

# Your Landlord Experience



MARTINUZZI PROPERTY GROUP

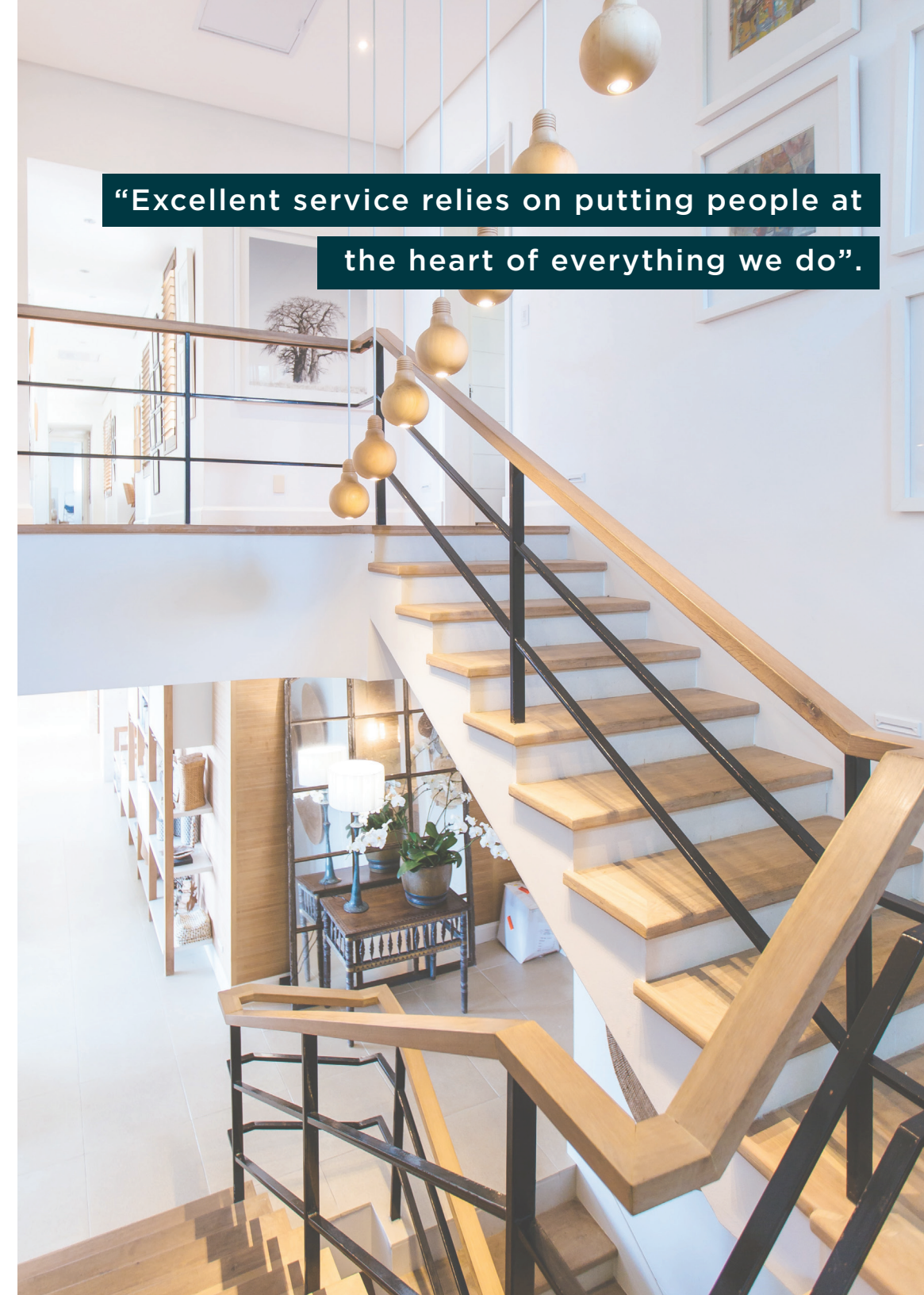
Powered by **LULULiV.**

**Welcome** to a Property  
Management Service  
designed to make your  
life simple.



# WHAT WE DO

- MARKETING & ADVERTISING
- TENANT ENQUIRY MANAGEMENT
- TENANT VERIFICATION AND SCREENING
- SELECTION OF A QUALITY TENANT
- ONBOARDING YOUR TENANT AND LEASE SIGN UP
- START OF TENANCY INSPECTION
- MID-TENANCY INSPECTIONS
- END OF TENANCY INSPECTION
- COLLECTING THE RENT
- PROPERTY MAINTENANCE
- TRADE MANAGEMENT AND QUALITY CONTROL
- END OF TENANCY NEGOTIATION
- RE-SIGNING OF TENANCY AGREEMENT
- BOND MANAGEMENT
- ENDING A TENANCY
- PROPERTY FINANCIAL MANAGEMENT AND REPORTING
- COMPREHENSIVE LEGISLATIVE KNOWLEDGE
- PROPERTY COMPLIANCE
- LANDLORD REPRESENTATION AT TRIBUNAL
- TECHNOLOGY & INNOVATION



**“Excellent service relies on putting people at the heart of everything we do”.**

# WHY CHOOSE US?

## 1.

### Take care of your asset

Tenant due diligence, property inspections, quality trades and a team that care. We do things right the first time and look after your property like it was our own.

## 2.

### Optimise your cashflow

Our team of experts ensure your rent is optimised from the outset and your income stream is protected. Our patented technology prompts Tenants to solve maintenance items all on their own, saving our Landlord's \$1000s.



# 3.

## **Look after your tenant**

We are there for your Tenants every step of the way with our simple onboarding process, quick response times and easy to access information. We solve any issues that arise in a timely and helpful manner, allowing your Tenant to feel at home. Simple onboarding, quick response times and valuable information that is easily accessible.

# 4.

## **Make it simple**

Our role is to look after you and your property. We tell you what you need to know when you need to know it. When you engage a Property Manager, it should be simple.



# 5.

## **Energised team of experts**

Our team complete Property Management tasks but aren't Property Managers as you know them. They are hand selected by our talent recruiters for their industry knowledge, love of people, problem-solving, customer service and their aspiration to make a difference.

# 6.

## **Everything at your fingertips**

Information on your property is organised and accessible 24/7 in your very own App. Enjoy receiving live updates, tracking your transactions and rental returns and seeing when your Tenant has paid rent.



# 7.

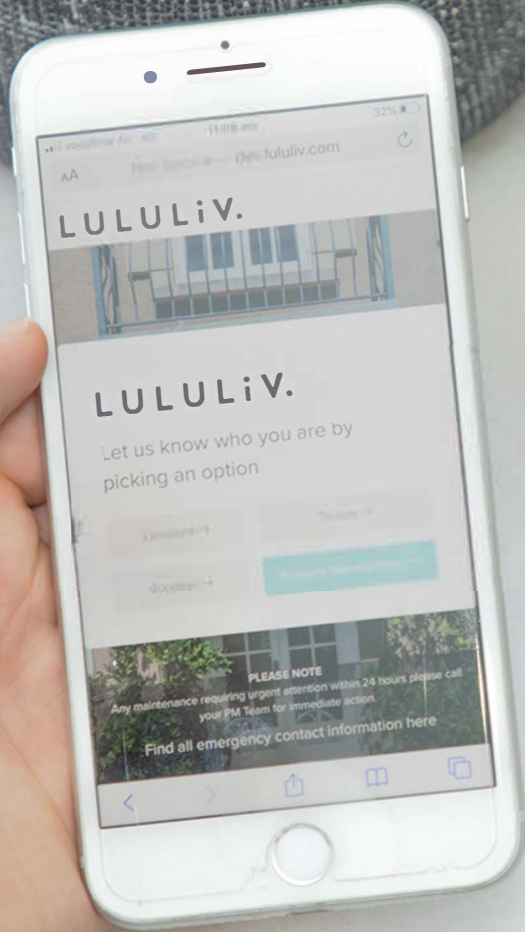
## Technology that excites

Our team of software developers have created a world class technology experience for the renting community. Our technology saves you money and time, while keeping you connected to your property.

# 8.

## Succeeding together

We love making a difference for our Landlords and seeing them achieve their goals. This is why we do what we do.



LULULiV.

LULULiV.

Let us know who you are by picking an option

Form with input fields and a teal submit button.

**PLEASE NOTE**  
Any maintenance requiring urgent attention within 24 hours please call your PM Team for immediate action.  
Find all emergency contact information here



We are continuously improving how we **connect** with our renting community to make their lives simple.

Owning an investment  
property should be easy.

The simple solution you've been  
waiting for is **here.**



# EXPERIENCE OUR DIFFERENCE

We obsess over consumer trends and how people use, love and adopt technology in every aspect of their life.

Our technology supports you through your rental journey. Here are a few things our customers love:

- Instant open home reporting.
- Electronic signing of lease agreements.
- Our Self-Help tool allows Tenants to solve maintenance problems on their own.
- Our Star-Ratings with full Trade accountability
- 24/7 access to information, in real time, through our App.
- Our 'One-Click' Lease renewals.



# FAQs

## OUR SERVICE

### **Why should I choose Lululiv?**

We love what we do and have a foundation of continuous improvement and innovation. Our customer experience is built around putting our clients at the centre of everything we do.

### **Who looks after my property?**

Our team of experts will take care of your property and keep you informed of updates throughout the tenancy.

### **How does Lululiv ensure quality control of my home and tenant?**

We complete thorough background checks and due diligence on every applicant who is interested in your property. This includes 100 points of ID, supporting documents, rental references and income testing.

### **How can I contact you if I need to speak to someone?**

We have a dedicated support team who you can call anytime.

### **How much do you charge?**

Your Agent will inform you about our fees when you sign up with us. Once you've signed up, the costs will be detailed in your Management Agreement.

## YOUR RENTAL PROPERTY

### **What type of insurance do I need?**

Building Insurance is essential. Landlords must arrange this before prior to renting their property. Ensuring our Landlords are protected is a fundamental part of our risk management policies. Landlord Insurance is also recommended to further protect you and your rental income. Each policy varies, we can provide recommendations if you would like assistance in choosing the right policy for your property.

### **How do you handle the current situation with Tenants not being able to pay due to COVID-19?**

Every Landlord and Tenant situation is different. We navigate through each scenario on an individual basis. We take control of all rental negotiations on your behalf (including attending the Tribunal if required) and ensure you are comfortable and kept informed at every step of the way.

### **Will I get year-end statements for my Tax Return?**

Absolutely. This will be sent to you via email and also available in your Landlord App.

**I heard that a depreciation schedule might help me with my tax. Where can I get this?**

They are very helpful! We work with a number of providers who create personalized schedules for your property. If you are interested in finding out more, please let us know.

**How do I access the App?**

Information on how to access the App is included in your onboarding pack. If you are still having trouble accessing the App, please let one of our team know.

**How do I change the bank account that my rent is paid to?**

For security reasons we ask that you give us a call with this request. We will then update your details in our system.

## **STARTING A TENANCY**

**How long will it take to find a Tenant?**

Every property is different. The time your home will spend vacant will vary based on market conditions.

**How do you market my property for rent?**

Our method of finding Tenants is three-fold. We advertise your property to all potential renters, complete open homes, record all attendees and then direct market to these potential Tenants. This strategy is powered up by our custom technology designed to minimise days on market.

**What happens with keys?**

As part of our onboarding process, we will collect the keys and document each key before providing copies to the Tenants.

**Do you help Tenants with the connection/disconnection of utilities?**

We do. This is quite a tedious process for Tenants to go through so we have partnered with a national provider that makes the process simple and easy for Tenants to get up and running in your property.

# FAQs

## MAINTENANCE

### **How will I know if there is a maintenance issue at the property?**

Your Property Manager will be in touch if there are any maintenance requests at your property. You can also follow the progress of all jobs through your App.

### **What maintenance is required in my property before a new tenant moves in?**

Your property should be presented to your new Tenant in its best condition. We always recommend regular maintenance of your air conditioning, heater, gutters and gardens.

### **Do you offer a maintenance service for smoke alarms?**

Absolutely. With Lululiv you can select a range of compliance packages including annual smoke alarm, gas heater and pool compliance checks at your property.

### **My Tenant has damaged my property and the bond does not cover this. How can I ensure I am not out of pocket for the excess costs?**

This is where Landlord Insurance is essential. We strongly recommend that all Landlords take out comprehensive cover to protect them in the event a property experiences substantial damage.

### **Can I do maintenance on the property myself?**

If you are a licensed trade looking to complete works at your property, we can set you up in the system to receive certain jobs. Have a chat with your Property Manager during the onboarding process for more information.



# INSPECTIONS

## **When are inspections completed?**

Inspections are completed on your property at the start and end of a tenancy, and at various points throughout the tenancy. The frequency of Mid Tenancy inspections is outlined in your Management Agreement, typically we will conduct 3-4 inspections in a 12-month period. We do provide you with the option for these inspections to be conducted by us in person, or if appropriate virtually.

## **Will I get a report?**

Before a Tenant moves into your property, our team will conduct a thorough inspection providing a written and photographed report detailing the condition of the home. This report will establish the property condition at the start of the tenancy. We will compare the condition of the property during and at the end of the tenancy to this report.

## **What do you look for at Mid Tenancy inspections?**

We provide a visual check of the general condition of the property. Please note, our team are not qualified builders. If you would like a comprehensive building inspection completed, this is outside the scope of our services but can be arranged by us at an additional cost.

# FAQs

## THE TENANCY

### **Who is responsible for rates and utility payments?**

Council rates, State Levies and taxes (such as land tax) are the Landlord's responsibility to pay. We are happy to take over co-ordinating payments on behalf and pay these accounts from rent you have received.

### **Who pays for water?**

Water supply and connection is a Landlord's responsibility to pay. Water usage is typically paid for by the Tenant but can vary per property. We discuss your individual situation as part of our onboarding process so you are fully informed of what you can and cannot charge to Tenants.

### **Who pays for electricity and gas?**

Generally, electricity and gas is the Tenant's responsibility to pay. This can vary depending on the nature of your property. We discuss your individual situation as part of our onboarding process. You will be fully informed before any Tenancy Agreement is signed.

### **How are Bonds handled?**

Once we've gone through the process of approving a Tenant, they are required to transfer the bond within 24 hours of approval. This is then lodged with the relevant State Body.

### **How do you handle unpaid rent arrears?**

There is legislation in each state that outlines how rental arrears are handled. Our team follow these processes to ensure any loss that could be mitigated. We have strict policies that our team adhere to, so our clients are protected.

### **How will rental payments be made?**

At the end of each month, we transfer the net rental payments received during this time to you. We also transfer any management fees and outgoings to your nominated bank account. You can track your rental payments and all transactions live in your App.

### **When will I receive notification that rent has been paid and statements?**

You receive live updates in your App so you can view information 24/7. We will also provide you with a copy of your statement at the end of each month via email.

## **RENEWING THE LEASE**

### **How do I know that my property is being leased at market rates?**

Our team are in the field every day and have first-hand knowledge of rental prices. We draw on this knowledge as well as well as completing a Comparative Market Analysis on your property, comparing your home to others on the market and what they are renting for.

### **What happens if my Tenant does not want to renew the lease?**

Our technology platform notifies our team well in advance if a Tenant is planning to move out.

### **I want to move back into my rental property at the end of the lease. Who do I need to tell, and when?**

There are certain notice time frames that we must provide to your Tenant. The sooner we know this information, the better. Be sure to give us a call and we will inform you of the steps we need to take.



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