



Castran Gilbert

Property Management

Andrew Rowland

Business Development Manager
& Licensed Estate Agent

Email: arowland@castrangilbert.com.au

Mobile: **0427 091 361**



Andrew is a real estate professional whose balance of skills, knowledge and experience is first class. With a background in property sales, the transition into achieving maximum return for landlords was seamless.

Andrew was raised on the Mornington Peninsula and prior to beginning in real estate worked in commercial radio. After extensive training at the Real Estate Institute, Andrew became a fully Licensed Estate Agent, and commenced employment in the industry, quickly learning skills from established agents. It's this grounding that developed his ability to communicate with people from all walks of life, and set the standard of service to clients that he follows today.

Friendly and genuine, Andrew's quest for the best result for his landlords is paramount. His attention to detail and commitment to follow through, to ensure his long term success in the industry is second to none.

Away from real estate, Andrew enjoys travelling, exploring the many cafes, galleries and shops around Melbourne and going to the theatre with friends. There's every possibility that you'll see him during interval of a show at the Arts Centre.

The Castran Gilbert Story

Founded upon extraordinary vision more than 30 years ago, Castran Gilbert has made its mark as one of Melbourne's most powerful real estate brands. The agency has established an enviable track record encompassing all aspects of the business - from established residential and large-scale project marketing, to auctioneering and property management.

Our experienced team of real estate professionals distinguish themselves on the basis of service excellence and superior market knowledge; guarding their enviable reputations at all costs.

Providing unparalleled industry expertise with a wealth of resources to draw upon, we are confident in producing record results and maximising profits for our clients.

Our Track Record Speaks for Itself

Castran Gilbert manages around **1000 properties** across **53 suburbs**[^].

Our average rent is **8.8% higher*** than the median.

Our vacancy rates are record low - **0.26%** compared to REIV's average of 2.9%.

[^] As of Feb 2014

* Median rent for South Yarra, Nov 2013, realestate.com.au

** Rental property listings on realestate.com.au, South Melbourne, in the 6 months (Sep 2013 - Feb 2014)

**A proven track
record across
inner-city
Melbourne
& beyond**



32 BRAY STREET, SOUTH YARRA
Units 710 & 805 leased under a week



77 RIVER STREET, SOUTH YARRA
Unit 410 leased in a week without advertising



681 CHAPEL STREET, SOUTH YARRA
Leased \$100 per week over expectations



2 WALTER STREET, SOUTH YARRA
Leased \$50 per week over expectations



6/ 87 CAROLINE STREET, SOUTH YARRA
Leased after only one open for inspection

What
Makes Us
Different?

COMMUNICATION

We provide ongoing communication to you on the status of your property including 6 monthly routine inspection reports and weekly updates during the leasing process. We put landlords first.

EXPERIENCED WEALTH MANAGERS

When it comes to showing your property and selecting the best tenant, the nuances that come with experience make the difference. Getting your property leased is more than opening the door and giving out application forms. Our team are experts at extracting applications from tenants. We carefully balance achieving the highest return with minimising your vacancy.

SEAMLESS TRANSITION FROM SOLD TO LEASED

As the New Apartment Specialists, we know the facilities and location like no other agent. With exclusive support from the builder, developer & owners corporation, we will effectively and efficiently lease and manage your investment. This includes access to the property prior to settlement for taking photos and showing prospective tenants, so we can minimise your vacancy. We often lease properties prior to settlement or very soon after. We are the only agent that can offer this.

FIRST CLASS MARKETING

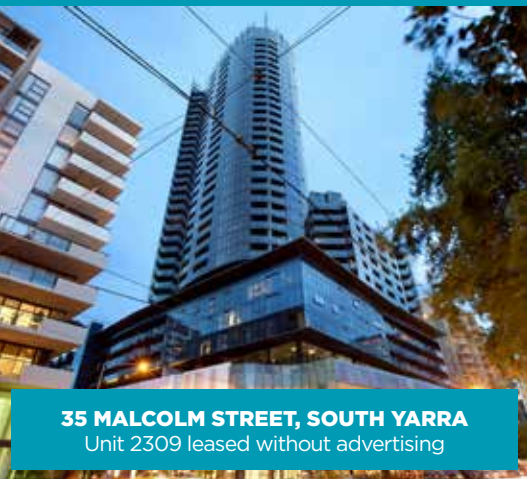
We know that marketing your property is more than just putting it online. Our digital and local marketing strategies ensure that all potential tenants in the market will know your property is available. To show your property in the best light, we arrange professional photos for every property kept on file for any future leasing.

PEACE OF MIND

Unlike some agents who "hand out keys" putting your investment at risk, we always accompany prospective tenants to view your property for both open for inspections and private appointments.

All inclusive & made simple

Don't take risks when it comes to your most valuable assets. Our no-nonsense, hands-on and transparent approach guarantees optimum results for you and your investment.



Take the
hassle out
of property
management

PRE-LEASING

Providing a realistic estimate of potential rental income.
Collecting keys from developer, builder or agent (if required).
Arrange for trustworthy tradespeople to contact you for any maintenance.

ADVERTISING

Arrange professional photos for every property & write advertising copy.
Advertising your property on multiple websites including realestate.com.au.
Arrange a "For Lease" board outside the property (where permitted).
Promoting the property to our database of prospective tenants and on our rental list.
Use of our professional open for inspection boards.

LEASING

Tenants can register online to inspect your property.
We conduct both open for inspections & private appointments. We never hand out keys and put your property at risk. All tenant details are recorded.
Your property's features "sold" to tenants and prompted for applications.
Weekly update sent to you with amount of enquiries, inspections, feedback etc.
Applicant's current employer and current/past rental agents called to confirm details.
National Tenant Database and Credit Check conducted on preferred applicant/s.
Leases prepared by experienced property managers.
Complete entry condition report.
Arrange for tenants to sign leases. Tenant's obligations fully explained.
Bond collected and lodged with Bond Authority in accordance with legislation.

PROPERTY MANAGEMENT

Collecting, receipting and accounting for rent as per legislation.
Manage breaches including arrears, property damage and accidents.
Maintenance co-ordinated with fully qualified & insured tradespeople.
Inspection every 6 months and report with photos sent to you.
Preparing and serving Residential Tenancies Act notices within correct time frames.
Prepare for & attend VCAT if necessary.
No lock in management contracts.
Conduct final inspections including condition reports & organise repayment of bond / bond claim.

ACCOUNTING SERVICES

Your rent disbursed to you within 5 business days of us receipting it.
Monthly statements of income and expenditure sent to you by email or mail.
Payment of utilities, rates, land tax, Owners Corporation fees directly from the rent at no additional charge (if requested).
Payment of tradespeople and professional invoices as required.
Organise Quantity Surveyors to prepare Tax Depreciation Schedule.
End of Financial year statement showing full year income and expenditure.

RE-LEASING

Conducting rent reviews and negotiating a new lease with current tenant balancing likely rental in market with quality of current tenant.
New Leases prepared by experienced property managers.



Castran Gilbert

Level 2, 102-108 Toorak Road
South Yarra 3141
Australia

SALES DIVISION

Email: cgsales@castrangilbert.com.au
Tel: +61 3 9827 1177
Fax: +61 3 9827 3388

RENTAL DIVISION

Email: cgrental@castrangilbert.com.au
Tel: +61 3 9826 8788
Fax: +61 3 9827 1617

FINANCE AND ADMINISTRATION DIVISION

Paul De Ieso - Financial Controller
Email: pdeieso@castrangilbert.com.au
Tel: +61 3 9827 1177
Fax: +61 3 9827 3388