



UNISON IS MORE THAN JUST A MANAGER OF PROPERTY

We are a not for profit real estate agency. Our business is about more than bricks and mortar — it's about people, place and community.

We are located in the heart of our communities which means we are onsite, responsive and supportive to resident, property and community needs.

Underpinning all our services is our community building focus, working with our residents, property owners and community partners on projects and initiatives fostering community participation, ownership and community pride.



Our vision is Communities that thrive.

**Communities
that thrive**

Optimising your return on investment

Selecting the right tenant

Selecting the right tenant is crucial. Your Unison Property Manager will help ensure you secure the right tenant, conducting thorough background and reference checks including gaining a proven history of rent being paid on time. Your Property Manager will keep you informed of progress throughout the entire process.

Full details of the best applicants will be provided to you, and your Property Manager will assist you in making your selection. We pride ourselves on a quick yet thorough tenant selection process.

Rent paid on time

Your Property Manager will work diligently to ensure your rent is paid on time. We use state of the art property management software that monitors arrears and payments.

We offer on line payment options to assist tenants with paying their rent quickly and easily. Contact is initiated via phone, sms and written notice immediately your tenant is late with their rental payment.

We have a no nonsense approach to arrears. Our late rental payment process commences 72 hours after the due date and is followed up daily until payment is made. Your Property Manager will keep you informed of progress throughout the process.

In the unlikely case that your tenant does not pay their rent within 14 days of it falling due, a Notice to Vacate is issued and eviction proceedings begin 3 days later.



maintenance response for your investment property 24 hours a day 7 days a week including public holidays.

Routine inspections

To ensure your investment property is being well maintained your Unison Property Manager will conduct routine inspections every 6 months as a minimum. You will receive a detailed written inspection report including photos. You are welcome to attend the routine inspections – just let us know.

Flexible cost management

We offer the flexibility of your Council rates, water rates, Owners Corporation levies, maintenance invoices and any other payments relating to your property to be deducted from your rental income.

Lease and Rent Reviews

Lease and rent reviews are conducted annually if the lease is fixed for a 12 month period. Three months prior to a fixed term lease being due for renewal, your Unison Property Manager will contact you. We have information on all local rents so can assist you in assessing your rental increase.

If the lease is on a month by month basis you will have the option of having the lease and rent reviewed every 6 or 12 months.

Maintenance

We pride ourselves on our long standing relationships with our experienced contractor team and place strong emphasis on responsive quality maintenance. When any repairs or maintenance are required we will contact you, unless otherwise instructed. After hours emergencies are dealt with by our emergency call centre ensuring

People and Community



Our team

We have a strong team culture. Your experienced Property Manager works closely with our business Owners Corporation, facilities and finance management and community engagement teams, ensuring a sound knowledge of your investment property.

Our Managers manage small property portfolios to provide optimum service to you and your tenants. Your Property Manager is the only person you will deal with as they manage all aspects of your valued investment.

Your Property Manager undertakes regular professional development to ensure their skills are in line with industry best practice and current standards.

Close to home

Our on site office is conveniently located for your tenants. We also have prospective tenants walk in our door.

Being located within the communities we manage means we know your property, local property trends and the local neighbourhood well. We conduct regular walk-throughs to check on your valued asset.

Our location, prompt response and local knowledge offers you piece of mind and gives you best value return on your investment.



Community investment

Unison is a not for profit real estate agency. We reinvest our profits back into the communities we manage. We are also a community housing provider managing a range of residential properties including much needed affordable rental properties for people on low incomes.

We want to create a place where people are connected, have a sense of pride and are happy where they live. Community building is our foundation as it makes good social and commercial sense.

Our value add community focused service includes engaging residents in activities and events including community gardens, neighbourhood get-togethers and local festivals.

Finding your tenant

Local knowledge

We are based in your property's neighbourhood and are ahead on a number of fronts including walk-in enquiries, knowledge of the local market and ability to conduct private inspections at short notice.

Fee free services

We provide a range of services to you at no charge. This includes services such as rental increase notice preparation, insurance claim preparation and many more. Ask one of our experienced Property Managers about our fee free schedule and how we can save you costs related to your investment.

Company website and real estate portal

All our properties are listed on realestate.com.au. In addition we link your property via our website, as a feature property, at no extra cost.

Shopfront display board and rental list

Your property is displayed on our display board, accessible to the public 24 hours day, 7 days a week.

**Communities
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Photography

Good quality images of your property and first impressions are vital for attracting attention. We are able to provide a range of quality photography services to suit your budget.

Online property advertisement

Our expertise is in writing appealing, descriptive and feature driven advertisements promoting your property's lifestyle features including interior/exterior design, local amenities and accessibility. Once again, as we are located close to your property we are genuine when we offer prospective tenants to inspect NOW.



For further information please don't hesitate to contact our Property Management team:

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