

MARRIOTT  LANE
REAL ESTATE

ABOUT MARRIOTT LANE

Marriott Lane Real Estate is the lower north shore's leading independent real estate agency, having traded at Alexander Street, Crows Nest for more than 20 years. Marriott Lane currently manages the rental of more than 500 properties and has sold well over 1,500 properties over the years, making it one of the largest and most active agencies in the area.

Principal Wayne Marriott founded the business in 1992 initially trading as Richardson & Wrench Crows Nest. In 2004 the agency became independent and rebranded as Marriott Lane Real Estate.

Marriott Lane boasts staff of 15 real estate professionals possessing more than 100 years of combined real estate experience. This outstanding fact makes the Marriott Lane team the most experienced real estate team in your local area, and is your assurance of being in safe hands when you choose Marriott Lane to act on your behalf in the management of your property.

Local residents will be familiar with the frequent appearance of our sales and property management marketing in the local area. Our high volume of ongoing business means that our residential property managers possess detailed, up-to-date knowledge of the current local market. Knowledge is power when it comes to leasing your property in a timely manner, giving Marriott Lane the edge in achieving a great result for your property.

Marriott Lane prides itself on being an ethical real estate business, believing firmly in dealing with all clients to the highest professional standards of integrity and fairness. Whether you are letting, renting, buying or selling property, Marriott Lane promises to ensure you enjoy an outstanding real estate experience.



Wayne Marriott
Founder & Principal
Marriott Lane Real Estate

WHY MARRIOTT LANE

Size, Experience & Expertise. Marriott Lane's property management team boasts a wealth of experience; our three senior property managers alone possess nearly 26 years of property management experience between them. Marriott Lane manages a portfolio of more than 500 properties making it one of the largest property management businesses on the lower north shore. With size and experience comes expertise. Our portfolio managers are real estate professionals who have dedicated their careers to specialising in the management of residential property. Their extensive experience in the local market place is your guarantee of being in safe hands.

Superior market knowledge. Given our property management team is one of the most active across the lower north shore, the up-to-date market knowledge of our property managers is second to none. Pricing your property appropriately in the market is essential to securing a quality tenant in a timely fashion at the maximum possible price. Overpricing or under-pricing a property can have serious consequences for the result achieved.

Direct contact with your Property Manager. At Marriott Lane you will enjoy direct contact with the Property Manager in charge of your property. This means you can access first-hand information on any issues relating to the management of your property. Our friendly staff are available to you to keep you up to date at all times.

High quality photography. Marriott Lane believes that presenting your property in the best possible manner is the key to attracting interest in the property and to maximising your potential return. Our high quality photography offers an outstanding showcase without the usual expense of a professional photographer.

Regular inspections. The key to ensuring your property is maintained in optimum condition is thorough, regular inspections. Routine inspection reports with supporting photographs are available to you upon completion meaning you can see for yourself how the property is being maintained.

Ethics. Marriott Lane is committed to upholding the highest professional standards in all our real estate dealings. We guarantee our service with a commitment to the philosophy "if we mess up, we fix up".

Our goal is to provide the best real estate service possible, based on the highest standard of ethics, values and client care.

Our success will always be measured by the happiness and the loyalty of our clients.



MEET THE TEAM

PROPERTY MANAGEMENT



Matthew Hanlon
Senior Property Manager
Phone: 02 9431 3104
Fax: 02 9906 2322
Mobile: 0430 434 360
matthew@marriottlane.com.au

Matthew is a long standing member of the Marriott Lane property management team with over 10 years experience in property management and 6 years at Marriott Lane.

Matthew values all aspects of the job. He is highly disciplined, possesses an outstanding work ethic and thrives working under pressure with strict deadlines. He is always looking for ways to improve his performance and keep Marriott Lane at the forefront as a market-leading local property management agency. Over time Matthew has won a loyal following of landlord clients through his dedication to providing genuine and individualised customer service.

Matthew's success is best illustrated by his many testimonials from satisfied clients.



Shant Komchian
Senior Property Manager
Phone: 02 9431 3112
Fax: 02 9906 2322
Mobile: 0438 640 513
shant@marriottlane.com.au

After more than 16 years working in property management on Sydney's north shore and 4 years with Marriott Lane, Shant is a highly experienced property manager with an outstanding track record.

Shant's extensive knowledge and experience enable him to offer his clients superior service and expert advice. His commitment over many years in a challenging and competitive industry has resulted in a highly regarded reputation built on honesty, integrity, communication and results.

Shant is a diligent, responsible individual who enjoys building strong relationships over time. Shant always listens to his clients needs and delivers on his promises.

MEET THE TEAM

PROPERTY MANAGEMENT

Georgina Koeninger
Senior Property Manager

Phone: 02 9431 3103

Fax: 02 9906 2322

Mobile: 0425 325 166

georgina@marriottlane.com.au



Georgina possesses a Bachelor of Business Administration majoring in Marketing Management and a background of over 4 years experience in a corporate sales environment. Having been Marriott Lane for over 3 years, Georgina brings enthusiasm and professionalism to the team and takes pride in using her outstanding communication skills to deliver a high level of service to Marriott Lane clients.

Georgina understands that a property is typically a client's largest asset and thus how important it is to provide the right service and form good relationships, delivering a stress free process for both owners and tenants. Georgina is a long term local resident on the lower north shore possessing an outstanding knowledge of the local area.

Christine Chiara-Smith
Accounts Manager

Phone: 9431 3108

Fax: 02 9906 2322

christine@marriottlane.com.au



Christine Chiara-Smith is a Licensed Real Estate Agent with 30 years experience in the industry, including 17 years directing her own Real Estate Agency.

After a short retirement, Christine decided to come back to the work force and do what she enjoys most, and that's looking after the financial side of the business.

Christine brings her knowledge and expertise to Marriott Lane Real Estate and she will assist our vendors, landlords and tenants alike with any concerns they may have regarding their accounts.

TESTIMONIALS

A full list of our client testimonials is available via our website www.marriottlane.com.au

MATTHEW HANLON TESTIMONIALS

"It is with great pleasure that I provide this testimonial for Matthew Hanlon. Matthew is a consummate professional and an asset to Marriott Lane Real Estate. Matthew has been my Property Manager since December 2013 and I have been extremely happy with the service that he has provided me in this time. Matthew is efficient, has an exceptional eye for detail and a meticulous approach. He has a thorough knowledge and understanding of the local market, relevant regulations and laws and provides outstanding advice accordingly. Matthew is indeed an expert in his field. Matthew has excellent communication skills and is always a pleasure to deal with. He maintains regular contact and is reliable, trustworthy and true to his word. I highly recommend Matthew Hanlon and look forward to a long and rewarding relationship with him as my Property Manager."

Yvonne Brown

"Thank you for looking after our apartment during the last two years. Karen and myself have considered our experience with Marriott Lane a positive and successful one. More importantly, our experience with yourself, has been excellent. We appreciated your high level of professionalism, great communication and efficiency in sorting out our tenancy. You have made us feel confident and involved all through our professional relationship. It is with regret we ceased our rental given a change in our circumstances. We are also grateful for an excellent tenant. We hope we have the opportunity to work with you in the future."

Way Siow & Karen Poon

"Finally I get a chance to say thanks for doing all those things that a only a top property manager knows to do, like chase me up and get my attention to talk me through the important things and give me real advice as though the property was yours. That's what makes you stand out and an asset to Marriott Lane, it's you being personable. Thank you for your diligence, but most of all for your very likable personality. It is always with great pleasure when we get to speak. It's nice to know I can rely on you to take care of things for me. Your professionalism is the main reason why I've chosen to remain with Marriott Lane all this time."

Jenny Le

SHANT KOMCHIAN TESTIMONIALS

"Shant has been my property manager for several years and during this time he has always been professional, customer focused and proactive – and importantly, he returns calls promptly. An example of Shant's dedication can be seen when I was replacing carpets in my unit, Shant went and collected carpet samples to prevent me from having to locate a carpet shop. Shant provides an excellent service and I highly recommend him to anyone."

James Maurice

TESTIMONIALS

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"Shant Komchian is highly regarded for representing me as my property manager for the last 12 months. He is client-focused, a professional, approachable, very hands-on and thorough in keeping me informed of any issues and requests from my tenant. He provides five-star service working commemeratively with the friendly team at Marriott Lane, Artarmon to ensure that my tenant is happy and my property is well maintained and occupied. I am blessed to have Shant on board to assist me with any property concerns I may have and he always provides great service even though my tenant has been challenging at times. I would not hesitate to recommend Shant to my friends and family with any future property purchases or rentals."

Wendy Wong

"Shant Komchian has always impressed me with his professionalism and his willingness to go that extra mile. Not only has he found reliable tenants for the property, but he continues to provide welcome expert advice. Always personable and readily accessible, Shant's service is consistently top-notch -highly recommended!"

Michael Zarb

GEORGINA KOENINGER TESTIMONIALS

"Thanks for your care in ensuring that my property is taken care of. I greatly appreciate the fact that you inspect the unit on a regular basis and provide photos of the unit. I was a bit worried when we had our tenant move out, but I need not have worried as you made the subsequent advertising of the unit and screening of prospective tenants a seamless and stress free process. I would highly recommended you to any property owner, as a highly professional and effervescent property manager."

David Choy

"Georgina Koeninger of Marriott Lane is an extremely professional and very approachable senior property manager. From our initial phone conversation, I have appreciated Georgina's attention to detail, willingness to answer any and every question quickly and with good humour and her willingness to go the extra mile. Thank you, Georgina, I know that my tenant and property are being very well looked after."

Philippa Baxter

Well we've had our investment property for nearly two years now! I just wanted to commend you for the fantastic job you and the Marriot Lane team are doing managing our property for us. Right from the very beginning you've been professional, friendly and reliable. As you're aware, Greg and I are always so busy and it's great to know that you always have everything under control. No matter what our requests or needs, nothing is a problem and everything is done so efficiently! Love your work.

Greg & Lyn Healy

TENANT SELECTION FINDING A QUALITY TENANT

The single most important action of your property manager is securing a quality tenant for your property. A quality tenant is one who is reliable and consistent in paying rent, who maintains your property in outstanding condition and who is diligent in alerting your property manager to any repairs needed or issues with the property.

APPLICATION FORMS

All prospective tenants wishing to rent your property must submit an application form which outlines who the applicants are, their proof of identity, past tenancy history, current employment, references, financial situation and provides evidence to support the above information.

REFERENCE & FINANCIAL VIABILITY CHECKS

Marriott Lane will diligently contact key referees to check the information supplied on the application and independently verify this information. These referees might include the applicants current or past employers, past landlords and/or accountant etc.

TENANCY HISTORY CHECKS

Marriott Lane will contact the applicant's past real estate property manager if applicable to check their rental history, past rental payment ledgers and gain an overall impression of how they have performed in previous tenancies. This will provide important precedent to support whether the applicants are good tenants.

TRA DATABASE CHECKS

The Trading References Australia database is a national database of problem tenants who have been blacklisted by other real estate agents. This kind of reference check is an important professional tool available to your property manager in screening applicants to rent your property.



INSPECTIONS & CONDITION REPORTS

INGOING CONDITION REPORT

The first and most critical inspection is made before the tenant moves in. The Ingoing Condition Report is the record of the state of the premises at the commencement of the tenancy. All further inspections during a tenancy are compared to this first report. The ability to demand cleaning and recover costs for damages at the end of the tenancy are non-existent if the initial inspection was not done, was lost or sloppy. Clear written comments are recorded, not just ticks in the boxes. Photographs are taken to establish proof of condition and inclusions. Soft and hard copies of this report are saved and filed.

ROUTINE INSPECTIONS & REPORTS

- Regular physical inspections of your property are essential in protecting your investment.
- A physical inspection is carried out after 3 months of the initial lease, then every 6 months.
- Notification will be sent to you advising you of the day and time a property inspection has been scheduled, should you like to take the opportunity to attend please contact your Senior Property Manager at this time.
- A written report along with photographs will be sent to you shortly after the inspection has been carried out.

	CONDITION OF PREMISES AT START OF TENANCY		TENANT'S COMMENTS	CONDIT
			Comments	
ENTRANCE/VESTIBULE	Front door/corridor door/security door	Y Y Y	Unit entrance door. 1 x Alloy dead lock key. 1 x chain lock.	
	Walls/structure works	Y Y Y	Walls freshly painted.	
	Stairway Frames	Y Y Y		
	Windows/doors	Y Y Y		
	Ceiling/light fittings	Y Y Y		
	Blinds/curtains	Y Y Y		
	Light/globe power/door bell	Y Y Y		
	Marking boards	Y Y Y		
	Floor coverings	Y Y Y	Primary floor boards - no scratches, grout, blind storage in being.	
	Other	Y Y Y		
LIVING	Walls/structure works	Y Y Y	Walls freshly painted. 10 x books	
	Door/stairway frames	Y Y Y	battery entrance door fitted with 1st action lock	
	Windows/doors	Y Y Y		
	Ceiling/light fittings	Y Y Y	1 x Dycker light fitting	
	Blinds/curtains	Y Y Y	2 x venetians	
	Light/globe power points	Y Y Y	Power Points (UNTESTED)	
	Marking boards	Y Y Y		
	Floor coverings	Y Y Y	Primary floor boards - no scratches, grout, blind storage in being.	
	Television points	Y Y Y	(UNTESTED) - cord coiled up in corner of room	
	Heating	Y Y Y	1 x a/c unit	
KITCHEN	Walls/structure works	Y Y Y	Walls freshly painted	
	Door/stairway frames	Y Y Y		
	Windows/doors	Y Y Y		
	Ceiling/light fittings	Y Y Y		
	Blinds/curtains	Y Y Y		
	Light/globe power points	Y Y Y	Power Points (UNTESTED)	
	Marking boards	Y Y Y		
	Floor coverings	Y Y Y	Lino	
	Cupboards/drawers	Y Y Y	Laminates	
	Refrigerator	Y Y Y	Single with standard inner top	
BATHROOM	Walls/structure works	Y Y Y	Washinghouse (single - single unit)	
	Door/stairway frames	Y Y Y		
	Windows/doors	Y Y Y		
	Ceiling/light fittings	Y Y Y		
	Blinds/curtains	Y Y Y		
	Light/globe power points	Y Y Y		
	Marking boards	Y Y Y		
	Floor coverings	Y Y Y		
	Television points	Y Y Y		
	Other	Y Y Y		

Landlord/Agent Signature _____ Date _____ Tenant's Signature _____
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Routine Condition Report

PRINCIPAL	Principals Name: _____ Contact No.: () _____ Email: _____
AGENT	Name: Lane Marriott Pty Ltd T/A's Marriott Lane Real Estate Address: 51-53 Alexander Street, Crow's Nest NSW 2065 Phone: (02) 9596 2300 Fax: (02) 9596 2352 Mobile: () _____
LEASE DETAILS	Tenant's: _____ Phone: () _____ Rent Amount: \$0.00 per week / fortnight / month Lease Expiry: / /
PREMISES	Address: _____ Key No.: _____ Furnished: Yes / No Number of Bedrooms: _____
Condition of Premises as at: / / Inspected By: _____	
Visually: ✓ - Satisfactory ✗ - Unsatisfactory	
EXTERNAL	Gardens/Grounds ✓ Nothing to report
	Roof ✓ Nothing to report
	Eave/Drip/Slopes ✓ Nothing to report
	Walls/Windows/Doors ✓ Nothing to report
	Gates/Fences ✓ Nothing to report
	Balcony/Porch ✓ Utilized with pot plants, cleaner than last inspection, which was noted as cluttered.
	Garage/Carport ✓ Nothing to report
	Garage Area ✓ Common Area
	Other ✓
	Other ✓
INTERNAL	Electrical ✓ Nothing to report
	Plumbing ✓ Nothing to report
	Hot Water System ✓ Nothing to report
	Lights ✓ Nothing to report
	Smoke Alarms ✓ Nothing to report
COMMON	Other ✓
	Porch ✓
	Stairs ✓
	Walls/Windows/Doors ✓
	Other ✓
Entrance ✓ Good condition, walls undamaged.	
Lounge ✓ Double sized lounge & dining area combined. Good presentation, clean and well kept. Carpet clean and void of debris. Configuration of furniture kept in orderly fashion. Cotton outframe in good condition. Nothing new to report.	
Dining ✓ See above	
Kitchen ✓ Good condition - bench top clean. Bay glass - floor clean. Washinghouse - single unit clean. Sink clean. Dishwasher	

MARKETING QUALITY PHOTOGRAPHY



INTERNET, WINDOW DISPLAYS, SIGNBOARDS & OPEN HOMES

- All Marriott Lane rental listings are advertised on the key property websites realestate.com.au and domain.com.au as well as our own website marriottlane.com.au.
- Marriott Lane boasts the most prominent window displays of all real estate agents in your local area. Our two prime office locations in the heart of Crows Nest and Artarmon respectively are highly visible and provide exposure to significant volumes of foot traffic.
- Open homes are typically conducted twice per week to allow prospective tenants to view the property.



REPAIRS & MAINTENANCE

REPAIRS & MAINTENANCE

- Regular, vigilant inspections
- Prompt action on repairs & maintenance issues
- Competitive quotations from trusted, qualified tradespeople

Good communication with tenants and a computerised repair system lead to timely maintenance. Quality maintenance follows because we only contract competent and ethical tradespeople.

The significant amount of work we provide for our trades contractors compels them to be cost effective as well as guaranteeing their work. In the unlikely event of errors, our contractors are expected to complete the job to the highest standard at no additional charge.

IMPROVEMENTS

Current net rental returns are typically in the 3.5% to 4.5% range. A wisely spent \$10,000 improvement can justify a \$20.00 per week increase in rent. Therefore the net return on this investment is 10%. Are you aware of this opportunity?

In addition to improving the rental return, such improvements also increase the capital value of the property forever. Good agents will report on the opportunity for improvements to your investment in order to maximize the ongoing and capital return.

Remember: The hardest properties to rent are the ones that are 'rundown'.

RENTAL REVIEWS MAXIMISING YOUR RETURN

Would you believe that many owners decline the opportunity to increase the rent on their properties in line with the current market for fear of losing good tenants?

RENTAL REVIEWS

Over time, rental values historically tend to gradually climb in Sydney. During periods of high demand, this increase in rental values can be more rapid. It is important therefore to review rents often and keep existing tenancies in line with the rising market. Steadily increasing your rent at yearly intervals to maintain an up to date market rental:

- Maximises your return
- Avoids the need for sudden, large increases which can cause tenants to move out
- Protects the sale value of your property should you decide to sell > Investors look closely at the rental being achieved by the property as a guide to its likely return.

Rent reviews are conducted routinely as part of our routine inspection process, occurring two to four times per year. Each time your property is inspected a review of the current market rental is also supplied. This doesn't mean rent is adjusted as frequently as this. We simply actively review how the rent being paid for each property compares to equivalent properties in the current market. Typically rental increases are undertaken annually to keep pace with the market while maintaining positive relationships with quality tenants.

We never change rent without consultation with the owner.

FEES

SIMPLE INCLUSIVE FEES

- Letting fee > one week's rent + GST
- Advertising and Reports fee > \$195 each time the property is let
- All inclusive Management fee > No hidden fees or charges

Unlike most other agencies who charge for incidentals such as monthly and annual statements, postage, lease preparation, bank charges and inspections, etc. Marriott Lane offers a transparent, fixed, inclusive management fee in preference to these hidden costs. The above fees are all you will ever pay to Marriott Lane.

An important feature of our service is that Consumer Trader & Tenancy Tribunal attendance is included. In the event of a dispute with a tenant, most agencies charge \$50-\$100 per hour to act on your behalf. This can cost you hundreds of dollars. At Marriott Lane, representing your interests at tribunal is simply part of our service.

OUR GUARANTEE

YOUR PEACE OF MIND

At Marriott Lane Real Estate our business is built upon an ethical, service-based approach to real estate.

OUR GUARANTEE

No management fees are payable if you are not happy with our service.

Just let us know what the issue is and request that ongoing fees cease until it is resolved.



We would be delighted to put you in touch with some current clients should you wish to hear first hand about the service they are enjoying. A large collection of testimonials from past and present satisfied clients is also available via our website: www.marriottlane.com.au

MARRIOTT



LANE REAL ESTATE

INVESTOR SERVICES

MAXIMISING INVESTMENT RETURN

Marriott Lane have developed three Investor Services to assist new and experienced investors achieve a premium yield from their rental property investment.

Acquisition Assistance

Any new or experienced investor in the process of buying a property on the Lower North Shore can gain significant value from our advice and consultation service. Whether this is your first investment property or you are in the process of expanding your portfolio, we can provide you with the following:

- Provision of an unbiased rental assessment report for properties being considered

- Recommendations for making cost-effective 'tenant attractive' improvements

- Checklists and advice for Risk Reduction & Return Maximisation, including depreciation schedules, strata by-laws, landlord insurance, setting rent, rental property marketing, tenant selection, tenancy database, condition reports, lease conditions, etc.

Maximising the Return on Your Investment:

Not every owner is getting the best from their investment property. Often, the rent has descended below 'fair-market' and maintenance hasn't been kept up to scratch. Sometimes routine inspections have ceased to be performed. We offer:

- Unbiased rental, condition and maintenance assessment of properties during, or between, tenancies to ensure the rent is at the right level, or at least being moved to that point

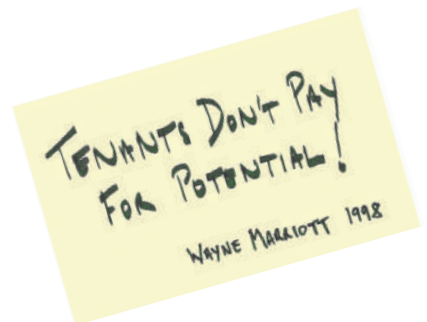
- Unbiased advice and guidance about any other tenancy related issues

Investment Property Improvement

Many owners have underperforming properties simply because they are in need of improvement. Most of them already know this, though are fazed by the work involved.

Very often, we find that the very best investment return that landlords can achieve is to improve a rundown property. It results in a much higher rental, being easier to rent, attracting a quality tenant, plus delivering a more saleable commodity as well. How would you like to achieve a 10% plus net return? We can show you how and provide the figures to back this up!

Marriott Lane have formed relationships with contractors who can undertake cost-effective and timely renovations of kitchens and bathrooms, as well as the simpler jobs that result in a higher net return to the investor.



CROWS NEST OFFICE

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