

# Investor Update

McGrath North Lakes

March 2026



## Property Managers: More Than You Think!

**You've probably heard it before - 'Property Management is not just about collecting rent'.**

But what do we actually do? It's a fair question - after all, you want to know that your hard-earned investment dollars are working for you.

Property Management nowadays covers an ever-increasing range of tasks. Property Managers are strategic advisors, problem-solvers and compliance experts. We protect your investment by securing quality tenants, managing risk, overseeing maintenance, ensuring legislative compliance and resolving issues before they escalate.

We balance the needs of owners and tenants, navigate complex tenancy laws, monitor market conditions and safeguard rental income — all while maintaining positive relationships and high service standards.

In short, we don't just manage properties — we manage people, processes and performance to deliver long-term results.

While every day brings new situations and challenges, the list provided outlines some of the tasks we deal with daily.

We trust you agree that your property manager provides tangible value to your investment and can offer you genuine peace of mind.

### **Leasing Duties:**

- Advertise expertly for maximum exposure and gauge the market to ensure accurate pricing.
- Field enquiries from prospective tenants, hold viewings, follow up prospects, process applications.
- Sign leases, manage bond money, induct new tenants, create Entry Condition Reports.

### **Manage Maintenance:**

- Identify, report & recommend maintenance required.
- Allocate and manage contractors including quotes, access, negotiations, quality control, & payments.
- Arrange regular preventative maintenance.

### **Expert Accounting**

- Receipt and disburse rent to you.
- Provide itemised monthly and EOFY statements.
- Pay bills for you (maintenance, rates, water, insurance, body corporate fees, etc).
- Create tenant invoices and track payments.

### **Lease Management**

- Track lease renewals & manage paperwork.
- Perform rent appraisal to maximise your income.
- Break Leases & Changes of shared tenancy
- Vacate inspection and bond refund process.

### **Tenant Management**

- Monitor rent payments daily and manage arrears.
- Field enquiries & complaints.
- Death, illness, DFV & relationship breakdowns.

### **Compliance Oversight**

- Smoke alarms, window cords, pool safety, utilities.
- Minimum Housing Standards.

### **Client Representation**

- Disputes & conciliation
- QCAT (Tribunal) application & representation.
- Field enquiries from neighbours & other parties.

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## Community and Industry Representation

We were proud to be featured in the **REIQ Real Success** video series, showcasing agencies leading community initiatives. The video highlights our involvement in **The Priority Project** and shares the story of a tenant housed through the program — demonstrating the real impact of this initiative. [Click here to watch the video.](#)



"Jane Smith"

Recipient - The Priority Project

My caseworker got in touch with The Priority Project,



Pictured: Katie Knight (Principal, Remax Success); Paul Tommassini (inCommunity Inc CEO); Hon. Sam O'Connor MP; Laura Valenti (Principal, McGrath North Lakes); Peter Brewer (REIQ former Chair & TSI ambassador)



Laura our Principal was invited to a meeting at inCommunity Inc's Ipswich headquarters with the Hon. Sam O'Connor, Qld Minister for Housing and Public Works. Joined by real estate industry partners, the group advocated for funding to support the Tenancy Skills Institute's innovative program, which educates tenants on securing and sustaining successful tenancies.