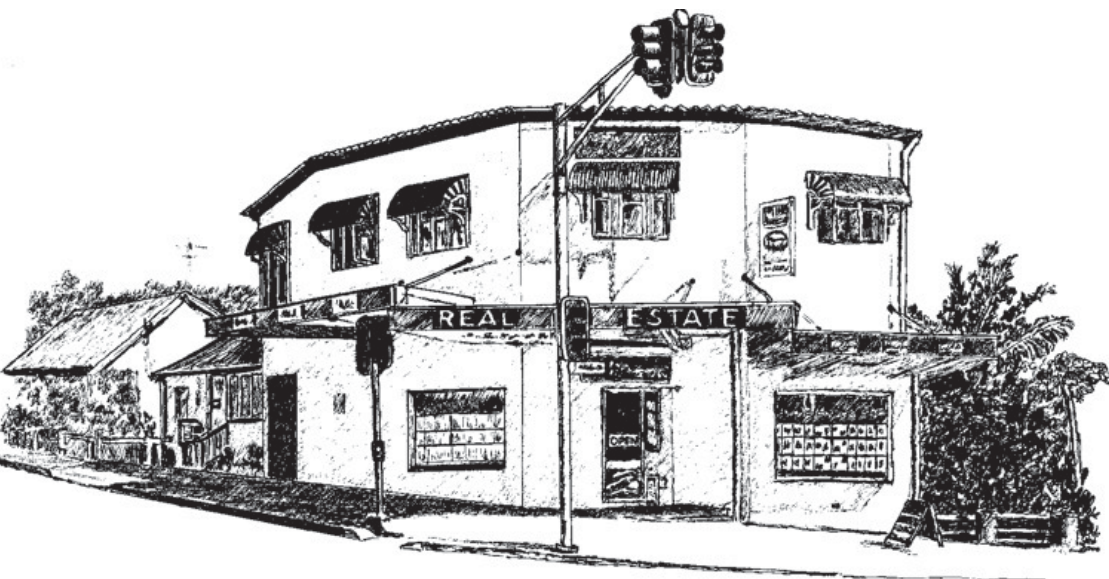




Denovans

Real Estate since 1962.





Denovans since 1962

Denovans is a real estate company located at Mitchelton, founded in 1962 by Lew and Estelle Denovan. Their son Lance having grown up in a professional real estate environment began working in the company in 1985 and is now principal. Lance and his wife Jackie run the business carrying on the family tradition. Denovans is and has always been a totally independent agency priding itself on exceptional service in residential property management. The Denovan family is committed to providing the highest standards possible in the operation of their business. Together with their dedicated team they have an enviable reputation for total professionalism, unquestionable ethical standards, best business practices and achieving top results for their clients.

Denovans has grown significantly to become one of Brisbane's larger property management businesses. This growth has come from a simple philosophy "*we manage properties as if they are our own and honour the trust we are given*".

A Superior Management Service

Denovans
Real Estate since 1962.

An Independent Agent

Founded In 1962

Personalised Service





Contact Details

Denovans Real Estate

630 Samford Road
MITCHELTON QLD 4053

Phone 07 3355 6233

Fax 07 3355 1470

Email *reception@denovans.com*

Office hours Monday to Friday
8.30am to 5.00pm

Saturday
8.00am to 4.00pm

www.denovans.com

24 Hour Phone Service

www.denovans.com

A Superior Management Service

Showcasing Your Property

www.denovans.com

Denovans website provides extensive coverage and is very user friendly.

www.realestate.com.au

In addition to Denovans website, rental properties also appear at www.realestate.com.au which is the leading real estate internet site in Australia providing local, national and international exposure.

Courier Mail

Regular advertising on weekends in the Courier Mail, which is the leading Queensland newspaper, offers broad publicity of rental properties.

Local Community Newspapers

Many tenants often live locally and advertisements placed in the main local community newspaper have proven to be a successful form of advertising.

Open for Inspection Marketing

Open for inspections are advertised and carried out on weekdays and Saturday's to entice prospective tenants to inspect properties becoming available to rent. Making a property easily accessible to view leads to a suitable tenant being found sooner and can greatly reduce the vacancy period.

24 hour phone service

Many prospective tenants visit Denovans' office. The heritage building in Mitchelton is well known throughout the area and is prominently located at the intersection of Irvine Street and Samford Road. Denovans offer a 7 day week, 24 hour day phone service.

Virtual Tours

Virtual tours can be made available for placement on www.denovans.com and www.realestate.com.au. Tenants can view the home virtually to obtain a better understanding of the layout and appreciation of the property's features.



Driven By Passion

Marketing

Advertising

Promotions

Results Proven

A Superior Management Service



**Driven By The
Will To Succeed**

Marketing

Advertising

Promotions

Results Proven

Showcasing Your Property

Interactive Floor Plans

Interactive floor plans can be made available for placement on www.denovans.com and www.realestate.com. Tenants are given the opportunity to view photographs in conjunction with the floor plan.

Floor Plans

Floor plans can be made available for placement on www.denovans.com and www.realestate.com.au so tenants can readily view the layout of the home including room dimensions, aspects etc.

Window Displays

Ideally located in a high profile position advertising properties “for rent” using custom designed illuminated window display casings.

Multi Media Screen

Properties “for rent” are advertised on a multi media screen at the Mitchelton office facing the busy Samford Road.

Signage

A choice of “for rent” signs can be installed at the property which can feature the property description, photographs and best aspects of the home.

Brochures

Denovans produce brochures for rental properties. Each brochure includes photographs and a comprehensive description.

Tenant Register

A large list of qualified tenants are registered exclusively with Denovans and having successfully traded from 1962 now have fourth generation families renting with us.

A Superior Management Service

New Tenants

Vacancy Reports

At the time a property becomes vacant Denovans keep in touch with owners by providing weekly written reports, phone calls and email updates. The written report details the level of interest in the property including any prospective tenant's comments, planned advertising, the property manager's comments and advice.

Tenant Selection

Strict selection guidelines are constantly adhered to before approving any tenant application. Prospective tenants are carefully selected through both an application and a personal interview system. The process includes checking previous rental history, employment and income record, personal references and both the Tenancy Information Centre of Australia (TICA) and the National Tenancy Database (NTD). TICA is a widely used database in Australia and New Zealand while NTD is Australia wide. Both databases list tenants with a poor rental history. Denovans procedures greatly minimise the prospect of an unsuitable tenant being selected. The final decision on which tenant is selected rests with the owner.

DVD Condition Reports

In addition to the standard written Residential Tenancies Authority Entry Condition Report, Denovans compiles a DVD Entry Condition Report at the commencement of every tenancy. The DVD Entry Condition Report, being a visual record provides greater detail of the property and has saved many disagreements with tenants regarding the condition of the property upon their departure. The DVD Entry Condition Report has been proven to save Owners considerable expense and stress in relation to matters that may have otherwise been in dispute when a tenant vacates and is another unique initiative from Denovans.

Tenant Relations

Denovans treat tenants with respect and always endeavour to offer them the best possible service and courtesy.



***DVD Entry Condition
Reports Have Proven
To Save Owners
Considerable Expense
And Stress***

A Superior Management Service



**Tenants Are Not Given
Direct Access To Instruct
Tradespeople ...
Denovans Operate A
24 Hour Contact Service**

During The Tenancy

Inspection Reports

Regular routine inspections are carried out to assess the tenants performance and the general state of repair of the property. Denovans compile a comprehensive written report that includes photos, opinion of the recommended rent, tenancy agreement status and other relevant details pertaining to the tenancy and property.

Maintenance Management

A lack of prompt attention to maintenance issues can cause disharmony between the Tenant, Owner and Agent. All tenant requests for maintenance are reported to Owners for their repair approval. Emergency work is immediate. Tenants are not given direct access to instruct tradespeople and *Denovans operate a 24 hour contact service for these events.* All the tradespeople Denovans hire are required to register their qualifications and public liability insurance details.

Quality Tradespeople

Good quality and reliable tradespeople are difficult to find. WELL QUALIFIED and COMPETITIVELY PRICED tradespeople (many of which have worked for Denovans for many years) are available at any time.

Rent Arrears Control

Strict Procedures and Incentive System

A disciplined policy on rent payment is essential. **Rent MUST be paid on time.** Under the Residential Tenancies and Rooming Accommodation Act 2008 tenants can pay their rent up to 7 days in arrears before any official action can be taken. To overcome this issue Denovans have devised a unique incentive rent payment system to encourage prompt rent payments by tenants. This system has been a key factor in enabling Denovans to achieve *the lowest rate of rental arrears possible*, which is well below the accepted industry standard. The incentive system operates by taking the “Owner required rent”, adding for example \$20 to create the “asking rent” and then offering a \$20 discount for prompt payment. No excuses for the tenants ... pay on time – receive the discount, pay late – pay the extra rent. Compensation for Owners if the rent is late but more importantly an excellent incentive for prompt payment and *it really works!*

Denovans
Real Estate since 1962.

***A Unique Incentive
Rent Payment System
Has Enabled Denovans
To Achieve The Lowest
Rate Of Rental Arrears***

A Superior Management Service



Owner Payments and Statements

A choice of fortnightly or monthly distributions are available that are paid directly into the owners nominated bank account/s as “cleared funds.” Monthly or fortnightly statements delivered by email detailing amounts of rent collected and any authorised expenditure are provided. Additionally an annual summary statement can be provided at the end of each financial year for taxation purposes.

*Fortnightly Or Monthly
Distributions Are Paid
Directly Into Nominated
Bank Accounts*

Other Services

Tribunal hearings

Tribunal hearings are required in rare circumstances. Denovans success rate at past hearings has been excellent as a result of being able to produce thorough documentation, including Entry Condition Reports and DVD Entry Condition Reports. The use of DVD Entry Condition Reports has significantly reduced the number of hearings Denovans could otherwise have been required to attend.

Rents Reviewed Regularly

To maximise investment returns, regular rent review assessments are carried out and the rent is increased in line with market conditions.

Sales Appraisals

Denovans can provide an obligation free sales appraisal for a property so that Owners can keep abreast of market conditions and the current value of the property.

Denovans
Real Estate since 1962.

*Rent Is Increased
In Line With
Market Conditions*

A Superior Management Service



The Key To Success

Experience

Stability

Reputation

Results Proven

Service Only Denovans Can Offer

More Experience

Experience is invaluable in all walks of life and real estate is no exception. Lance and Jackie Denovan and their skilled team have a wealth of real estate knowledge accumulated over many years that is unrivalled by other agencies.

Stability

Many agencies change ownership and staff frequently. The Denovans family has owned and managed the business since establishment in 1962 providing a stable business relationship that clients can rely on.

Reputation

Denovans has forged a formidable reputation trading for around 50 years offering a refreshing alternative for clients. Denovans has always focused on delivering a loyal, personal and professional service, whilst having a commitment to embrace new technologies and methods to enhance the business operation.

Owner Participation in Business

Denovans has always proudly traded as an independent agency. Trading as Lew Denovan Real Estate in 1962 when the business was run by Lew and Estelle Denovan. Today trading as Denovans Real Estate run by Lance and Jackie Denovan.

Denovans Code of Ethics

Our agency is committed to operate with the highest level of integrity. We place our Code of Ethics on public display which every employee of Denovans pledges to uphold. This enables us to deliver services to you, the property consumer above the minimum standards required by legislation and professional association regulations.

Act in the Clients Best Interests

We will always be fair to all parties and shall at all times act in the best interests of the party with whom we have an agency agreement; our client.

Retain Confidentiality

We shall at all times retain and respect the confidential and privileged nature of our dealings with clients and the public at large.

Defend in Public

We will always be prepared to defend our actions, services and activities in a public discussion with local property consumers, the media, clients and the local community at large.

Comply with Laws

We shall at all times comply with all governing legislation.

Comply with Professional Bodies

We shall at all times comply with all by-laws, rules and regulations of all professional bodies of which we are members.

Comply with Business's Policies

We shall at all times comply with the policies, systems and procedures of our agency.

Reject Uncertainty

We will not give any proposed action, service or activity the benefit of the doubt. If we are uncertain as to whether it complies with our code of ethics, we will reject it.



Retain Confidentiality

*Operate With The
Highest Level Of Integrity*

Reject Uncertainty

A Superior Management Service





***Our Guarantee To You
No Ifs, No Buts, No Excuses
Results Proven***

***Denovans Will Take Care
Of All Matters Required
To Ensure A Smooth And
Easy Transfer Of The
Property Management***

Denovans Service Guarantee

At Denovans we are very proud of our reputation. Past clients continue to provide references which confirm the quality of our services.

Our commitment to you is such that we offer this unique guarantee of service. No ifs, no buts, no excuses... In the unlikely event that you have any matter relating to our service that you consider needs to be attended to, all we ask is that you give us 48 hours to rectify the situation. After that time, if we don't resolve the issue we agree to cancel our agency's agreement.

Changing to Denovans

It's easy!! Denovans does it all

If a property is currently managed by another agent and the Owners wish to utilise Denovans services then all that is required is a written authority which Denovans can supply. Denovans will take care of all matters required to ensure a smooth and easy transfer of agents. Denovans property managers will visit the property shortly after the agent transfer date to introduce themselves to the Tenants and inspect the property. All matters pertaining to the Tenancy and the property will be addressed and a written Inspection Report will be provided.

Why not get excellent service

Property is an valuable asset and Owners deserve the best management service. There is no need to wait for a change in tenancy before changing managing agents. Any tenant agreement that is current is not affected by a change of managing agent.

A Superior Management Service



A Family Owned Business

630 Samford Road
MITCHELTON QLD 4053
Phone 07 3355 6233
Fax 07 3355 1470
Email reception@denovans.com

www.denovans.com



Denovans are an
Accredited REIQ Agent