

# Switch to Drummond



# Our Difference



The team at Drummond Property Management are passionate and 100% dedicated to reducing all risks associated with your investment property. As a team, we will strive to maximise your income, optimise capital growth opportunities and skillfully represent you throughout your entire experience with our agency.

## **Your property, our priority!**

The team at Drummond Property Management can offer you and your investment property portfolio the following:

- Drive by inspections conducted every two months, ensuring your property presents well at all times
- 10+ page routine inspection report with clear photos
- An updated sale and rental appraisal at every routine inspection
- A tax depreciation estimate prior to EOFY
- Owners online portal with your forms and documents uploaded available for access
- Innovative marketing offering 360 virtual tours and floor plans, live walk through tours and more
- Seasonal maintenance schedule and preventative maintenance
- A 4-hour communication response service guarantee
- Monthly landlord tips on maximizing returns
- No charge for maintenance scheduling
- Weekly, fortnightly & monthly payments
- Along with a team who know their stuff when it comes to investing and maximising returns, we care for you property like our own - a personal touch
- Yearly property performance review



Changing your property to Drummond Property Management doesn't need to be a difficult process. Whilst it may seem simpler to stay with your current management agency, making the switch really can give you peace of mind and save you money long term.

We are here to provide you with some key factual information and key questions to ask yourself that will assist you in changing the management of your property to Drummond Property Management.

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# It's simple to move

By letting us know you would like to bring management of your property over to Drummond, we can take care of the entire change for you

## **WHY HAVE OTHERS MOVED TO DRUMMOND?**

Many of our clients were once managed by other companies, however they decided to make the move to Drummond because

- breakdown of communication
- irregular rental payments and random fees
- long vacancy rates
- poor tenant selection
- inconsistent routine inspections
- poor maintenance management
- potential maintenance issues not identified



## QUESTIONS TO ASK YOURSELF:

- Are they responding to your calls/emails promptly, or are you continuously chasing them for answers?
- Is your rent consistently paid into your nominated account? Or do you find the rent is paid sporadically?
- Are random fees being charged to your account that you were not made aware of?
- At the end of the tenancy, how long does it take to advertise the property and to lease it out again?
- Do you have long vacancy periods? Is there a clear marketing strategy to minimise vacancy?
- Are tenants being screened properly with full reference checks being completed?
- Are repairs and maintenance being done by quality, registered tradespeople?
- Do you receive a timely inspection reports with any suggestions of wear and tear to minimise further deterioration?
- Do you believe the staff are inexperienced and struggle to give you appropriate advice and recommendations?

If these questions have got you doubting the performance of your existing Property Manager and you're curious about a shift of management agency, we're here to help



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# Next steps?

Like many others satisfied Drummond property owners, this is how you too can make the switch:

- 1** Notify us that you would like to proceed with the management change, after you have given your current agency notice in writing.
- 2** We will then send a request to your current agency to inform them on your decision to move to Drummond and arrange a time to pick up the file and keys
- 3** We will check and fill in the necessary paperwork on your behalf including notifying all accounts to send future invoices to us as well as submitting the change of management form for the bond transfer.
- 4** We will notify the tenant of the change of agency and provide all necessary information for them to start making rental payments
- 5** Drummond becomes your new property manager (as of agreed date), and everything else remains the same.
- 6** We arrange a property inspection to update the existing condition report (if required) and keep you informed each step of the way.



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# Ready to make the change?

Here are a few things we recommend you do beforehand to minimise any disruption:

- 1** *Check for hidden costs*

Even if you do give the required notice, there may be some agencies who will charge a fee if terminations happen early.
- 2** *Give the required notice*

Check your termination clause of your management agreement
- 3** *Put your notice in writing*

Send an email to your current agency advising that you're cancelling the agreement and that one of the Drummond staff will be in touch to arrange hand over of management.
- 4** *Don't make it personal*

If your experience has been unpleasant and you have been treated poorly, it may be hard to keep your emotions in check. Remember that this is a business decision and it will be better in the long run.
- 5** *Ensure tenants are correctly informed*

It is really important to make sure your tenants have been notified of the change of management well in advance. They should be informed by the current property manager. We will of course send your tenants a welcome email letting them know of their new property manager.
- 6** *Allow time for the transfer of funds*

To ensure the existing agency has paid for all prior invoice before transferring the balance, allow funds to be put on hold for a few weeks. The tenants rental deposits will be set up to be deposited into our agencies trust account on the transfer date.
- 6** *Ensure you receive copies of important paperwork*

Always ensure you receive copies of all leases, records of security deposits and a statement of all income and expenses from your former agency.

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# Contact

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PROPERTY MANAGEMENT