



Making a Difference *Since 1935*



HENZELLS  
RENTALS

# INTRODUCING HENZELLS AGENCY

Choosing the right agency is the most important step in achieving real estate success.

Henzells Agency offers a highly experienced, service-orientated property management team to ensure rental properties perform at their peak.

Our highly skilled property management staff are resourced and trained to give every property the attention and care it deserves.



*Roy Henzell & Garry Waters*

- Proprietors of Henzells Agency









# RECOMMENDATIONS PREPARING YOUR PROPERTY TO LET

**Agency**  
Address  
Email

### Prior to a Tenancy

- [illegible]



Colandro

**Caloundra**  
 4/27/2008 12:00 PM  
 4/27/2008 12:00 PM  
 4/27/2008 12:00 PM  
 4/27/2008 12:00 PM

**Comments**



# WHAT IS THE **HENZELLS DIFFERENCE?**

**Open communication, a dedicated, personal approach, and unrivaled industry and legislative knowledge are just some of the attributes that sets Henzells apart.**

When you trust the management of your property to us, you benefit from:

- ✓ A hardworking, friendly and specialised team with up-to-the-minute industry training.
- ✓ State of the art tracking systems and technology that puts your property in the sights of qualified, pre-approved tenants as soon as it becomes available for rent.
- ✓ A brand built on results and exceptional service for over 85 years in the local region.
- ✓ One of the best records in the business for low vacancy rates and rental arrears, ensuring investment properties are always performing at their best.

PEACE OF MIND

# PROPERTY MANAGEMENT

**With Henzells Agency, you can rest assured that your most valuable asset is in the right hands.**

Henzells is:

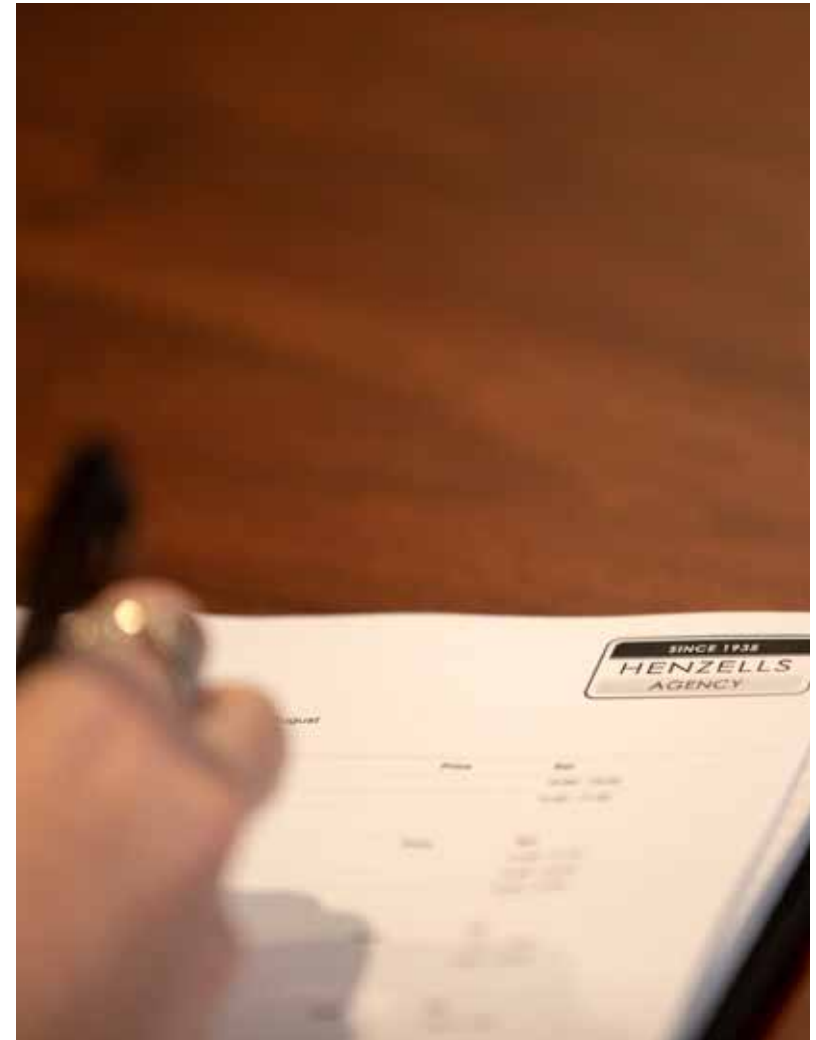
- ✓ 100% Australian family owned and operated.
- ✓ A licensed real estate agency.
- ✓ A reputable company, well-known and trusted since 1935.
- ✓ Staffed by a team of experienced and passionate property managers.
- ✓ Trusted by hundreds of investors and tenants.

Quality is not just a principle, **we have built a reputation on it!**

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# OUR PROFESSIONAL FEES & CHARGES

- Management fee of 7.7% (including GST)
- Letting commission is 1.1 week's rent (including GST)
- Complimentary advertising on 12 websites
- Complimentary rental listing
- Repairs and maintenance as invoiced by tradesperson
- Lease preparation included in management fee
- Tribunal of \$150 (including GST) per attendance
- Periodic inspections included in management fee
- Financial year statement included in management fee
- 24/7 portal access to your property information via an online platform



# ACHIEVING RESULTS WITH HENZELLS

## FEATURES & BENEFITS



### **WE FIND QUALITY TENANTS FAST**

You will have access to our extensive tenant database, which will help you to secure the BEST tenant for your property, fast. Our database is a 'pre-qualified' waiting list of tenants who want a great home to live in. We offer prospective tenants 24 hour online booking for their convenience.

### **WE'LL HELP YOU MAXIMISE OCCUPANCY AND MINIMISE VACANCY WITH THE BEST SELECTION OF TENANTS.**



### **WE EDUCATE AND CARE FOR TENANTS**

From the moment we speak with a prospective tenant, we have checklists, fact sheets and procedures to educate and help them quickly. This 'care' process continues through the course of renting through Henzells. A delighted TENANT + a great property = A delighted LANDLORD. It's that simple. We look after our tenants well!

### **WE WILL REDUCE YOUR CHANCES OF THINGS GOING WRONG.**



### **YOUR PROPERTY REPORTS ARE VERY DETAILED**

To reduce the risk of something going wrong, we complete thorough and very detailed entry, routine and exit reports. We work with our landlords as a team. You are welcome to attend routine inspections we do for your property. We will conduct up to four property inspections in a twelve month period.

### **YOU CAN RELAX SEEING YOUR PROPERTY IN 'REAL TIME'.**



### **THOROUGH ACCOUNTING PRACTICES, WE WILL PAY PROPERTY BILLS FOR YOU**

We take responsibility of managing your money very seriously by balancing accounts daily, requesting direct debit and maintaining a zero tolerance towards rental arrears. In addition to paying our landlords twice a month and sending you a correct and compliant statement monthly, we are happy to accommodate additional disbursements should you require from time to time at no cost to you.

### **YOU WILL HAVE MORE MONEY IN THE BANK WITH US.**





### **TECHNOLOGY AND SYSTEMS DRIVE OUR TEAM**

To maximise the time we spend with you, we have abolished many of the day to day property management distractions with quality systems. We have a full communication, procedural and operations system that drives our team. You see, it's no secret that if you receive plenty of quality communication from us, you won't need to contact us often. You will be fully informed rather than wasting time chasing information.

**YOU WILL FIND IT'S EASY TO  
DO BUSINESS WITH US.**



### **WE TRAIN AND STUDY HARD**

Your property management team is committed to training hard and developing our skills as property managers. We 'study' our craft through strong corporate and private industry training programs. We train hard to keep you happy and compliant.

**YOU WILL HAVE THE  
BENEFIT OF WORKING WITH  
INDUSTRY EXPERTS WHO  
HAVE 'UP-TO-THE-MINUTE'  
INDUSTRY SKILLS.**



### **OUR TEAM OWN PROPERTIES AND INVESTMENT PROPERTIES, JUST LIKE YOU**

Members of your property management team own properties and investment properties. We are landlords and property owners, just like you. We understand what being a landlord is like. We understand what you want. Quite simply, we have built our service and systems around these wants.

**YOU WILL HAVE OUR  
COMPLETE UNDERSTANDING  
OF WHAT IT'S LIKE TO OWN  
PROPERTY.**

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# COMMON MISTAKES OF PROPERTY MANAGEMENT

**When dealing with the pressures of owning a rental property, Henzells are the experts you can trust. We are here to help you!**

## **Under-renting**

Is your property under-rented? Henzells Agency makes it easy to find the market rent for your property. Talk to our Business Development Manager about your residential rental.

Keeping well-informed of the rental market is vital to ensure you are reaching your investment goals. You need to make sure that your 'per week returns' are in line with increases in the area. Equally as important is to ensure that you don't overinflate your rental charges - unrealistic levels can result in higher vacancy rates, which is a killer for long-term returns.

Henzells Agency has very low vacancy rates - often below 1% - however they never reach zero, so you need to have a plan for a short vacancy period with any property.

## **Tenancy agreement problems**

Tenancy agreements can be complicated, however Henzells Agency's property managers are trained to know the legislation inside out. It may not be so simple for DIY landlords.

Property management legislation is a complex and comprehensive protection for both landlords and tenants. Knowing your legal requirements and ensuring your written tenancy agreement/lease documents are within

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the requirements of the Act(s) should lead to a fairly painless and problem-free relationship between the owner and tenant.

While you may think that adding preferences or clauses to your agreement is harmless, if deemed outside the law, this may result in your agreement being null and void. Worse yet, damages may be awarded and sometimes this will include monetary compensation.

### **Not screening your tenants properly**

Your rental property is often your biggest asset (second only to your own home) so selecting the right tenant who will respect and take care of it is vital.

Our owners usually have several tenants seeking to rent each property, allowing us to be particularly selective, however DIY landlords may find themselves stung by a problem tenant.

You might say 'I have never had a problem' and 'Agent's can be overly cautious when it comes to tenant selection'. However, we have all heard of nightmare stories and we don't want you to be disappointed.

Damages and vacancy due to ongoing remedy works can quickly incur thousands of dollars in costs. A comprehensive application process is crucial to minimise any tenant problems.



# BRINGING OUR **EXPERTISE** TOGETHER



Henzells is a true, full service agency covering the entire spectrum of property needs including sales, rentals, commercial, holiday accommodation and project development.

# TESTIMONIALS

**“Professional staff who do what they say they will.”**

We moved our business from another agency to Henzells and wish we had done so sooner. The attention to detail and service we received was amazing to us. We actually feel like the agency cares about our property, which is refreshing.

*H Phillips*

**“Responsive, reliable, courteous - great service!”**

Henzells have managed my property for more than 3 years and they have been a delight to deal with, nothing is too much trouble. They are clear on what is needed and they always back to you promptly!

*L Hing*

At every interaction with Henzells, both with regard to property management and also viewing properties for sale,

**“I was pleasantly surprised by the professionalism, helpfulness, knowledge and warm honest manner.”**

They have been pro-active and easy to communicate with.

*B De Gooyer*

**“Complete professionals!”**

Henzells have been fantastic to deal with over the last few years on different properties they have managed for me. I wouldn't recommend anyone else.

*HM Developments*

**“Henzells advertised my property for rent and it was rented very soon.”**

They vetted the applicants and looked after everything. Too easy for me.

*K Morris*

**“The team in the rentals department are very professional and always keep us updated with any information on our investment property.”**

I would highly recommend them.

*F Healey*

# THE FACTS

## Smoke Alarms

The Queensland Government have passed the *Fire and Emergency Services (Domestic Smoke Alarms) Amendment Act 2016*. From 1st January 2022, all Queensland dwellings (including rental properties) will be required to have interconnected photoelectric smoke alarms in all bedrooms, in hallways that connect bedrooms with the rest of the dwelling and on every level. We recommend you refer to the Queensland Fire and Emergency Services website for further details.

[www.qfes.qld.gov.au/prepare/fire/smoke-alarms](http://www.qfes.qld.gov.au/prepare/fire/smoke-alarms)

## Safety Switches

The law says that all homes built since 1992 must have safety switches installed on power circuits. **They are not an optional extra.** From 1st March 2008, owners of leased domestic properties must have a safety switch installed for the power circuit of a residence after a Residential Tenancy Agreement has been entered into.

## Swimming Pools

If your property has a pool, it must meet current government regulations in regards to fencing, CPR signage and water consumption/use. The pool owner **must** hold a current pool safety certificate.

## Corded Windows

On 8th July 2010, the Australian Competition and Consumer Commission introduced mandatory safety standards known as the Trade Practices Regulation 2010 Consumer Product Safety Standard for Corded Internal Window Coverings. As of 1st July 2011, all suppliers, including landlords and property managers, must comply with this mandatory safety standard in relation to any corded window furnishings. Failure to comply can lead to penalties up to \$220,000 for individuals and \$1.1 million for companies.











# THE HENZELLS STORY

**Henzells Agency have been here from the beginning, helping generations of repeat customers with our warm, knowledgeable and results-driven approach.**

We have come a long way since opening as a modest real estate agency in 1935, when the tourism potential of the Sunshine Coast's sleepy fishing town was only beginning to stir. In the decades since, the agency has been a major influence in shaping the landscape of Caloundra and the broader Sunshine Coast, both in it's physical appearance and the lifestyle on offer.

Proprietors, Roy Henzell and Garry Waters, have never been content with simply moving with the times, however they would rather set new standards for others to follow.

Henzells Agency has been responsible for the development of many landmark apartment projects as well as marketing the vast majority of residential units in the region.

Entire suburbs have also been shaped by Henzells including Aroona, Ridgehaven, Currimundi, Golden Beach and Pelican Waters.

As proud as we are of what has been achieved, the most exciting part of the Henzells story is what lies ahead as the Sunshine Coast increases its standing as one of Australia's top 10 urban areas, a fast-paced regional economy and a lifestyle destination to rival anywhere in the world.

We are not content with only protecting the proud Henzells legacy, however growing the legacy is what motivates our team every day.



# COMMUNITY INVOLVEMENT

**Henzells Agency takes enormous pride in not only providing real estate services, however supporting the local community.**

Since our early days, we have been passionate about enhancing the region's social fabric by giving back to the communities in which we operate.

Each year we support Sunshine Coast sporting groups, schools and charities to help ensure they have the equipment they need.

Henzells have helped people reach their full potential through raising hundreds of thousands of dollars for worthy local charities and sporting groups.

More than bricks and mortar, Henzells have contributed greatly to community projects, including donating land for the Caloundra Cricket Club, Golden Beach Bowls and Tennis Club, and Caloundra City Private School.

We also continue to build a lasting legacy for future generations through the establishment of numerous parks, bridges and canals.









# HENZELLS AGENCY





# MAKING A DIFFERENCE IN THE COMMUNITY

## *Since 1935*

## CALOUNDRA

**t.** 07 5491 2000

**e.** [sales@henzells.com.au](mailto:sales@henzells.com.au)

49 Bulcock Street, Caloundra QLD 4551

## PELICAN WATERS

**t.** 07 5491 2000

**e.** [sales@henzells.com.au](mailto:sales@henzells.com.au)

Cnr Pelican Waters Boulevard & The Corso,  
Pelican Waters QLD 4551



[www.henzells.com.au](http://www.henzells.com.au)