



*Connecting  
People  
With  
Property*

**rentalproperty**  
NETWORK



## About Us

Moni and Justin Mazzeo were South Australia's youngest Principals when they purchased their first real estate office many years ago. They built their business to be the largest real estate office in Adelaide's North, with one of the strongest Sales Teams in the State. They realised, however, that the Property Management department was often the cornerstone of a large successful office and that Property Managers were woefully underpaid for the service they provided. This meant that often times, the quality of the service provided suffered as a direct result.

Rental Property Network was established to remedy what we believed was a significant failing of the Real Estate Industry as a whole. We established a specialist agency offering first class service to our Investors, and did so by rewarding our Property Managers well for the job that they performed. Our Property Managers are financially involved in seeing your investment goals succeed, and will put in the extra work to ensure that they do.

The reason we provide such a first class service is that we are able to reward our Property Managers higher than any other company Australia wide, while also offering highly competitive rates to our Landlords. Our Property Managers are determined to provide you with the best service in the industry, without charging exorbitant fees or adding on hidden extra costs like admin fees, document fees or maintenance fees.

Our Network has continued to grow since its inception, and is made up of a team of experienced and trustworthy Property Managers working collectively across SA to provide our Landlords with the best Property Management experience possible.

However, our company structure means that, despite our state-wide reach, we are still able to offer a personalised service to each and every one of our Landlords. In this way, we are able to offer a truly unique and specialised service.

## Our Network

With homes throughout South Australia, we are truly a state-wide Property Management community.

While the majority of our Property Management team operates within the wider Adelaide metropolitan area, we actively manage properties all across the State. We have dedicated Property Managers providing specialised experience in Victor Harbour, the Adelaide Hills, across Adelaide's beautiful coastal line, and even throughout the country areas of South Australia's Mid North, just to name a few.

Our Network is the first of its kind, and provides you with all of the benefits of a boutique agency, but with none of the downsides. The unique nature of our Network means that we are able to provide this far reaching service to our Landlords without compromising our local area knowledge. In fact, the specialised expertise that our team brings is an enormous asset to our Landlords and helps with finding quality tenants, looking after the specific needs of each and every rental property, and maximising returns. Our Property Managers also stay up to date with the properties other team members have available, so that we can retain good tenants by matching them with other suitable properties.

Our team is not only recognized state-wide but also has a reputation for providing outstanding service and results. Our policies are clearly outlined for our Investors to see. Our number one aim is to provide the very best Property Management Service state-wide.

We have been actively involved in sporting clubs, foundations and fund raising for many years. Our company continues to donate significant funds to our preferred charities annually, with the firm belief that supporting our local charities provides a far-reaching benefit to everyone. We also hold an annual appreciation night for our Landlords, and our trusted tradespeople, to show just how much we appreciate them.

We recognise that many tenants find the Christmas period financially challenging and the season always results in unexpected rent arrears. Each Christmas, we hold our annual 'Hampers for Tenants' Campaign where we collected food and grocery items from the Rental Property Network Team and donated hampers to some deserving tenants for Christmas. We believe that this eases the burden for some and encourages tenants to continue looking after the properties they are renting.





## Our Services

Choosing the right Property Manager for your Investment Property is one of the most important decisions you will need to make as an Investor.

Our goal is to rent your property for the best price and to the best tenants. This process needs to be carried out professionally, and in the shortest amount of time. We will make suggestions to maximize your return and then we will carefully screen tenants on your behalf.

As far as advertising is concerned, realestate.com.au is the market leader in South Australia. We do not charge you a premium on top of what realestate.com.au charge, but rather charge this out to you at what it costs us - \$159.

However, due to our current arrangement with realestate.com.au this does not simply buy you a standard \$159 advertisement. Instead, this buys you a Premiere listing normally costing between \$300 - \$400. This listing increases your property's profile online, displaying it more prominently and in a wider range of suburbs.

We then short list the tenants and provide you with an insight into each application. We will make a recommendation and assist you in making your final decision. We prepare the lease documentation, collect the bond and rent and outline our expectations to the tenant. We then complete a thorough initial inspection including a photographic report.

We value you as our clients and work hard to make sure all the properties we manage are well cared for and well managed. We make certain that we carry out regular routines inspections, follow through on all maintenance, and select tenants carefully. We also spend considerable effort on ensuring that the special conditions we include in our Tenancy Agreements are second to none. We are confident that our agreements will withstand scrutiny from both tenants and the tribunal, and have demonstrated this in the past.

We are available 24/7 for any emergency maintenance requests, and our team is trained in troubleshooting common problems that tenants often encounter, thereby saving you money in unnecessary call out fees.

## Why Employ a Property Manager?

There are three main answers to the question of why a Property manager is important, but the foremost one is Time. In our modern world time is a precious commodity. Managing an investment property can be a time consuming activity and difficult if you are also working a full-time job. In ideal situations, the demands of looking after a rental property are easily manageable. However, when things become more difficult those demands increase by orders of magnitude. When you employ a Property Manager, its to help get you the best results in every situation, not just the easy ones.

The second reason is Experience. With the changing nature of the industry, managing a rental property has never been more difficult. The market is not the only thing which is constantly changing. Legislation surrounding rental properties is changing rapidly, and Insurance is advancing even more quickly. Achieving the maximum possible rent for your property while staying ahead of legislation changes, market fluctuations and the best insurance policy is a job best suited to the experts. We keep up to date with all of these changes on a daily basis.

A good Property Manager will take care of personal reference checks with potential tenants, as well as examine their rental history and employment background. We will handle inspections with the utmost diligence and ensure (to the full extent of the legislation) that rent is paid on time, every time. We also spend considerable amounts of time investigating the best insurance policies on the market for Landlords, and exactly what each of those policies include.

The final reason, and in some ways the most important, is Peace of Mind. When you employ a Professional Rental Property Network Property Manager, you can sleep soundly knowing that your investment is being taken care of. You can be assured that you have received the correct advice, that your insurance is the best on the market, and that we have found the best tenants available to take care of your Major Asset. We also ensure that you received the best rates and service on any maintenance issues, through a combination of our own collective experience and a network of reliable tradespeople we have used for years. In short, we deal with things so that you don't have to.





## Our Management Philosophy

We believe that the best way to take care of our Landlords properties is to take care of our tenants. To this end, we have built a system of mutual respect between our tenants and our Property Managers, most of whom have rented in the past and understand how exhausting the process of renting can sometimes be. The service that we pride ourselves on doesn't stop with our Landlords, but extends to our tenants as well.

We require our tenants to respect the terms of their lease, and the property they are renting, and in exchange we offer the best service available. We are happy to help our tenants with any queries they may have, and they can always contact their Property Manager directly. While some Property Management companies treat tenants like second class citizens, we find that our approach has our tenants feeling less like numbers and more like an integral part of our business, which in truth they are.

So why is this relevant to our Landlords? Well, we believe that the service and respect that we provide to our tenants is one of our Landlords greatest assets. When we establish relationships with our tenants, when we treat them with a level of respect that other agents don't, most tenants feel a strong obligation to do the right thing by our Landlords. This relationship means that tenants are far more likely to maintain their rentals with respect, prioritise paying their rent and report maintenance on time rather than letting it get out of control. It also means that when things go wrong in their life they are more open to communicating with us so that we can work out the best way to move forward with regards to their tenancy.

We still, of course, have a zero tolerance policy towards late rent and other bills. However, it is possible to have strict policies but enforce them in a respectful manner that benefits all parties involved. We respect our tenants, so they respect both you and your Investment.

## Protecting You, And Your Investment

Making promises is one thing, and we are willing to bet that most Property Managers you have made a lot of very similar assurances. If you've spoken to any other Property Managers, then you've likely heard that they will try to find you the best tenant, get the highest rent, and ensure that whoever is renting your property is maintaining it in precisely the right way.

This is all a lovely sentiment, and it is one which we share. We will of course use every possible measure to ensure that the tenant we find for your rental property is the best they can be, and that they will pay their bills, maintain your property perfectly and ensure a smooth tenancy. Unfortunately, in the last year alone there were over 10,000 applications brought to SACAT for housing related matters. That is over 10,000 times that similar promises have likely been made to Landlords, and over 10,000 times that those promises were not able to be kept.

The vast majority of tenants do the right thing by Landlords. They pay their rent, maintain the property, and report on maintenance. These are the good tenants that we look for, and go to great measure to ensure we find. During the course of reference checking a tenant, we will perform TICA checks, look into their employment, speak with past Landlords, and even look through their social media accounts. We pride ourselves on ensuring that whoever leases out your investment property treats it as if it were their own.

Unfortunately, while a tenant can be excellent when they start renting a property, that does not guarantee that they will remain a good tenant throughout. Major life events like Illness, Death, Redundancy, Divorce and Financial Issues can all affect Tenants just as much as anyone else. Any one of these events can sometimes result in an otherwise good tenant no longer maintaining their rental as well as they used to. They may stop paying rent, or even cause damage in extreme cases.

While our network may have an extremely low rate of SACAT applications, the dedicated Tribunal experts within our team ensure that when we are forced to proceed to SACAT our success rate is extremely high. We very rarely get less than we were expecting, and are more often than not able to negotiate an agreed settlement with tenants. This saves you time, limits uncertainty, and ensures that nothing is left to chance.

Making promises may be an easy way to gain new business, but providing a professional service is what's more important to us. Therefore, we spend considerable amounts of time ensuring that we create, develop, maintain and refine the best risk management strategies in the industry for our Investors, so that we can protect them against any negative developments that have even a slight chance of occurring during a tenancy. This includes the best Insurance, the most thorough policies, and the most detailed Lease Terms and Conditions in the State. We don't just look after a house, we protect your investment.





## The Rental Property Network Difference

With Rental Property Network we also offer something no one else can; a consistent Approach never before provided to Owners. Each and every Property Manager in our Team is Financially Invested in the business so you are guaranteed a very different level of Management. For us this is personal. Each of us wants to see our business grow and we work tirelessly for you, because this business belongs to all of us. This is why we are always available to discuss your investment, and provide you with continuity unheard of in this industry.

We are the first, and currently the only system operating in this manner. We select only the best Property Managers to join our team, because once they join, they are part of this Team for the long term. For you, that equates to a valuable long-term relationship with a skilled, dedicated Property Manager and a smooth, efficient process for renting out your property.

Our team has well over a Century of Property Management experience, and we ensure that we are abreast of all the latest information relating to rental properties. The combination of a skilled and eager team, an active Director and a Lawyer on staff also means that we stay up to date with all of the latest legal developments in the industry. With this knowledge, we constantly develop and refine what we firmly believe are the best risk management strategies in the industry.

Once you have experienced the Rental Property Network difference nothing will compare. We highly value our clients and this is not just repartee for us, it is our whole reputation. Our business was built on a foundation of personal contact and communication to clients. That's what we value, our ability to keep you informed in an honest and comprehensive manner. We are there for you, and we know you will see the difference.

## Contact Us

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