

**Property management
is our sole business.**

**It's all we do and
we do it very well.**

Trove

What to expect from us.

At Trove we care. We recognise our clients have entrusted us with their most valuable assets and this is a great responsibility and a source of pride for our team.

It's no coincidence that most of our growth over many years is due to the wonderful referrals from happy landlords and tenants.

Trove Service

- Quality systems. Trusted and proven to protect your property.
- Detail. Our reporting ensures we can resolve issues, with evidence and maintain your asset.
- Effective. Solutions for the trickiest of problems.
- Easy. 24/7 access to our secure landlord/tenant portal with all the info you need, anytime, anywhere.

Trove People

- Trained the Trove way, our team are long standing and experienced.
- Your dedicated property manager presents your property, finds your tenants, conducts the inspections, reports to you and is responsible for virtually every aspect of your investment. Simple, efficient, effective.
- Personalised service, backed by a wonderful team ensuring great service 365 days a year.

Finding the best tenants. Fast.

The optimal return on your investment begins with finding the best tenant quickly.

At Trove our first step is to match your property with our 5000+ database of prospective tenants and instantly notify them. An incredible 30% of properties are snapped up in this way*.

We will also promote your property on leading websites like realestate.com and domain.com, and in our prominent window display. Be Seen. First.

Our booking portal allows tenants to book a time to see your property or make an alternative time 24/7. Simple.

We conduct more viewings, more often, meaning properties under our care are let faster and to the best possible tenant.

*Database numbers and success rates may vary, but are accurate at time of printing.

Selecting the best tenant.

Getting a lot of people to view your property is only the first step. Thorough reference checking is key.

What do we check?

Of course we do the basics such as identification, means of income, workplace history and previous tenancy or sale records.

We also go further with national databases such as TICA (Tenancy Information Centre of Australia), checks on sites like RP Data who list previous rental agencies, pet checks and much, much more.

Only potential tenants who pass all these criteria will be put forward for your consideration and selection.

Looking after your investment.

Maintaining your property not only provides you with peace-of-mind, but ensures it is an asset that maintains investment value.

Our detailed initial condition report of the property, including extensive photography sets us apart from our competitors. This is our evidence and ensures we are effective in resolving any issues. This means you are not out of pocket for cleaning, repairs or damages caused by a tenant.

Our quarterly in-person inspections are thorough and any repairs or maintenance are reported to you and remedied in accordance with your wishes. If we identify items in need of urgent attention by the tenant, a follow-up inspection is carried out to ensure they are addressed promptly.

24 hour emergency maintenance service.

Finalising a Tenancy.

When the tenant is vacating a detailed final condition report, inclusive of extensive photographs is undertaken. All items identified are addressed and the bond only finalised and released once any outstanding matters are resolved.

Many tenants who have been through the rigorous application and tenancy process with Trove, describe us as ‘tough but fair’. It is more than coincidence that many of our previous tenants, years later, list their properties with us.

Detailed. **Effective.** Dedicated.

Optimal occupancy. Maximum return.

Letting your property fast, regular rental reviews and simple advice on how to increase the rental potential of your property are key to getting you the best return.

As are the basics that you can take for granted such as;

- Effective, efficient chasing of rent arrears.
- Prompt, efficient recovery of water consumption and supply costs every quarter

We are proud to boast on average less than 1% of tenants in arrears (average daily arrears greater than 1 day).

Trove Total Property Management[®]

Property management is our sole focus.
As a result, we have created a unique,
bespoke process called Trove Total
Property Management[®].

Specialised in property management, this is why landlords and tenants alike *Trust in Trove*.

- Your dedicated Property Manager, keeping you informed every step of the way.
- Secure Landlord Portal with one-stop, easy access to up-to-date information like statements, financial reports, maintenance, lease information and detailed, routine inspection reports.
- Secure Tenant Portal detailing all lease information, payments, maintenance and inspection information.
- Easy to read monthly statements and EOFY statements detailing all money in and money out including payments for rates, levies, gardening, insurance, and more.
- Professional, reliable, competent trades at competitive prices.
- Assistance with arranging Landlord Protection Insurance to cover loss of rent, malicious damage, contents and public liability. In the unlikely event of a claim, our experienced team will ensure you receive the very best outcome from your insurer.



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