



WINGS
REAL ESTATE
Property Management





The Wings Real Estate property management service promise

Our team of qualified and talented professionals understand that effective communication is key to building a successful partnership with our clients. That's why we prioritise offering you accountable and transparent management services, every step of the way.

We believe that keeping you informed is essential to making the best decisions for your property where our managers take the time to understand your specific goals, priorities, and work with you to develop a management strategy that meets your needs.

Whether you're looking to attract high-quality tenants, maximise your rental income, or minimise vacancies, you can rely on our dedicated team to keep you informed across all stages of managing your investment property.

Preparing your property for lease

By taking the time to present your property, paying attention to details and making selective improvements, you will attract high-quality renters and achieve the best possible results for your investment. Our team understands that every property is unique, and we will work closely with you to maximise the appeal and value of your property.

We can assist with organising professional and reputable tradespeople, including:



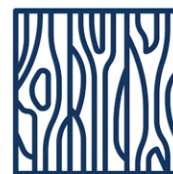
Landscaping, and gardening



External & internal paintwork



Paving



Flooring



Pool cleaning & servicing



Fencing



General & bond cleaning



Kitchen benchtops



Minimum standards & safety requirements

An important process in leasing your property is to ensure that you are aware of your obligations as a rental provider. Our property managers are well versed to answer any questions you may have about these obligations - including new requirements under the **Minimum Housing Standards** regulatory framework - to ensure your property meets the minimum standards and safety requirements.

As well as keeping you informed on your obligations, we are here to remove the administrative burden from you, by managing aspects such as your **smoke alarm compliance** inspections and **pool safety compliance** checks, using leading suppliers in those industries, to ensure that your tenants are protected and to guard you against any adverse ramifications linked to non-compliance.

At Wings Real Estate, we're comfortable with compliance and relevant industry legislation, so you don't have to worry about keeping up to date with it all yourself.



The right marketing solution for you

At Wings, we see a vacant property as an opportunity to be maximised as quickly as possible. We leverage our wealth of expertise and innovative marketing strategies to ensure your property is occupied at the best possible rate, by reliable tenants, swiftly and smoothly.



Our marketing services are carefully crafted to present your property in its best light. Beginning with professional photography, we ensure each listing captures the unique charm and potential of your property. **Quality images, paired with compelling copywriting**, create an irresistible allure to prospective tenants. Our talented writing team uses their market insights to vividly articulate your property's unique selling points, setting it apart from the competition.



We embrace both **traditional** and **digital** means to ensure maximum exposure of your property. Our comprehensive marketing campaign includes hosting private and open **inspections**, welcoming potential tenants to personally experience the comfort and potential your property offers. But we don't stop there. We harness the power of **social media and email marketing** to reach a wider audience, delivering appealing listings directly to potential tenants who are actively seeking their next home.



Moreover, we proudly partner with **RealEstate.com.au**, Australia's leading real estate platform, expanding our reach to millions of potential tenants nationwide. This strategic collaboration enables us to market your property effectively, reaching a wider, eager audience, and ensuring we secure the best fit for your property promptly.

When you partner with us, you're opting for a worry-free, efficient, and transparent property management experience. Choose Wings Real Estate, where quality tenants and exceptional service are our promise to you.



The right tenants for you

Our commitment to your investment doesn't stop at advertising. We meticulously vet each prospective tenant, creating a shortlist of the most appealing applicants. By thoroughly screening potential renters, we protect your investment and ensure a harmonious rental relationship.

Our screening process includes:

- Checking the number of residents and pets to ensure suitability.
- Verifying claimed income levels and ensuring a safe affordability ratio.
- Checking employment references and identity documents.
- Checking rental references and previous rental ledgers to confirm reliability.

We seek to find tenants who will care for your property as though it was their own. At Wings, we don't just fill vacancies; we build vibrant living spaces, through regular inspections, rapid maintenance handling and savvy tenant selection; ensuring that your property is treated with the utmost respect and care at all times.



Proactive management and inspections

We know how important it is to you that the value of your investment is maintained. To ensure that your property remains in peak condition throughout its management period, we are dedicated to delivering proactive management services. Our service range is tailored to provide you with complete peace of mind, keeping your property not just running, but thriving under our diligent care.

Our team conducts **thorough inspections of each property three times a year**. We are firm believers in the power of preventive maintenance, catching small issues before they escalate into significant problems. These regular, hands-on check-ups allow us to intimately understand your property and act promptly and effectively to any concerns that may arise.

Our **detailed inspection reports** provide you with a comprehensive overview of your property's status. Complete with photos and detailed notes, these reports are designed to give you a virtual walkthrough experience, keeping you abreast of every detail of your property's condition - no matter where you are.



Maintenance - simplified

We drive to achieve timely responses and seamless problem-solving. This involves lodging maintenance items promptly, and communicating openly, which assists to reduce downtime, keep your property in optimal condition, and ensure tenant satisfaction. We leverage our **network of reliable suppliers** to seek competitive quotes, balancing cost-effectiveness and delivery timelines with quality of service.

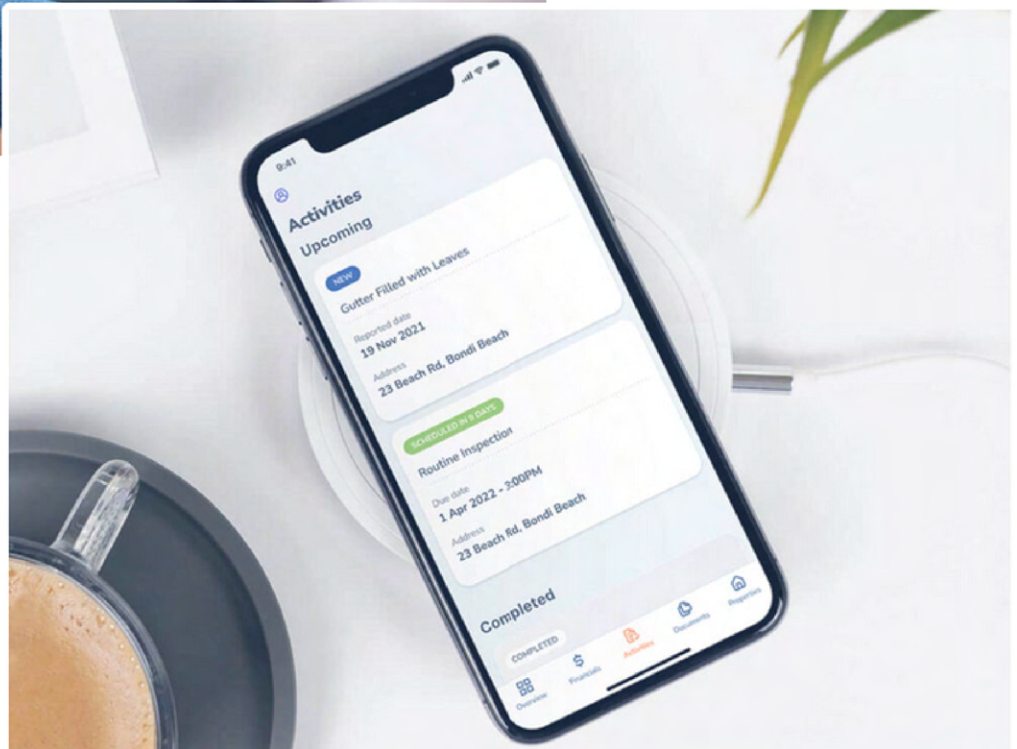
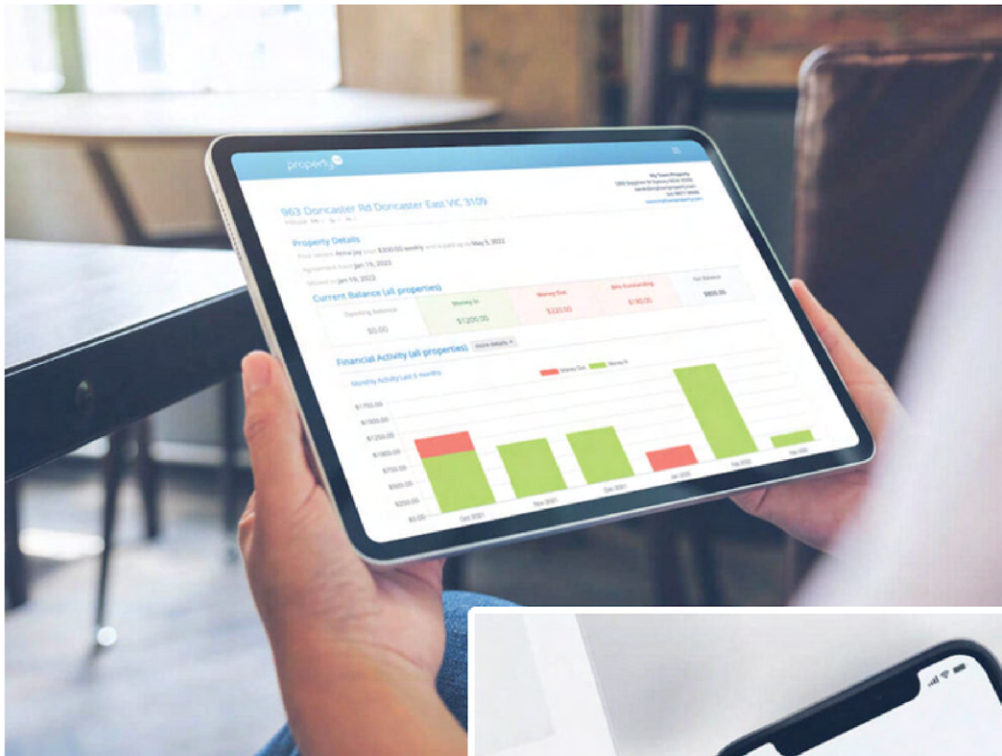
We also handle key management, quality assurance checks, and **maintain constant communication** with all involved parties – tenant, landlord, and supplier alike. By serving as the hub of communications, we ensure that all parties are on the same page, leading towards quicker resolutions and successful outcomes.

Total transparency

We take the guesswork out of your property investment journey. Rather than waiting on monthly statements or reactively responding to correspondence about maintenance, Wings provides every owner with access to a clear and **live reporting dashboard**, which is accessible from both computers and mobile devices.

This dashboard provides you with access to revenue reports, important documents, copies of routine inspections, downloadable statements, notes about upcoming maintenance activity and so much more.

What's more, our maintenance requests flow through a system called Tapi, which provides an easy approval process for maintenance, plus even more granular details about the progress of tasks, to ensure that you are informed throughout your property ownership journey.





The Wings Real Estate difference

Choose Wings Real Estate for an experience of property management that marries efficiency with attention to detail. By entrusting us with your property, you are investing in optimal upkeep, top-tier service, and a peace of mind that only comes from knowing your property is in the best hands.

We are more than just a property management service; we are your partner in ensuring your property's enduring success, delivering **service, above all**.



Meet OUR TEAM



Irma Smith

Agency Principal

It's being able to connect with so many people which makes real estate such a rewarding career for Irma. Whether she's helping them through challenging or exciting times, she's on hand to guide, nurture, educate and support. Every action is underpinned with the highest standard of integrity, and she and her team never lose sight of being a customer-centric, honest, and accountable agency.



Emma Snowdon

Senior Property Manager

Since beginning her property management journey in 2015, Emma has excelled in the space, becoming renowned in the region. From looking after studio apartments to waterfront mansions, Emma possesses a wealth of updated industry knowledge, understanding and experience, allowing you to rest comfortably knowing that your investment property is in safe hands.



Joshua Smith

Customer Relationship Manager

To help ensure that we deliver the best possible level of service to our owners and investors, Josh has been appointed to streamline our systems and to liaise between owners and the property manager to provide updates and gather feedback throughout the process. This high level of communication and attention to service sets Wings apart from the competition.



WINGS
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Let's get started

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