



Benchmark
Specialist Property Managers

What's next?

If you're ready to get started, or you'd like to ask a few more questions or perhaps get a market update for your area, contact our Directors Lisa Larsen or Megan McHenry.

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Benchmark
Specialist Property Managers

Taking the best care of your property. That's what we do.

Property Management Specialists

Transparency | Integrity | Friendly

Specialisation has its value

Benchmark is a forward-thinking property management company established in 2007. We were one of the first real estate companies to specialise solely in investment properties. No sales, no strata ... just managing properties for investors just like you.

Our goal is simple: earn our customers' trust and loyalty by becoming your friend in real estate. We're someone you can rely on for taking care of your investment and help you stay ahead of the game to deliver solid returns and long-term growth.

With a proactive, solution-driven approach, we come to you with solutions, not problems. Doing the legwork and having the answers you need means less worry and removing the woes that often come with managing a property and tenants.

While we manage properties in the wider Perth metropolitan area, we specialise in Perth's northern suburbs. From Scarborough to Joondalup to Alkimos and beyond, our footprint is wide. Specialisation means we have a grasp of property trends and insights in the region, and that means more we can share with you.



Lisa Larsen Managing Director

Benchmark has organically grown from the ground up, mostly from repeat customers and referrals. None of our clients are locked in, so we think that's a testament to the service we deliver to both property owners and tenants alike.



Megan McHenry Licensee/Director

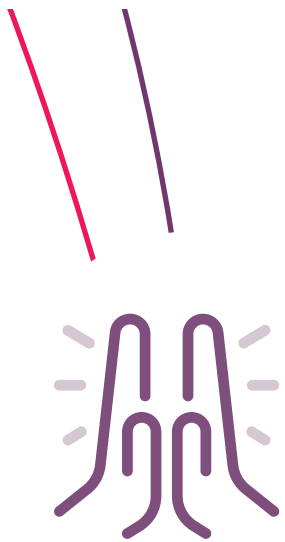
Meet the Benchmark Team

Benchmark is led by a highly experienced team that has been working together for well over a decade. We know this is something unique in the industry, and we're proud of the culture we've developed. It's also a clear indication that we respect and care for each other, as we would you and your property.

Awesome service with no lock-in contract

It's easy to join our community of delighted property investors. We back ourselves and the quality of our service with a no lock-in contract. And, in the unlikely event you're not happy with our service, then leaving us is easy too.





It's the way we do things that brings you success

Our business model tends to attract savvy investors because they see that we're not just an out of the box rental manager. We've invested in our people and processes to deliver you awesome service and the best care of your property.

Free Rental Appraisal

More than a rental appraisal, we give you deep insights into the value of your investment and what's happening in your suburb.

Delivering Value

We've invested in systems and processes to support the delivery of the most efficient property management services. This means you can count on responsive service and precise financial reporting.

A Dedicated PM

Taking care of you and your property requires proactive management, which is why you're assigned a property manager who's your go-to for anything to do with your investment.

You're not locked in

We're so confident in our service delivery that we don't sign you up for a fixed agreement. That's right, no lock-in contract. If we don't do what we've promised, then you're free to walk away, no questions asked.

Personalised Onboarding

One of our Principals guides you through our onboarding process and works alongside your property manager to make sure your transition to us is smooth.

365 Service

When there's a pressing need, we're only just a phone call away with your property manager ready to help you.

Responsive service

Our property managers are responsible for a smaller than average portfolio to ensure you receive prompt and individual attention. This drives our above and beyond approach in looking after both you and your tenant.

We don't cut corners

Our quality standards maximise your long-term returns through strict tenant screening, a hard line on rent arrears, thorough inspection reports, and staying on top of industry legislation and trends.

Keeping in touch

We communicate often, so you always know what is happening with your investment. You choose how involved you want to be, and we'll adjust our communications to suit.

Accountability

Because our property managers are entirely responsible for managing your property, they know exactly what's going with your investment at any given time. So, when you need an update, you won't be kept waiting.

What our clients say



“We first came across Benchmark as tenants, and after unpleasant experiences with other real estate companies, we were so impressed by how respectful and responsive the property managers were. Years later, when we had a property to rent, Benchmark was our go-to choice to manage it, and we have not regretted it. Michelle took such great care of us and our property. We have recently sold, and the sales agent made a point of mentioning how excellent she had been to deal with from his perspective. Thank you Benchmark, we'll be in touch if we ever have a property to lease again (or are looking for somewhere to rent!).”

- **Cate Morris**

We have been with Benchmark for many years and have always found them to be honest, reliable and professional. This is not the first property management company that we have used. Our previous experiences with property managers left us never wanting to lease out a property again. Thank you Benchmark for restoring the faith.

- **Tracey t**

“We have had many property agents over the years and Benchmark have been by far and away the best. Their professionalism is outstanding and the effort put in by our managers Robyn and Megan to do the best for us as owners and also to look after our tenants was above and beyond anything we had experienced in any other agency. Wish we had found them at the start of our investment property journey!”

- **Barbara Gregory**

“I have been using Benchmark for the last 5 years to manage my properties and I am so happy with them. The tenants they put in my properties are all excellent and they are very good at renegotiating leases ahead of time. Anytime there's an issue or query they get back to you straight away and are always helpful and knowledgeable. I would definitely recommend Benchmark to look after your property as it will be in good hands.”

- **Kim R**

I have been with Benchmark since 2017. They have always delivered exceptional service. Their processes and procedures are unmatched, in my mind, with any other agency. They have always been super professional and most importantly for me, demonstrated very very strong communication skills. Many agents lack that attention to detail and for them it is 'just another rental'. I believe tenants deserve better than that and certainly the landlords too.

The recruitment process for tenants is also fantastic and very thorough with updates on who has been through the property after inspections (many other agencies don't tell you who has been through). They always go the extra mile in looking after the property as if it was their own. The fees are slightly more than other agencies but don't let that put you off, they offer value for money for what you pay for. I would recommend to any prospective landlord and tenant.

- **David Paull**



Hassle-Free Set Fee Structure

Our management fee structure is completely transparent. A set fee with no hidden cost, so you know what you're up for each month. And, you only pay for incidentals as they arise.



Recurring Fees - Charged monthly

9.5% of rent collected

Management fee includes:

- 6 monthly rent reviews
- Online portal access
- Paying outgoing property accounts

\$12 (monthly)

Administration fee

- All admin, communications, emails, calls, postage

\$70 (quarterly)

Routine inspections

- Detailed property report with photos

One-Off Charges

2.2 weeks rent	Leasing: - Unlimited on-demand viewings - Twilight and after-hours viewings - Access to large tenant & corporate relocation database - Tenant induction
\$250	Advertising: - Premiere ads on realestate.com.au and rent.com.au - Listings on Reiwa, Domain, Benchmark websites
\$9 per tenant	Tenant Enquiry Fee - National Tenancy database & court listings - Rental and employment confirmation - Property ownership confirmation - Barclay MIS listing debt
\$250 (1-2 rooms) \$300 (3-4 rooms) \$350 (5-7 rooms)	Property Condition Report - includes 200-1000 photos depending on size (If furnished additional fees apply)

Incidentals

\$110	Professional Photography - Used across all future advertising - includes 12 professionally edited images
\$30	Title Search
\$75	"For Lease" Sign (optional)
1.1 weeks rent	Lease Renewal
\$250 (1-2 rooms) \$300 (3-4 rooms) \$350 (5-7 rooms)	Vacate/bond inspection & property condition report update when re-leasing (If furnished additional fees apply)
\$120/Hour	Court Attendance
\$120/Per claim	Insurance Claim
\$50*	Annual Financial Summary (Claimable)

Investor Rates

Benchmark offers investors who have more than one property a reduced management fee of 0.5% on each dwelling (up to 4). We'll happily bring together the management of your properties under one umbrella, **with no changeover fee.**

*All fees are GST Included

Comparing apples for apples

An easy mistake when selecting a property manager is choosing one that touts the lowest fee and the highest appraised rent. Look out for these common approaches:

- Check that the quoted fee includes GST.
- Is there an upfront fee to bring your property into the agent's portfolio to cover costs such as managing property repairs or compliance checks? While some companies charge a set-up fee for items of this nature, we don't.
- Be wary of low fees full stop. A small difference in percentage will be irrelevant if the property is not managed well and you're not getting the best return on your investment.
- Ask how many properties the property manager is responsible for. Here at Benchmark, your property manager manages a smaller than average portfolio, so we don't take shortcuts.
- Check who is managing your property. Some agencies operate within pod systems where different people take care of maintenance, inspections, application processing. Instead, at Benchmark, your dedicated property manager takes care of entire management, so there's no loss of crucial details.
- Will your property manager be contactable via mobile for emergencies for your tenant?
- When it comes to knowing the Residential Tenancies Act and precedence cases, experience matters. Sales-driven real estate agencies often have less experience and resources when it comes to difficult situations.

Questions we're often asked

Switching is simple. Let us take care of it.

Q. Is it easy to change my property to a different agent when another agent is currently managing it?

Absolutely! It's a simple process, and there is no fee associated with the changeover. You just need to give us the okay to take care of your property by filling in a management agreement with Benchmark, and we'll take care of the rest.

Q. What happens with the tenant when I switch to a new property manager?

We will organise for the tenant to be notified and collect the keys from the existing real estate agent. Everything else carries on as usual. We will make sure the property is restored to the condition as per the incoming property report.

Q. How will you find me a tenant?

Long gone are the days when prospective tenants went from one real estate agency to another looking for a home to rent. Today, over 95% of our tenant enquiries come from our website and popular property portals that we subscribe to. Because of our enquiry level, we can quickly and easily rent out properties across a large geographic area, with tenants often coming from our database. Our finger on the pulse also means we can quickly assess rents in any suburb to determine the market rate.

Q. Other than management fees, what other costs am I responsible for as a landlord?

As the property owner, you pay council rates, water rates, land tax, and repairs and maintenance. You'll also be up for other charges like levy fees if the property is part of a strata development. The tenant(s) is responsible for consumption costs such as electricity, gas, water usage, telephone and internet during possession. The Landlord is also responsible for maintaining the property in a reasonable state of repair and comply with building, health and safety laws.

