the Victorian Civil and Administrative Tribunal (VCAT), our experienced property portfolio managers are able to represent you as our clients.

Service referrals

- » Thanks to our relationships with a network of service providers, we are able to refer you on to our partners to help out with things like landlords insurance, smoke alarm maintenance and building inspections during the pre-settlement of off-the-plan properties.

Maintenance teams

- » Our network of professional maintenance contractors are on call to tend to any issues. We have a preferred supplier list of plumbers, electricians, cleaners etc. who we can recommend if any repairs are needed.

Development specialists

- » A large portion of our portfolio is dedicated to managing developments and as a result, we understand the ins and outs of dealing with the intricacies of apartment living.

Suburb experts

- » The Hopkins Group has earned a reputation as experts in Melbourne’s inner urban areas - both as property investment advisers and property managers.
- » We have a finger on the pulse of local amenities and transport infrastructure and because of our niche portfolio in some of Melbourne’s most desirable suburbs, we have intimate knowledge of the local neighbourhood including market rates for rental prices.

Schedule of Fees*

We are committed to providing a first class service and endeavour to ensure our fees reflect that service whilst being conscious of your investment expenditure.

Outlined below is our current schedule of fees for a standard (non NRAS) residential property.

Leasing & management

- » Standard management fee: 7% plus GST
- » Letting fee: 1.5 weeks’ rent plus GST
- » Rental agreement renewal fee: Half one week’s rent plus GST
- » Monthly statement fee: \$5 plus GST

Advertising Costs

- » Basic photography (up to 6 images) and rental advertising: \$330
(REA Premier listing for 30 days, Branded listing on Domain, The Hopkins Groupwebsite, Rent.com.au, and Homely)
- » Comprehensive package available including 3D virtual tour, and floorplan (Optional add-on)

Rental Expenses

- » Preparation of condition report: Included in management fee
- » Preparation of inventory (furnished only): Included in management fee
- » 6 monthly routine inspection: Included in management fee
- » End of financial year statement: \$25 including GST
- » Registered post (when required): \$11.50
- » VCAT application fee: \$150 including GST
- » VCAT hearing attendance fee: \$150 including GST
- » Warrant of possession fee: \$144.20 including GST
- » Rental agree transfer fee: dependent on rental rate - fee usually starts from \$220.

Advertising

The Hopkins Group prides itself on its efforts to ensure a smooth transition from rental agreement end to a new renter moving in.

To help in our endeavours, we engage with market leading property websites to promote our current listings. All properties are advertised with hi-res images.

On realestate.com.au we also promote all our rental properties to premiere listings to ensure they are given the attention they deserve with larger ad spaces and priority placement towards the top of search result lists. We have found realestate.com.au the number one platform for leasing enquiry in Victoria, so it makes sense to maximise your potential on this site.

Prospective renters can register to open for inspections online which will ensure they receive regular updates about the property in question via text and email.

In this digital world, we are able to direct any interested parties from these online ads and open for inspections on to the digital application process.

We also have a social media presence to highlight the great work our property management team is doing.



Domain

*Please note that fees and expenses may be subject to change and we will keep you informed of any updates should they arise.



What clients say about our Property Management team

George H



Lauren and the team at The Hopkins Group have been consistently helpful, flexible and thoughtful over the past year and a half. Typically, the relationship you have with your Property Manager is disconnected and difficult, but not with Lauren and her team - they're personable, professional and there's never anything that's 'too hard'. I'd be happy to recommend them to anyone seeking a strong team to manage their property.

Matt Johns



Absolutely amazing experience all round from the team at The Hopkins Group, and a big shout out to Lauren who was a pleasure to deal with, always followed up, and is one of the best Property Managers that I have dealt with. Highly recommend!

Veronika Dobrovolskaja



Gabrielle Perri and the property management team have been an absolute pleasure to deal with. Very professional and prompt responses always available and willing to help. We are so grateful for your effort. I would recommend having this wonderful young lady as your Property Manager.



Become part of our community

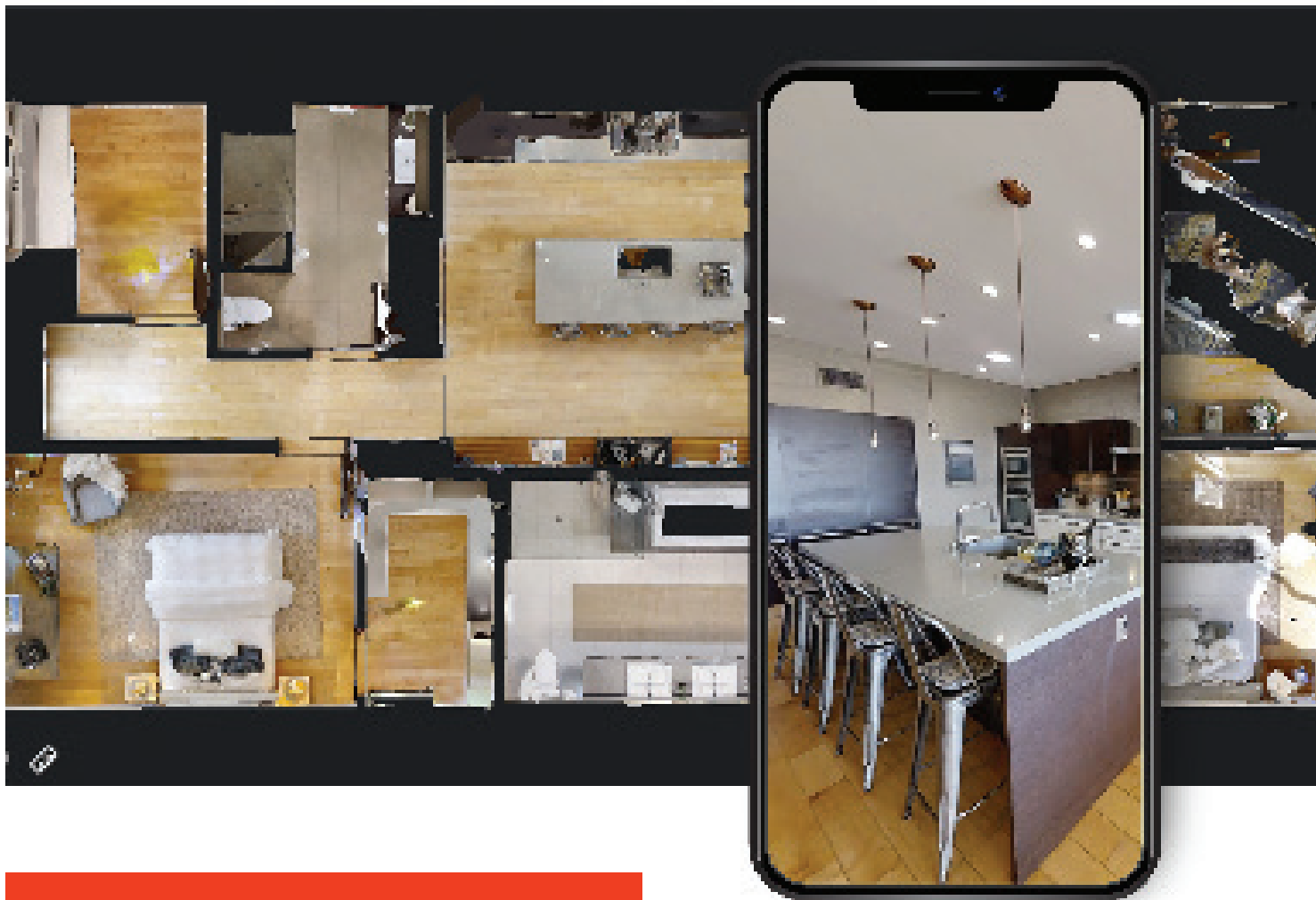
When you become a client of The Hopkins Group, you are not only engaging with a range of services specific to your individual needs, you're also becoming a part of our broader knowledge community.

As a member of our community, you will have access to our informative communication channels, including:

- » invitations to special events
- » market updates
- » thought leadership pieces
- » social media updates including Facebook, LinkedIn, YouTube and Instagram
- » new release property alerts
- » access to our video library

We want to break down the jargon and keep you in the know for all things related to your financial health. This will keep you on top of the growing number of services we have to offer to help guide you on your journey to success.

The Hopkins Group is committed to ensuring our clients are educated about their financial journey and the different ways they can achieve financial wellbeing and financial security.



Access the future of property with 360 Virtual Tours

The world is changing. More and more things are being taken online, with many people undertaking most of their research and consideration before they even set foot in a property. So it makes sense to put the best foot forward when advertising your property online with the magic of 360 virtual tours!

These specialty recordings with our unique 360 degree camera provides an immersive, interactive viewing experience, by capturing your property from every angle. This enables potential tenants to get a sense of the space, walk through the rooms and even measure areas, all from the comfort of their own home.

Access to these state-of-the-art visuals will make your listing stand out from the crowd and help generate enquiry to get a new tenant in before you know it!

Better still, the recordings are linked to your property for the life of our management agreement, meaning they'll be available to use in future listing campaigns.

These tours come inclusive with our all in property marketing package, or as an as an individual add on for those choosing our marketing services on an ad-hoc basis.

Ask us to see real-life examples today!

Get the most out of your investment

With 40 years' experience providing expert advice about investing in quality a-grade property, we understand your investment is important.

That's why The Hopkins Group is committed to offering you a personalised and professional service, ensuring your asset is completely and thoroughly looked after – to drive it to its greatest potential.

The Hopkins Group has a team of skilled property managers dedicated to assisting you make the most out of your investment property. Whether you have purchased a property through us, or have an existing investment property you would like us to manage, our team can help.

Highly experienced, our team is equipped to take care of the leasing, management and arranging the ongoing maintenance of your property. We also conduct routine inspections on your behalf and have steps in place for first time investors to ensure your first experience as a property investor is a positive one.

From gaining early access to developments we have recommended, advertising on the top real estate

In order to gain the most out of your asset, securing high quality renters to rent and respect your property is paramount.

This is where The Hopkins Group can help.

websites and holding inspections, to making recommendations on applications put forward, our property management team is here to take care of it all for you.

With portfolios encompassing some of the best suburbs across Melbourne, we have experience in various markets and are equipped to not only secure you a renter in a timely manner, minimising vacancy, but to also relieve you of the stress of ongoing management of your rental property. We can even organise landlords insurance on your behalf to ensure you are covered in the event of damages or loss of rent.

As for bills? Leave it with us! Our trust accountant can look after those for you and pay accounts such as owners corporation and council rates on your behalf, to reduce the amount of paperwork filling up your in-tray. At the end of financial year, you'll be provided with an expenditure statement.

Through regular communication with our rental providers (landlords), we aim to keep you updated on how your property is going and ensure we are operating responsibly and with due care on your behalf. Come tax time, strong relationships with our accounting and financial planning colleagues ensures it's a seamless experience for you when the time comes to prepare relevant paperwork for the ATO.



A bit about us

When we say we're not your typical real estate agency, we really mean it.

We care about your whole situation and take the time to understand your story and explain why your investments matter - knowing property is just a small part of your bigger picture.

At The Hopkins Group, our clients are first, foremost and only. You are the core of our business, so we make it our mission to provide all the tools and services you need to achieve success.

To help guide you on your journey, we provide access to a range of financial and property services in-house; so you can rest easy knowing the management of your assets, investments, tax affairs, and lending needs, are all in safe hands*.

Our industry leading property management service is led by a team of expert property professionals, who take great pride in maintaining high service standards and achieving outstanding results for their clients.

Our property managers also work closely with The Hopkins Group's other service specialists to ensure your investment property is never considered or cared for in isolation; we work hard to understand and acknowledge its place as part of your broader strategy.

Contact our team today

Our expert team is on hand to answer any question you might have about The Hopkins Group's leasing and property management service offering.

Contact us

Our team of property portfolio managers, leasing consultants, trust accountants and support staff - who all work closely with the broader cohort of The Hopkins Group staff - are dedicated to ensuring you continue to get the most out of your investment property.

To discuss the management of your property portfolio, please contact our property management team via the details below.

The Hopkins Group

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*The Hopkins Group is comprised of a number of business entities, licensed separately to provide compliant service. Property management, investment and sales services are provided by John Hopkins Property Pty Ltd – ABN 88 131 937 810. Financial Planning advice is provided by John Hopkins Financial Services Pty Ltd – ABN 21 109 346 625, Corporate Authorised Representative of Wealthsure Financial Services Pty Ltd AFSL: 326450. Accounting advice is provided by John Hopkins Accounting – ABN 25 130 950 515. Mortgages and finance advice is provided by John Hopkins Mortgages Pty Ltd – ABN 98 103 423 829, operating under Australian Credit Licence 389093. All information in this guide is general in nature, therefore we recommend you consider through independent means the appropriateness of the information provided in the context of your specific needs and circumstances.



Get in touch...

**For all enquiries, please
contact**

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