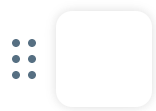
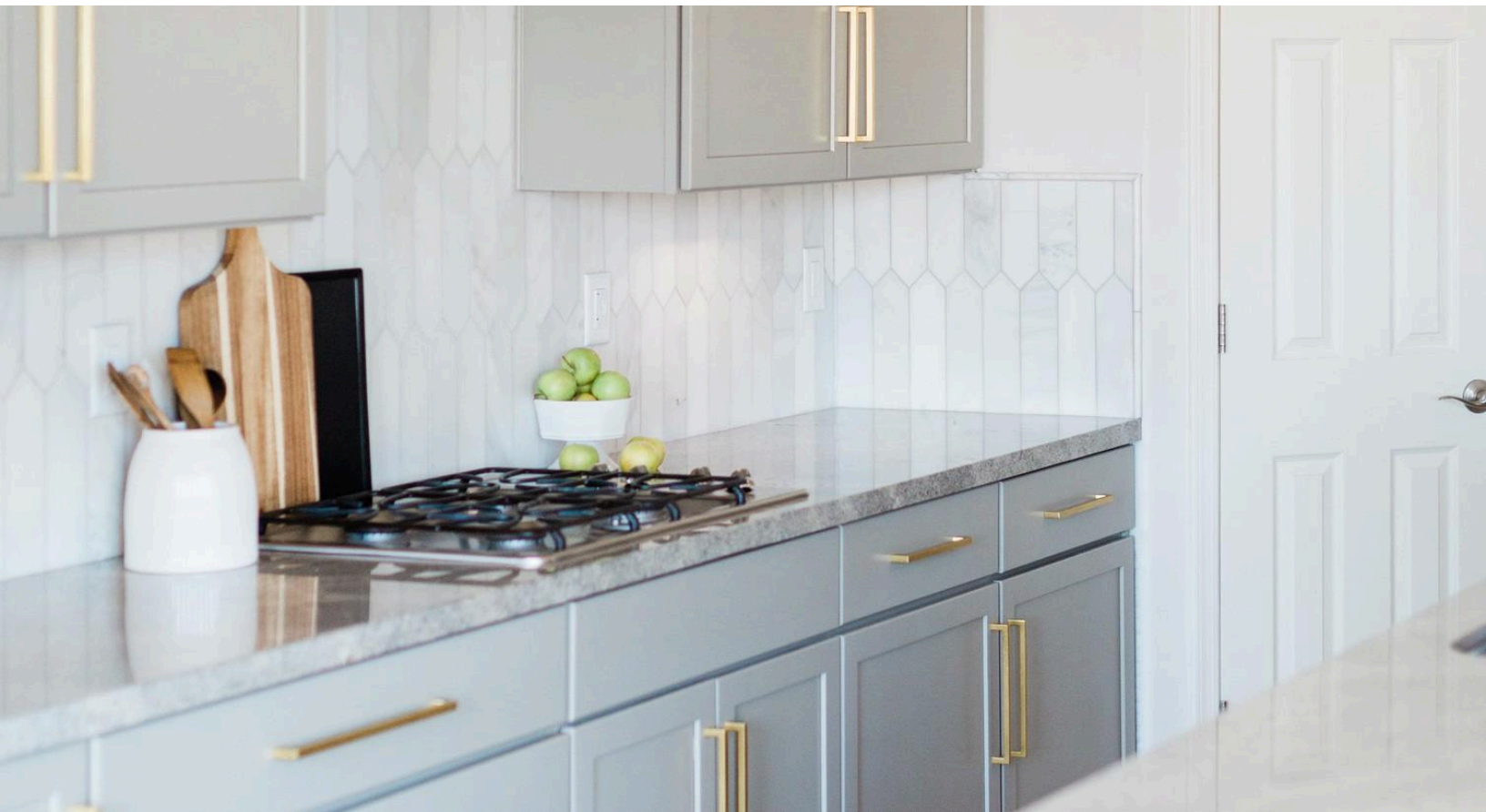


LANDLORD

WELCOME P A C K





We are pleased to meet you!

Our Team

Leasing, Sales & Operations

Tanya du Plessis

Property Manager

Michelle Savage

Inspections Assistant

Lida Bahmaziari

Administration Assistant

Jessica Biag

Administration Assistant

Jenny Biag

I've spent over two decades in real estate, and what keeps me inspired isn't just the properties—it's the people. I've built a reputation for being approachable, honest, and deeply committed to doing things properly. I genuinely love what I do, and I care about the families and investors I work with. With a strong understanding of the South East Queensland market and a practical, down-to-earth approach, I'm here to help you find the right tenant and make the process feel easy, transparent, and well-supported from start to finish.

What to expect from us

Disclosure & Honesty

I'm always just a phone call or message away—approachable, responsive, and ready to help. At Property Street, we pride ourselves on open, honest communication and making things easy to understand. You'll never be left guessing, and you'll always feel supported.

Speedy Communication & Reporting

We believe transparency builds trust. Our real-time communication ensures that questions and concerns are addressed promptly, and our property management software gives you convenient access to essential updates, documents, and reports—anytime you need them.

A Commitment to Affordable & Reliable Maintenance

We've partnered with reliable, professional trade contractors whom I've personally vetted. If I wouldn't use them for my own property, I won't use them for yours. We troubleshoot common issues with tenants before escalating to trades, and we provide a maintenance manual to help tenants uphold their responsibilities—keeping costs down and standards high.

Deep Knowledge of the Rental Market

With decades of experience and a strong grasp of current market trends, I'm immersed in the world of real estate. That insight allows me to deliver consistent, informed outcomes for my clients—whether it's pricing, leasing strategy, or long-term portfolio planning.



Frequently asked questions

How do I maximise profits with my investment property?

Setting the right rental price is key—and it's not just about numbers. At Property Street, we combine market insight with a practical approach to protect your investment long-term. We place tenants who treat your property with care and troubleshoot maintenance issues before escalating to trades. It's about finding the right balance: strong returns, respectful tenants, and affordable upkeep.

When do I receive rent payments and statements?

Rent payments can be processed weekly, fortnightly, or monthly — whichever suits you best. You'll receive a detailed statement at the end of each month, and you can access your account anytime through the PropertyMe portal or app. From there, you can view your statements, invoices, communications, and maintenance updates in real time. It's all designed to keep things transparent, simple, and in your control.

What Expenses Can We Manage on Your Behalf?

At Property Street, we handle all the financial aspects of your investment property—so you don't have to. This includes landlord insurance, council and water rates, maintenance invoices, and any other property-related costs. These expenses are paid directly from the rent funds we collect on your behalf. At the end of the financial year, we provide a single, comprehensive statement summarising all income and expenses—making things simple for you and your accountant.

How often are routine inspections carried out?

We conduct a routing inspection 3 times per year, or every 17 weeks. All the inspections are included in the management fee.



What is the process for lease renewals and rent reviews?

We believe in keeping things clear, timely, and fair—for both landlords and tenants. Around three months before a lease expires, we'll conduct a rent review to assess whether an adjustment is needed based on current market conditions. If a change is recommended, we'll reach out to you directly to discuss the details and seek your approval before offering a renewed lease. Maintaining fixed-term agreements provides peace of mind, and our goal is always to support a stable, respectful landlord-tenant relationship while staying aligned with the market. All lease renewals are included in our management fees

How do we handle repairs?

When a tenant reports a maintenance issue, we first refer them to the maintenance manual to see if it's something they can safely resolve themselves. If the problem persists, we'll troubleshoot with them over the phone and request photos or videos to better understand the situation. Once we've assessed the issue, we'll contact you with a clear recommendation and seek your approval before moving forward with any repairs. It's a smart, step-by-step process designed to protect your investment and avoid unnecessary costs

In the event of an emergency, if we're unable to reach you, we'll take swift and sensible action to protect both your investment and the tenant's well-being. Our priority is to resolve the issue smoothly, minimise disruption, and ensure your property remains safe and secure. You'll be updated as soon as possible with full details and documentation.

Does my tenant have to pay water useage?

Yes, tenants are responsible for paying water usage—provided the property is individually metered and meets water efficiency standards under Queensland legislation. Once we issue the invoice, tenants are given a 30-day period to reimburse you for the charges.



What are the legal requirements for smoke alarm compliance?

Landlords in Queensland are legally required to install interconnected photoelectric smoke alarms in every bedroom, hallway, and level of the property. These alarms must be powered by either a 240-volt source or a 10-year lithium battery, and must comply with Australian Standard AS3786-2014. To ensure ongoing compliance and safety, smoke alarms must be tested at least once every 12 months, at the start of each new tenancy, and whenever a battery or unit is replaced. Tenants are also encouraged to test alarms monthly using the test button. At Property Street, we partner with trusted professionals—such as Smoke Alarms Integrity—to manage this essential compliance. Maintaining your property and the tenant's safety is our priority.

How Do You Screen Tenants?

We take tenant selection seriously—because placing the right person is key to protecting your investment and making the tenancy and pleasant experience for everybody. Our screening process includes thorough checks of rental history, employment verification, income stability, and personal references. We also conduct credit checks where applicable and assess each applicant's suitability based on their ability to maintain the property and meet lease obligations.

Are Your Fees Negotiable?

We're always open to a conversation, especially for clients with multiple properties under management. However, in general, our fees are fixed—because we're committed to maintaining a high standard of service. Delivering quality means investing in skilled staff, strong systems, and a well-supported office. We don't discount our service, because we won't compromise on the care, responsiveness, and expertise you deserve. Good staff cost money—and your property deserves nothing less.





CHECKLIST: PREPARING YOUR PROPERTY TO RENT

Ensuring your property is well-presented is not only beneficial but also streamlines the rental process. We can help you arrange any and all of the following:



- Install smoke alarms and safety switch (as required by law)
- Make sure windows, doors, and cupboards open smoothly
- Provide at least 2 full sets of keys (one stays with our office)
- Check blinds and cords meet safety standards
- Professionally clean the property, including carpets
- Update pest control and provide termite inspection (if done)
- Supply Pool Safety Certificate (if applicable)
- Redirect mail if your home is being rented
- Take out landlord insurance with \$10M public liability cover
- Provide appliance manuals and warranty info
- Ensure basic security for tenant contents insurance
- Property must be 3-star water rated to charge tenants for water
- Provide copies of Strata Levies, Council Rates and Water rates

