

### The BIG question... How much is this going to cost me?

We have been working with investors for many years and understand that sometimes our clients just want the facts. We have taken the time to note down our fees, why we charge them and some of our most commonly asked questions about the fees.

Fee	What is it?	Commonly asked questions
<p><b>Management Fee</b></p> <p>5.5% inc GST</p>	<p>The management fee is charged on a weekly basis and is a percentage of the amount of rent collected by New Stage Property.</p> <p>(For Example – The rent collected by New Stage Property is \$400.00. 7.7% of \$400.00 is \$30.80 and will be held from the \$400.00 and disbursed to you the following Monday after it has been received.)</p> <p>The management fee covers the day to day management of your property, including rent collection and arrears management, managing and organising maintenance and dealing with the general tenancy issues (for example, my rubbish bin has been stolen, what do I do?).</p>	<p><b>Q: Does the management fee include paying rates, water etc.?</b></p> <p>A: Yes, this covers the account management for you, including the redirection of the accounts to New Stage Property</p> <p><b>Q: Are you negotiable on this fee?</b></p> <p>A: Yes, but only if there is more than one property being signed up at the same time.</p> <p>For a multiple property owner, we are quite happy to negotiate on our fees. We want to work with investors and understand that investors want value for money, a little give and take never hurt anyone!</p> <p>Everyone wins!</p>

<p><b>Letting fee</b></p> <p>1-2 weeks rent + GST</p>	<p>The letting fee covers anything and everything to do with sourcing and securing your tenant for you.</p> <p>This includes conducting open homes, vetting applications, executing the lease agreement, lodging the bond etc.</p> <p>The amount charge for the letting fee is determined by how involved the NSP are prior to the letting of the property commences.</p> <p>For Example – NSP representing the owner at a pre-settlement inspection or the NSP team arrange for quotes and the execution of new carpets or for painting to be completed.</p>	<p><b>Q: What if I find my own tenant?</b></p> <p>A: We won't charge you for the letting fee. If we don't have to do open houses, process applications etc. then the costs are zero.</p> <p><b>Q: How do I know how much the letting fee will be?</b></p> <p>A: This will be discussed and determined with you before it is charged.</p> <p>As a rule, if you do not need the NSP team to represent you or act on your behalf before the advertising commences, the fee will be 1 weeks rent + GST.</p>
<p><b>Lease Renewal Fee</b></p> <p>FREE</p>	<p>The lease renewal fee would cover the cost of executing a new lease agreement and increasing the rent after the first fixed term period expires.</p>	<p><b>Q: Does the lease need to be a fixed term to increase the rent?</b></p> <p>A: No, a rent increase can take place regardless of if the lease is periodic (month by month) or a fixed term period however it cannot take place during a fixed term period. For example, we cannot increase the rent 6 months into a 12-month fixed term lease, it must be at the end of the 12-month fixed term lease.</p> <p><b>Q: How do I know how much the rent increase will be?</b></p> <p>A: When a rent increase takes place, we must first conduct a market analysis to ensure that the rent increase is viable. This involves research and analysis before we seek instructions from you. The final decision is your and we will always seek instructions from you on something like this.</p>

<p><b>Advertising Package</b></p> <p>\$330.00 Per Listing</p>	<p>The property listing is then posted on to all the major websites including:</p> <ul style="list-style-type: none"> <li>• realestate.com.au</li> <li>• domain.com.au</li> <li>• allhomes.com.au</li> </ul> <p>The web listings are premier listings, meaning they are at the top of the suburb. This is huge exposure for your property and means that the property rents much quicker.</p> <p>This fee also includes 8 – 10 photos taken by a professional photographer at the time the property becomes vacant.</p>	<p><b>Q: I have photos, can you use those?</b></p> <p>A: We are happy to use your photos for a listing when we are unable to take professional photos and as soon as the property becomes vacant, we can take our professional photos then.</p> <p>We like to list a property ASAP, but it is important to ensure that your photos are a true representation of your property. Snapping some photos on your iPhone is not enough anymore, quality tenants are attracted to well written listings with high quality photos.</p>
<p><b>Entry Condition Report (ECR)</b></p> <p>FREE</p>	<p>The entry condition report is a detailed list of everything that is inside and outside the property.</p> <p>This covers everything right down to the number of power points, the colour of the skirting boards, the cleanliness of the light fittings etc.</p> <p>The ECR is a legal requirement of the residential tenancy agreement and it is imperative that it is done extremely well.</p> <p>New Stage Property will also take roughly 200 photos of the property to back up the written ECR report.</p>	<p><b>Q: How long does it take to do one?</b></p> <p>A: The ECR is completed by our team and takes approximately 4 business days to complete. It is important that we leave plenty of time for this to be completed properly.</p>

<p><b>Tribunal Attendance &amp; Preparation Fee</b></p> <p>\$110.00 Per Hour</p> <p><b>Insurance Claim &amp; Preparation Fee</b></p> <p>\$110.00 Per Hour</p>	<p>This fee is charged in the event that an application has been made or needs to be made to the Queensland Civil &amp; Administrative Tribunal (QCAT) and when an event has occurred that requires an insurance claim to be made and the landlord is unable to or does not wish to represent themselves.</p> <p>Preparing a Tribunal application requires the dedicated attention, years of experience and knowledge of the legislation of one of the Senior members of the New Stage Property team.</p> <p>Tribunal applications are formal court documents and require meticulous attention to detail in the preparation and execution.</p> <p>Attendance at the Tribunal also requires a Senior team member to attend the formal hearing. This senior team member acts as a representative for the landlords, much like a solicitor acts on behalf of their clients.</p> <p>After a Tribunal hearing has been heard and a decision made, generally the court orders must be executed. The execution of the orders is arranged by a New Stage Property team member on behalf of the landlord and requires attendance and monitoring of a New Stage Property Team member.</p> <p>The Insurance claim fee is similar to the Tribunal application, hearing and execution as it requires a Senior member of the New Stage Property team, their experience and their dedicated attention to detail.</p> <p>Generally, when an insurance claim is made, there is also a requirement to meet insurance assessor on-site and to arrange numerous quotes for the assessors/insurance company to review.</p>	<p><b>Q: Are these costs covered by my Landlords Insurance?</b></p> <p>A: Generally, yes however, each Landlords Insurance policy is different, and it is important that you check that this is covered by your insurer.</p> <p><i>New Stage Property cannot provide specific advice on this as we are not financially accredited to provide advice on insurance policies.</i></p> <p><b>Q: Can I attend the Tribunal myself?</b></p> <p>A: Yes, you can, and we are happy to provide you with all documentation and evidence you will need.</p> <p><b>Q: Can I complete the Insurance Claim myself?</b></p> <p>A: Yes, and we are happy to provide you with the relevant documentation and evidence you would need for this also.</p>
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## Other Q & A:

**Q: When can I increase the rent?**

A: Rent increases can be conducted annually however it is important to ensure the increase can be justified in the market and takes in to account the overall quality of the current tenancy. If the market was to take a downturn or the rent increase pushes a good quality tenant out, the property may sit vacant for weeks which is counterproductive over the long term.

**Q: How much is a routine inspection?**

A: Routine inspections are included in the management fee. New Stage Property will conduct a routine inspection every 6 months and will invite you to attend every inspection. You do not have to attend the routine inspections and we will upload a report with photos of the property within 3 business days of the routine inspection taking place.

**Q: How much will the end of financial year statements cost me?**

A: Nothing, they are included in the management fee. Both your end of month and end of financial year statements will be emailed to you and will have all invoices that have been paid attached to them.

**Q: If I terminate the agreement with New Stage Property, how much will it cost?**

A: Nothing! We are so confident you will love our company as much as we do that, we don't charge our owners if they need to leave us.

If we have not answered a question you have, please do not hesitate to ask.

We would also be more than happy to walk through the fees with you as they relate to your property.

