

certaintyproperty.com.au

Full-service property management with a five-year rent guarantee



partners@certaintyproperty.com.au

1300 577 298

Certainty Property x Hermitage Homes

Certainty Property has partnered with Hermitage Homes to provide a truly compelling property management offering and rent guarantee on your purchase. As a client of Certainty Property, you can take advantage of an exclusive five-year guarantee whereby we:



Pay the rent
when the property
is vacant



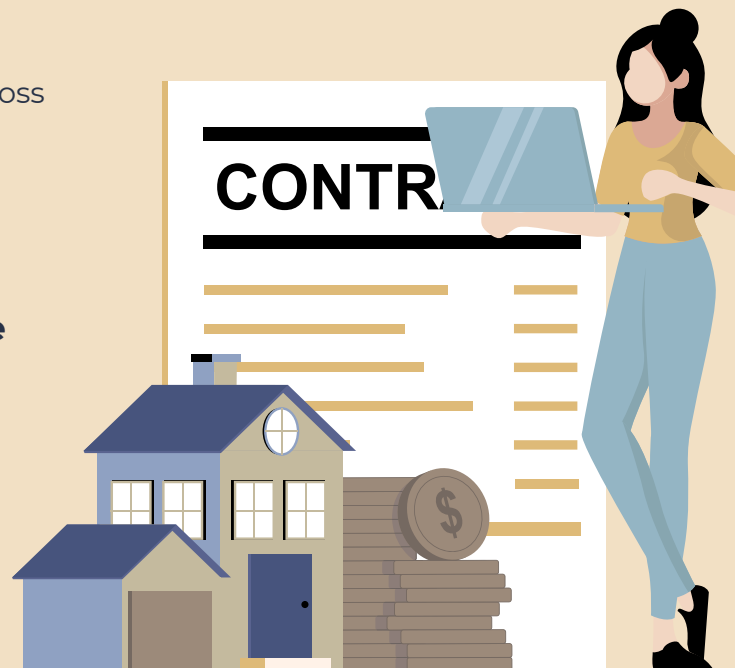
Pay the rent
when the tenant
is in arrears



Top up your rent if
the actual rent falls
below the amount we
have guaranteed

This means that not only will you receive more gross income with Certainty Property managing your investment, but you will also have peace of mind about your cashflows.

Our rent guarantee means you have the confidence that your property manager has a direct financial stake in the successful management of your investment.



Vacancy protection

Did you know that one of the biggest costs for investors is forgone rent due to vacancy?

Investors regularly underestimate the size of the average gap between tenancies and the impact this has on returns.

Whilst vacancy rates vary considerably by suburb, even the strongest rental markets in major cities tend to have an average time on market greater than 14 days due to the natural friction that comes with a lease ending and the next commencing.

We pay the rent when your property is vacant in accordance with the terms of our rent guarantee. This means you never need to worry about an extended vacancy period again.



Arrears protection

The events of recent years have demonstrated that a tenant's circumstances can change unexpectedly, dramatically, and through no fault of their own.

When a tenant falls into arrears, we pay the rent out of our own pocket. It means you never have to worry about when the next rental payment is going to hit their bank account.

As we cover any shortfall in rental income due to arrears, we have a strong incentive to ensure tenants don't fall into that position to begin with and if they do work with them to ensure they are brought up to speed in a way that other agencies simply do not.

We top up rents

Although rents on average generally trend up, increasing rents are far from a certainty. In fact, in recent years rents have fallen more often than they have risen. If the rent on your property falls below the amount we've guaranteed, we'll top up the difference out of our pocket.



Consider that rents for a given year on a \$500 per week property dip by just 5% or \$25 per week. Our rent guarantee would mean an extra \$1300 per year in gross income.

We pass through rent increases

A common feature of rent guarantees is that they pay a fixed amount for the duration of the rent guarantee with the property manager retaining the difference.

As rents tend to trend up over time, the foregone income from rent increases can be significant. With our rent guarantee we pass through rent increases.

The upshot is that clients always receive market rent or better under our guarantee and don't have to worry about fluctuations in the rental market.



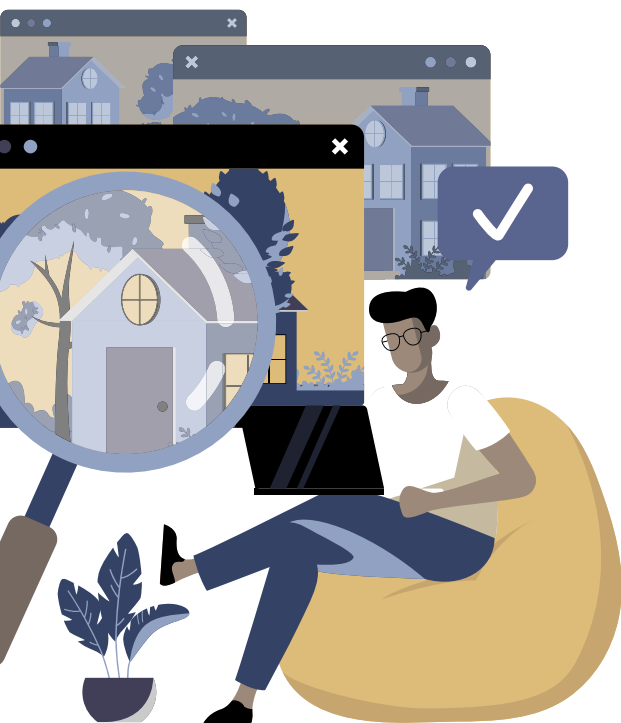
A property manager with skin in the game

The typical property management model means that investors are the ones that bear the cost if their property manager doesn't perform. It's the owner that loses income when their property is vacant, or their tenant doesn't pay the rent.

As an investor you want your property manager to manage their investment property as if it were their own. Unlike other agencies, we have a direct financial incentive to ensure we promptly find the highest quality tenants every time and that they stay for the long term.

Perhaps unsurprisingly, by having skin in the game in a way that other agencies do not, we produce results that other agencies do not. It's this discipline and alignment of incentives the interests of our clients that produce exceptional investment performance.

First tenant guarantee



If your property is a new build, the rent guarantee commences from the first tenant or four weeks from property handover, whichever is earlier. This means that at the very latest your investment property is income producing four weeks from handover and likely much sooner.

Where possible, we work closely with your builder to ensure we have access to the property prior to settlement so we can begin marketing and minimise any initial vacancy period.

When calculating the guarantee amount, we take a range of comparable rental properties and the suburb median and then set the guarantee at the higher end of that range. This is part of our commitment to ensure that our clients always receive market rent or better.

Our fee structure

Our fees are competitive and transparent

We believe that property management fees should be fair and transparent.

We don't charge many of the ancillary fees that other agencies charge such as monthly administration fees or EOFY statement fees.

In addition to our highly competitive fee structure, we also have a direct financial incentive to get you the best possible result when it comes to your investment property.

For more information about our fee structure, please refer to our exclusive management agreement..



We only do property management

Unlike other agencies, we only do property management. We don't sell property.



Many agencies use property management as a training ground for new staff. This means staff are either inexperienced, or shortly leave the industry or move to sales.

We believe that selecting a property manager is one of the most important decisions an investor can make. That's why we only do property management, and we do it well. Our property management team has decades of combined management experience.

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Our happy clients

We pride ourselves on delivering an exceptional property management experience. We have hundreds of five-star reviews online and maintain a 4.9-star average on Google, and similar ratings on Trustpilot and Reviews.io.



There's this one from Craig:

I moved my investment property to the team at Certainty Property in Melbourne. When finding a suitable tenant for my property they communicated with me throughout the process. They offered me an excellent management rate which compliments their great service! I would highly recommend Certainty Property – *Craig Nicholls*



Nicholas had this to say:

Certainty look after a few of my investment properties and have done an amazing job so far. They are much cheaper than my previous manager and have always provided me with impeccable service – most importantly, only being a phone call away for whatever I need! – *Nicholas Saady*



Whilst Mey, a tenant of ours advised the below:

Honest, efficient and excellent service! Sometimes I sent emails very late at night, to my surprise, I received replies pretty quickly. I rented an old unit, had some problems, Certainty solved them very quickly. Kind, honest people, highly recommend! – *Mey Lin*



Finally, from Fiona:

I have multiple properties managed by Certainty Property in Sydney, Melbourne and Brisbane. The team have been a pleasure to deal with. This has hands down been the best management experience I've had for my portfolio. – *Fiona Fitzgerald*

If you'd like to experience the Certainty Property difference, please don't hesitate to reach out.

CERTAINTY PROPERTY



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