



PINNACLE

SALES AND MANAGEMENT

Property
Management
Is our focus.

Your property is in safe hands with
Pinnacle Sales & Management



Pinnacle Sales & Management

Contact Us

Property Management *Is our focus.*

Pinnacle Sales & Management is a boutique business/agency situated on the Gold Coast which deals in all areas and all types of Property. Whether you are a seller, buyer, investor, developer or tenant we can meet all of your real estate needs.

We are extremely dedicated to our clients and recognize the importance of providing a professional yet personalized approach to property management to both increases the value of your investment and to relieve our clients of any unnecessary stress and worry that may arise from owning an investment property.

We are independent of the franchised offices as we have chosen not to adopt a 'one size fits all' approach to our sales and property management. We tailor our services to meet the individual needs of our clients and are driven by a desire to help our clients realize their real estate goals and ambitions. We strategically manage our client's investments as if they were our own.

We guarantee you our best and run our business expecting no less from our staff, tenants and contractors.

Our office invests in up to date technology and has strong systems and procedures in place to ensure its efficiency and to minimize errors and to achieve maximum exposure to the marketplace.

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PINNACLES.COM.AU



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Why partner with us?

PINNACLE
SALES AND MANAGEMENT



Why us? What makes us different to the abundance of agencies flooding the Gold Coast?

It's a great question and it's hard to answer... because it's not just one thing. It's many things.

It's our people... more than that, it's the passion and experience that we have about our business. That's how we are different.

We are truly passionate about Real estate and providing a positive and professional experience for our clients.

We don't have a constant ever shifting roster of property managers that you may experience with other agencies. Our staff are dedicated members of the team who have been with us for many years.

It's our systems... they're different, and they're better. We have invested in the best property management software

available, making our processes clearer, and our communications more regular.

We are listening... and we are constantly improving. We want to provide an experience that surpasses your expectations.

When we receive critical feedback, we readdress our systems and processes and see where we can improve.

It's our people... more than that - it's the passion and experience that we have about our business.

That's how we're different.



*We understand what
you want*

- a good and responsible tenant
- market rent, paid on time
- accurate advice
- communication
- expert market knowledge
- results
- stability
- peace of mind that your property is in good hands



Because time

really is money

Your time is important

We are here to help

A good
Property manager
will:

- care for you and your investment
- pick a great tenant for your property
- give you regular updates on your property
- ensure the rent is paid on time
- keep you informed of maintenance and repairs,
- maximise your rent return
- minimise your risk by being up to date with legislation
- help you feel confident as an investor
- identify new investment opportunities to extend your portfolio when the time is right

... be
confident

Our property management team use a system of tools and methodologies to ensure that our clients receive the highest level of service there is to provide

These include:

- Smaller portfolios to give better service
- Highly proficient and prompt agents
- Advanced software

... we work with
you

We work with you to ensure all aspects of your property are covered. From tenant selection, maintenance, legislative requirements, health and safety down to any requirements needed to make your investment more profitable.

We are always happy to have a chat via phone, text or email.



... effective
marketing

Nobody markets property like we do.

We have experience in professional photography to capture the best features of your property and make it stand out at no cost what-so-ever.

Your property is also listed on all of our social media accounts accompanied by a video slide show.

... about
US

We have portfolio managers, meaning you speak with that portfolio manager for any and all information regarding your property.

Other task based agencies would have you speaking to someone for leasing, someone for accounts, someone for maintenance etc - but not with us.

The Gold Coast Team

Looking after you

Our centrally located Southport office allows us quick access to the motorway allowing us to reach our portfolio of properties which is situated between Palm Beach and Brisbane.

Our team promise to deliver a high level of level of service and results to ensure we rise above our competitors.

Many of our clients have been with us for 5+ years and have supported us as we support them. We know many client on a personal level. As we do not have an ever-changing roster of property managers it allows our landlords and tenants to be comfortable dealing with us resulting in longer term tenancies and shorter term vacancies.

Our formula for property management is effective and our facebook and google reviews reflect this.



Testimonials

PROMPT, FRIENDLY SERVICE

Demi, Steve and Jon have always provided prompt, friendly service and have managed my rental property with incredible professionalism. I could not recommend them more highly.

Penny H.

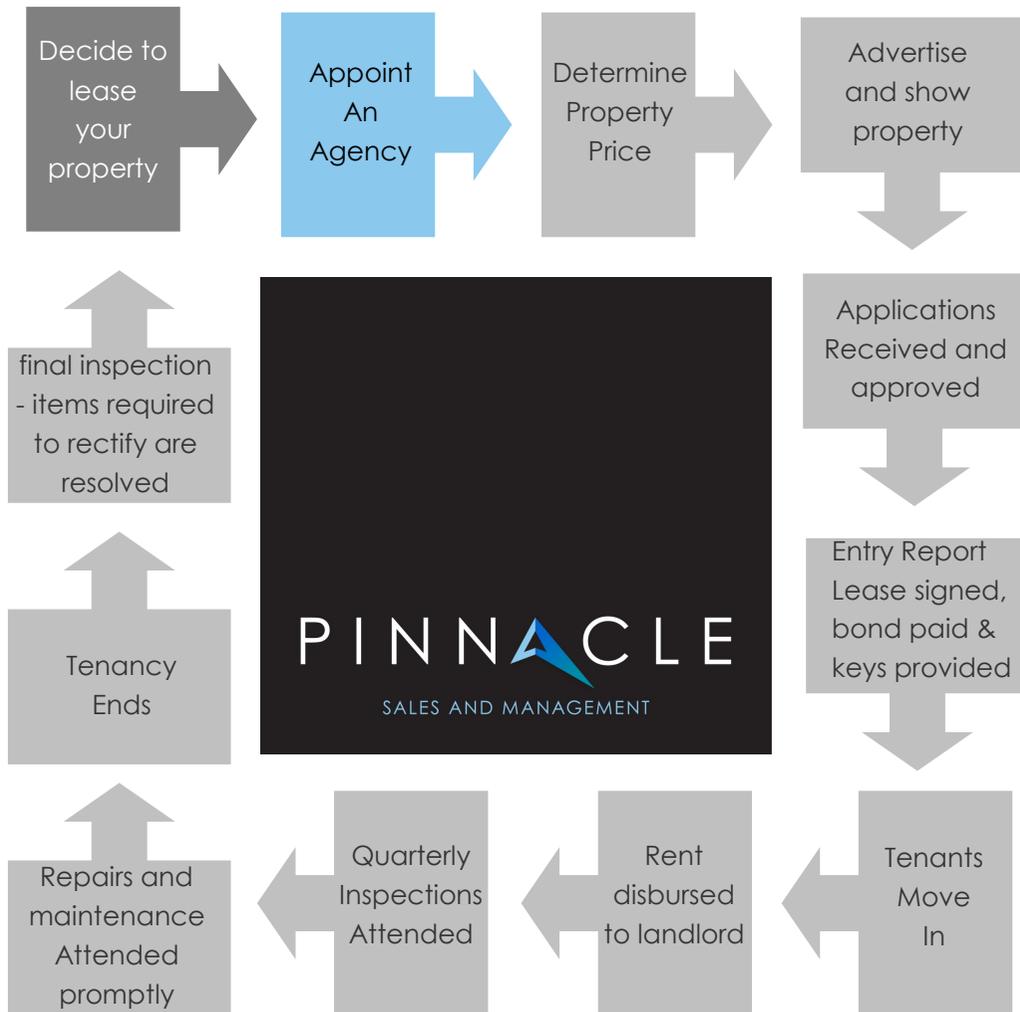
PINNACLE ARE EXCELLENT

Demie and the team at Pinnacle are excellent. Jon looks after our day to day needs with a prompt, professional and always friendly manner.

Karin D V.



Our Property Management Process



We keep you in the loop

We know the importance of communication when it comes to property management. Clients who join us after leaving another agency often tell us the main reason why they left is because the lack of communication.

Boosting your expectation

We know that when it comes to owning a property, unexpected challenges sometimes occur, which is why a lot of investors employ the services of a property manager.

Whether it is good news or bad news, we won't keep it from you. To ensure that problems are dealt with quickly and efficiently we will communicate you to minimise any potential losses.



Advertising

- We'll send a copy as soon as it goes live



During Vacancy

- Keep you regularly updated via phone or email,



New Tenancy

- A phone call upon new Tenant Application
- Confirmation that a new tenancy is secured



On Time Payment Policy

- No tolerance on arrears



Breaches Notices

- Breach tenants for not upholding their obligations.



Financial Payments

- Rental disbursement: fortnightly and monthly
- Management of invoices



Maintenance

- Promptly inform you of any maintenance needing action



Routine Inspections

- Provide written reports including photos every 3-4 months.



Lease Renewal

- 60 days prior (confirm new tenancy)

Make your property **STAND OUT**



Professional Photography

We have an experienced professional photographer inhouse which comes to no cost of our clients. We present your property in the best possible light to achieve the best rental return.

Marketing

Your property is listed online at least 30 days before a tenant moves on. It will be advertised on realestate.com.au and domain.com as well as all of our social media accounts.

Inspections

We have 2-3 open homes per week to maximise the amount of people we can have through the property. A busy open home creates competition and prompts potential tenants to complete an application form sooner rather than later. We also provide private showings for those who cannot make the open homes.

We seek lease renewals and aim to lock in a new lease 60 days prior to a lease ending.

When a tenant is vacating, we coordinate times and days to show prospective tenants through the property to minimise the time between tenancies.

We ensure all prospective tenants are responded to promptly and appointments are set at the earliest convenience for all parties.

We undergo comprehensive reference checks, and all tenancy applications are checked with TICA (a tenancy default database)

Once applications are processed, your property manager will contact you to discuss the applications for a decision.

At Pinnacle Sales & Management Property Management you will receive the highest levels of service possible



Financial Accounting

Each month you are provided an automated statement outlining all income, fees, and payments made on your behalf.

Funds are electronically transferred into your account within 24-48 hours.

We have monthly or fortnightly disbursement periods fortnightly depending on your preference.

If a payment date falls on a weekend or public holiday, the funds will be processed the next business day.

Regular Inspections

We follow the best practice and legislative requirements to monitor the condition of your property.

In addition to the entry and exit inspections carried out at the beginning and conclusion of each tenancy, we complete quarterly routine inspections.

Following inspections a written report accompanied with photos, is sent to you. The report shows the condition of the property and any repairs or maintenance that may be required.

Landlord Insurance

We recommend that every investor has landlord insurance.

Landlord insurance protects you in the event a tenant defaulting in their recent as well as any damage a tenant might have caused.

We recommend obtaining a policy that includes public liability of a minimum of \$10 million and limited cover for contents (eg. floor coverings, curtains, light shades, ceiling fans, air conditioners etc.).

Our on-time Pay Policy

We have a zero tolerance rent arrears policy.

We encourage our tenants to stay a minimum of 1 week in advance at all times.

As soon as rent is 1 day late a tenant is contacted, breaches are issued accordingly and action is taken promptly.

Repairs & Maintenance

We will not arrange repairs without your approval.

Unless the repair is considered an emergency under the RTA's guidelines.

We will inform you of any maintenance that needs immediate attention, as well as any preventative maintenance that may be beneficial.

We trusted and proven, tradespeople to carry out work on behalf of our landlords.



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Thinking Property?

Think Pinnacle.

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