RENTAL MANAGEMENT PROPOSAL

Savvy owners know they can safely put their home in our hands. Investors rely on Rent a Den to keep their rental properties occupied, well-maintained and producing income. Rent a Den does not engage in real estate sales – we specialize in property management.

THE MOST EXPERIENCED RENTAL MANAGEMENT

So whether you're a professional investor, just dipping your toes into the property market for the first time or even if you're a home owner moving away from your family home and need someone to look after it until your return you've come to the right place. The bottom line is that you cannot provide a superior property management service if you don't focus on it. We know this from experience. The fact is that an organization that focuses 100% on being the very best at one thing is always going to perform better than a jack of all trades. Why would you put your investment and your future in the hands of someone who isn't a specialist in that field? It's like going to your local GP for heart transplant. Sure the GP might know some basics but wouldn't you feel more comfortable and have greater confidence and peace of mind if you were in the hands of a specialist surgeon. Of course you would! It's the same with managing your investment property. We are the specialists in property management, it's all we do, and when you do the same thing over and over again, you get very good at it.

BEING GOOD RENTAL AGENT IS ABOUT UNDERSTANDING YOUR NEEDS

- We understand that as a property investor you are focused on the bottom line.
- We understand the worry, anxiety and cost that a poor tenant can cause you.
- We understand that paying for unnecessary expenses affects your return dramatically and that every rand saved makes a big difference at the end of the year.
- We understand your need to create equity in your investment property so you can invest further.
- We understand your need to know that the advice you are being given regarding your investment property is reliable and trustworthy.
- We understand that you just want everything to be taken care of so that worrying about your investment property is one less thing you need to deal with.
- We understand that you want property investment to be easy!

WHY RENT A DEN

- Our proven experience in rental management, in-depth knowledge of extensive range of professional services have made us leaders in our field;
- All Rent A Den professionals are registered – and we will manage your property as we would our own;
- Our reputation, proven track record, size of our portfolio, regular advertising, and close co-operation with in-house rental agents will provide your unit with maximum exposure to potential tenants. Prospective tenants will be thoroughly screened to safeguard your investment.

SERVICES OFFERED BY RENT A DEN

ADVERTISING AND PROPERTY PROMOTION

- We Advertise extensively on various websites
- One of our rental agents will arrange to meet you at the property at a time which is convenient for you to come and take pictures of the property which is then also used in the advertising of your property.
- We also place a “TO LET” sign if permission is given at the property
- We facilitate promote viewings of the property by prospective tenants
- These services are provided free of charge to our clients

TENANT SCREENING AND PLACEMENT

- Once the application for the property has been received will screen the tenants by having references verified, employment and credit checked.
- Our tenant screening process is done through the TPN (Tenant Profile Network), which includes an ITC and Experian as well as ID verification.
- While it’s important for us to keep your property occupied, our experience shows that it is more important to be selective about your tenant. In the long run you will benefit by accepting a quality tenant because your tenant will probably stay longer and take better care of your home.

tpn Registered Credit Bureau

ADMINISTRATION AND RENTAL MANAGEMENT

- Once we are satisfied that the tenant is suitable for the property we
- On receipt of the written mandate we provide the following services.
- Attend to the preparation of the lease
- Collection of the required deposits
- Monthly statements are sent to the tenant , copies are also provided online
- Monthly rental collection as well as *municipal charges** (if required) and any other charges
- Payment of Body Corporate Levies or HOA contribution on a monthly basis if so instructed.
- Payment of all *municipal accounts** if so instructed to Body Corporate or local municipal authority
- Do monthly credit control to ensure that the tenant pay promptly, credit control is done from the 2nd of each month as rent is payable by the 1st of each month a rule which we try strictly enforce.
- We attend to all matters relating to the tenant and handle all correspondence on your behalf we will consult with you as the owner if the need arises taking the hassle out of owning a property
- We send out monthly reports to inform you as the owner what has been collect from the tenant and which expense have been paid on your behalf, this can either be done via e-mail or postal services
- All monies collected on your behalf as the owner will be paid over to you on a monthly basis no later than the 7th of each month after all per approved expense have been deducted, payment will be done through EFT(electronic fund transfer)

Please bear in mind that we do try and receive the municipal accounts on time and on a regular basis this is however not as easy as it seems and we thus require your assistance with this in obtaining the account monthly.

MAINTENANCE

- We do site inspection on a quaterly basis and provide you with a report on any maintenance matters which require attention.
- Report or attend to any repairs or maintenance as required once we have obtained your consent as the owner
- We have a maintenance team on call for emergencies

ADDITIONAL INFORMATION

- Rent A Den (Pty) Ltd is a registered member of the Estate Agency affairs board(EAAB) of South- Africa
- Experienced staff answering incoming calls and emails
- Account Information available online
- Volume discounts available to property investors.
- We also offer debit order facilities for the tenants
- We also provide the tenants with the conduct rules if the property is situated in a Body Corporate of HOA, This we will have to source for the managing agent.
- We are able to assist in Sectional Title matters i.e. Budgets , levies and the sectional title act ensuring the protection of your investment at all times even as a property investor.
- We do have a tenant placement option which is a once off service for owners wanting to attend to the management of their personally