FREQUENTLY ASKED QUESTIONS

What's the next step? How do we move forward with Living Melbourne?

Simple! We do all the work for you–no need to lift a finger. With a signed managing authority, we can get the ball rolling!

Does it cost anything to transfer the management of our investment property to Living Melbourne?

Certainly not! There are no fees involved in the transfer of management from one agent to another.

Are there any hidden fees?

At Living Melbourne, there are NO hidden fees. We have a transparent fee structure which we clearly explain prior to signing our management authority.

How often can I increase my rent?

Under the Residential Tenancies Act, a rental provider can only increase the rent once in a 12 month period.

How often are routine inspections completed?

As per the Residential Tenancies Act, we conduct routine inspections every 6 months and on a new lease at the 3 month mark of the new tenancy.

How is maintenance handled with Living Melbourne?

Our maintenance process at Living Melbourne is hands on! With experienced agents we ensure you aren't having unnecessary call outs to your property. We'll keep you updated on progress and ensure any issues are handled efficiently and cost effectively.

When can we expect to see our rental income?

Rental income is receipted every business day and is disbursed every Monday, Wednesday and Friday.

Will I have to deal with different staff throughout the leasing and management process?

No, you will have one dedicated agent to management your investment. We are a boutique agency and we provide a personalised service so that you know exactly who to contact anytime you want to get in touch!

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FREQUENTLY ASKED QUESTIONS

Is your agency up-to-date with current legislation?

Yes, we stay up-to-date with all changes in the law. We are committed to continuously improving and updating our training, and we have full REIV support when require.

What happens if my tenant defaults on rent?

In the event of a rent default, we immediately notify the tenant and follow legal procedures to resolve the issue. We also keep you informed at every step of the process.

Can I make changes to my property during the tenancy?

Yes, however, you will need to obtain tenant approval and comply with any legal requirements before making any significant changes to the property.

How do you screen renters?

Firstly, we personally meet prospective renters at our inspections. We do not hire leasing consultants to take on this role. As we are managing the property, we want to make sure we are personally meeting the renters. We conduct thorough background checks, including credit checks, rental history, employment verification, and reference checks, to ensure we find reliable renters.

Is there a Living Melbourne portal to access our property details, statements etc?

Yes! Every client is provided with a login to our personal account to view all property related details including statements, maintenance information, rent details etc.

Does Living Melbourne manage furnished properties?

Yes, we certainly do! As a boutique agency, we love taking meticulous care of our properties and this is prevalent in our furnished investments!

Will Living Melbourne assist with property upgrades or renovations?

Yes, we can either recommend reputable contractors or even project manage the entire upgrades or renovations that may enhance your property's value or rental return.

How long does it take to secure a tenant?

The time it takes to secure a tenant depends on the property and market conditions. We aim to lease a property within 1-2 weeks however, our priority is to secure the very best renters for your property. Therefore, if this takes an extra week or two we find more value in a greater quality renter than a quicker outcome.

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