



SALES

Ph: (07) 4033 2033

Fax: (07) 4033 2019  
info@garrywalker.com.au

RENTALS

Ph: (07) 4033 2049

Fax: (07) 4054 7904  
rentals@garrywalker.com.au

WITH OVER **40** YEARS EXPERIENCE  
WE TAKE THE WORRY OUT OF  
PROPERTY MANAGEMENT!



504 Mulgrave Road, Earlville QLD 4870  
G.L. Walker Pty Ltd ABN: 19 733 447 507





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# WHY DO YOU NEED PROFESSIONAL PROPERTY MANAGEMENT?

*Residential Property Management has become a highly specialized field with complex regulations and substantial legal implications.*

The laws that impact on Property Management include (but are not limited to) the:

- Residential Tenancies Act
- Property Agents & Motor Dealers Act
- Rental Bond Act
- Privacy Act
- Anti-Discrimination Laws
- Qld Civil and Administration Tribunal
- Trade Practices Act
- Dividing Fences Act
- Swimming Pool Safety Laws

The potential liability and penalties for landlords should they breach any of these laws (whether intentionally or accidentally) can be horrendous.

By using the services of a professional Property Manager, most, if not all the risks associated with rentals are transferred to the managing agent thus alleviating the risk of liability for the property owner.



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# CHOOSING A PROPERTY MANAGER

*How well your property investment performs depends mainly on the way in which it is managed. Therefore, choosing the best Property Manager is of utmost importance.*

## Why Garry Walker Real Estate?

- Garry Walker Real Estate have provided trusted Property Management services to Cairns investors since 1989 giving us in depth knowledge of the local market.
- Our Property Managers are fully qualified, highly skilled and have over 40 years combined rentals experience.
- Each landlord has their own dedicated Property Manager who oversees all matters relating to their property, providing one easy fully informed point of contact.
- We use the latest technology to provide up to the minute information to landlords about their investment.
- Our primary focus is to help landlords:
  - Achieve maximum rental income
  - Minimize expenses
  - Maintain a problem-free investment
  - Enjoy consistently high levels of service

Our aim is to develop a mutually beneficial association with our property owners and thus help them achieve their investment ambitions.





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# EXPERIENCE MAKES THE DIFFERENCE



### **Garry Walker – Proprietor**

Garry has been a licensed Real Estate Agent in Cairns for over 30 years so he's really old! As a long standing member of the REIQ he ensures the business maintains high ethical standards to protect the interest and investments of our clients. There is no truth to the rumour that he's losing his hair due to working with six (wonderful) women!



### **Karen Woolford – Licensee/Senior Property Manager**

Karen has 26 years experience in Property Management commencing in Canberra followed by Brisbane for 3 years then Cairns where she has spent 19 years as a Senior Property Manager. Her vast experience and comprehensive knowledge means there is no problem she can't solve. Karen is also a Justice of the Peace so don't mess with her!



### **Raeleigh Crees – Senior Property Manager**

Rae is a North Queensland local with 12 years Property Management experience commencing in Port Douglas in 2002 then moving to Cairns in 2009. Rae took over management of Cherie How Kee's property portfolio when Cherie become mum to Gia.



### **Isis Moulden – Property Manager**

Isis' has 5 years experience in Property Management so she understands the aims that owners want to achieve from their investment properties... Consistent high returns, strong capital gains and trouble free asset. Her caring personality shines through and her ready wit keeps everyone on their toes!



### **Katie Durno – Property Manager**

Katie has stepped up to the role of assistant Property Manager to Rae. Previously known as our friendly receptionist, Katie has had 4 years' experience and has advanced her knowledge to enable her to take over the new position. She is a great asset to the business with her easy going nature and good work ethic.



### **Teena Wright – Receptionist**

Teena is your first point of call. A friendly voice on the end of the phone, she goes out of her way to keep our owners, tenants, Tradies, property managers and customers feeling important. Teena has previously worked as a property manager since 2015, and prior to this worked in administration and reception roles



**Brenda Lux - Property Management Assistant.**

Brenda began her real estate career with us four years ago in the Sales Receptionist role and has recently moved to our Rentals Department where she assists the Property Managers in their daily tasks. She's the "go to girl" when things get busy and she is always happy to lend a helping hand and a smile to our staff and clients.



**Tabitha Grullis – Property Manager**

Tabitha has recently joined our team after owning/managing a successful home renovations/ tiling business with her husband Ric for the past six years, giving her comprehensive experience in property repairs. As a property investor herself she has first hand experience in dealing with residential tenancies and complete understanding of the needs of landlords. Tabitha has lived in Cairns for 10 years is very bright and bubbly and we are happy to have her as part of our team.



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# CLIENT TESTIMONIALS

## KAREN WOOLFORD

"Both Bruce and I would like to say a very big thank you for all that you do to keep our rentals running smoothly. Because Karen and the ladies are very hands on they eliminate any problems that may arise from time to time whether it be with tenants or with maintenance very quickly. We have peace of mind that our properties are being well looked after. We love that when we ring Walker Real Estate's Rental Department that all the ladies know our properties well and are always willing to chat regarding our rentals. We'd recommend your team anytime and have done so many times over the years of being with you."

— *Andrea & Bruce - Mount Sheridan*

"I had a poor experience and therefore low expectations several years ago when searching for another agent. Boy was I surprised when I first began working with Karen and placing my trust in her and Garry Walker & Associates Real Estate. I could not believe the difference. Karen did a marvelous job and set my mind at ease as well as setting the benchmark. In fact all staff that I have encountered at Garry Walker are of a high standard, friendly and prompt in catering to any of my enquiries. After working with Karen I was fortunate to begin working with Isis. When I talk to Isis I feel that the management is a partnership in the sense that Isis has my best interests in mind. I am kept informed about all facets regarding the management of my property. This warm and professional approach gives me great peace of mind particularly when I live interstate. I know that Isis would have numerous properties to manage but when she makes contact with me I have the impression and feel like my property is the only one that exists. I like that feeling and that type of customer service. This is a credit to you Isis & clearly you are an asset to the team at Garry Walker & Associates. Well done."

— *Kevin - Manoora*

"In 2006 we purchased our first rental property through Walker Real Estate and increased our portfolio to include another two other rental houses over the next 3 years. From the onset, Karen Woolford, who came with 15 years experience in the industry, has been our Property Manager of choice up to the present date, teaming up with Isis Moulden in 2009 as Assistant Property Manager.

During this time Karen and Isis have displayed a thoroughly professional manner through constant communication to the best interests of both the tenants and ourselves. The result is an excellent standard of maintenance and tenant satisfaction that is second to none.

It is a testimonial to their management skills and efficiency in all areas of property management, that six years later Karen & Isis (through Walkers Rentals) are still looking after our portfolio and we have no hesitation in recommending their team to any prospective or existing landlord."

— *Wayne & Kay - White Rock, Edmonton & Bentley Park*



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"I have two properties in Cairns which are managed by Karen Woolford of Garry Walker and Associates. As I live in Adelaide Karen has managed these properties for around seven to eight years for me. It is good to know that I don't have to worry about inspections and all maintenance is arranged when needed. There is never an issue with rent, it has always been regularly deposited into my account and the properties have always been tenanted. When I come to Cairns, she takes me to inspect the properties, it is a pleasure to have her manage them."

— Ron - Brinsmead

"Karen has managed our investment property in Cairns for the last 8 years. In selection of Karen, we made a number of enquiries on her ability and found that she was well regarded in Property Management by her previous employers and had over 17 years experience in Property Management working for agencies in Brisbane & Canberra. During the time we have known Karen, we have found her to be a true professional in the management of our property as follows: \* Her selection and assessment of tenants \* Keeping us informed of repairs \* Obtaining quotes and following up tradesmen \* General status of the property \* Monthly rental statements and annual property statements \* Our enquiries are handled promptly. As we are interstate landlords, having a good Property Manager is essential for our own peace of mind. We would have no hesitation in recommending Karen as a Property Manager as any property she manages will be well and truly looked after."

— Kevin & Shan - Moorooloolool

"Karen runs a great team and Isis is always on top of things with management, maintenance, etc, that's why I stay with Garry Walker Real Estate."

— Adele - Edmonton

"We own a number of residential properties that Walkers have handled for us over some years. They have provided a good service and always found good tenants. Karen Woolford is a very experienced Manager and effective advocate for owners. She is always helpful and efficient with property maintenance. I am happy to recommend them to property owners."

— Sean - Redlynch & Freshwater

"It's good to know what's going on in our property in Earlville when we live so far away. We love getting e-mails and phone calls from Karen and Isis and when we purchase our next investment property they will look after that as well! A big thank you for looking after our house."

— Terry & Sonia - Earlville

"I have known Karen Woolford for nine and a half years. For eight of those years as an employee of Garry Walker & Associates she managed my rental properties. I have found Karen to be well organized, professional and reliable. I felt that I did not need to worry about the properties while Karen was responsible for managing them as they were being well cared for."

— Jennifer - Moorooloolool, Mount Sheridan & Woree





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"I get regular feedback and I always look forward to your property management newsletter which I find very informative."

— *Betty - Mount Sheridan*

"Karen & Isis have managed my rental property at Mount Sheridan since 2007, they have kept it fully tenanted during that time, any maintenance issues have been dealt with straight away and my calls are always answered promptly. It's good to know everything is handled excellently. A big thank you to Karen, Isis and the rental team."

— *Wendy - White Rock*

"After trying to manage my four properties in Cairns from the Whitsundays for a year, it became very clear that I needed a local, and moreover someone with common sense and a pragmatic business understanding of the rental market. I am very happy to say that Karen Woolford is certainly that person. She has a very firm, but fair means of managing both the properties and myself. I have enjoyed being relegated to a very passive role in this whole process and can confidently say that she managed these properties like they were her own. I get consistent reporting and sound advice pertaining to all facets of these rentals including maintenance, tenants, pricing, and general profits and cash flow strategy. I can confidently say that Karen is a great asset and a credit to her business. The decision a few years ago to have her manage these properties has certainly proved to be a very sound one. Thank you Karen and your team."

— *Josh - Parramatta Park*

"Karen undertook the supervision of our properties when we transferred our management to Garry Walker & Associates in 1998. Karen's stewardship has always been of the highest order. She has made herself available to listen when we had concerns and addressed arising problems promptly. Karen has always kept us informed and when she said she would check a situation and get back to us, she did. Her manner, although business like, is pleasant and supportive."

— *Bernie & Pam - Westcourt & Bentley Park*

"With much appreciation and thanks, I send this testimonial to Karen Woolford and her team at Garry Walker Real Estate. My property at Brinsmead has been managed for approximately 20 years and I have not had to worry about anything concerning tenants or rent and at all times Karen has kept me informed and updated on all aspects of the property. Karen and her team have made my job as a landlord a whole lot easier. With sincere regards Karen, I thank you."

— *David & June - Brinsmead*



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### RAELEIGH CREES

"Since moving to Walker Real Estate and being managed by Rae we have been able to trust that our properties are in good hands. In the past with other real estate agents we would always get invoices every month, I believe that Rae treats our money and properties as she would her own. I cannot recommend Rae highly enough, for me it's simple and that's that I trust her completely."

— *Jason, Woree*

"After having my residential properties managed by other real estate agents prior to my handing over to Walker Real Estate, I have been notably impressed by the property management team effort and, in particular, Rae Crees' handling of these properties. Throughout this time, I have always encountered Rae to be responsive and to deliver excellent service. I find it refreshing that Rae actually takes the time to communicate and care about my situations. Phone calls and emails are promptly returned and I am always kept well informed of any progress. She has demonstrated experience and knowledge in dealing with difficult situations and always in a very pleasant and friendly manner."

— *Graham - Westcourt*

"We would like to thank Rae Crees, property manager of Garry Walker & Associates, for the great work in managing our unit at Holloways Beach over the past 12 months. We have been so fortunate to have not had any issues with the tenant that you screened for us, and appreciate that you are always so prompt at getting back to us when we have any questions or concerns. We would highly recommend you to anyone seeking a reliable, approachable property manager to look after their investment. Thanks again."

— *Julie & Greg - Holloways Beach*

"After dealing with a couple of other property management teams over the years, we were yet again unhappy with the service we were receiving. We met Rae at Walker Real Estate and haven't looked back. Rae has been looking after our two properties for the last two years. Rae is approachable, efficient, and friendly and ensures that the property is well maintained. To her credit she works hard to look after our investments and looks after the interests of the landlord. It is so easy to contact Rae via phone or email and she replies to our calls promptly. She has a great team and is well supported by Katie, Isis and Teena. We wouldn't hesitate in recommending Rae Crees to anyone who is looking for a property manager."

— *Lewis & Lea-Anne - Mount Sheridan & Edmonton*



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"Rae has been a wonderful manager for our property in Cairns. As we live far away from being able to attend to anything she has been excellent in organizing everything that is needed to be done. We couldn't manage without her. She is an asset to your company."

— Peter & Julia - Parramatta Park

"A big thank you to the team at Garry Walker. We have had our investment property under their management for just over a year. As new investors it was great to have peace of mind that they will look after everything for us. They found us a great tenant and handled the few maintenance problems we've had along the way. Rae was easy to get along with, with helpful advice and great communication. Highly recommended."

— Tracey & John - Edmonton

"We had a property manager at another agency and were going to give her our second property when it became clear that Rae was by far the better manager. That's why the other agent now has neither and Rae has both of our properties."

— Hayley & Chris - Woree

"On behalf of my wife and myself, many thanks for all your efforts in getting our property rented. I can see from the availability on the realestate.com website for Mount Sheridan that it would have been no easy task. I think you did an amazing job in anticipating these market conditions. I am also impressed with your write up for the house and the way you used the internal photos to show off the property to best effect. The same applied to your sterling efforts to hold the (very difficult) outgoing tenant to cleaning the house in accordance with his lease."

— Liam - Mount Sheridan, Bentley Park & Manunda

"I am very happy with the management provided by Rae, unlike previous property managers I've had who often 'left me in the dark'. The impact of cyclones etc added to a run of maintenance issues but that's life and I am also aware of the extra load this places on your agency. I am reassured to know that Rae and your team understand that I do want my property to be well maintained."

— Paul - Mount Sheridan



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# OUR SERVICES

## COMPREHENSIVE TENANT SCREENING

*Most rental problems result from choosing the wrong tenant*, so we are particularly discerning in our selection of quality tenants for our clients. We thoroughly check every application against National Tenancy Databases to uncover any prior problems plus we also obtain previous rental references, employment records & financial background information. We leave absolutely nothing to chance when selecting the best tenants for our properties, and of course we discuss our findings with you for your final approval.

## RENT COLLECTION/ARREARS

*A reliable income is essential to a well-performing investment.* Rents are paid electronically into your bank account at the end of each month, or twice monthly if you prefer. Any rent arrears are corrected promptly and appropriate notices are issued should further action be required.

## RENT REVIEWS

*We maximize the return to our clients* by regularly reviewing rents at the renewal of each six month or twelve month lease. We personally contact you on these occasions to discuss prevailing market conditions and provide advice on the achievable level of rent.

## INSPECTIONS

*Regular inspections are essential to the care of your investment* so we thoroughly inspect properties before...during...and at the conclusion of every lease. Prior to each tenancy a detailed condition report is prepared supported by a comprehensive portfolio of photographs to ensure there are no 'misunderstandings' at the end of the tenancy. Regular routine inspections are conducted to check the property is being well maintained and a copy of our comprehensive report is forwarded to you.



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At the conclusion of each tenancy a thorough vacate inspection is undertaken again with photographs to ensure the property is left in the same condition as at the commencement of the tenancy apart from legislated 'fair wear and tear' factors.

### MAINTENANCE OR REPAIRS

***A minor maintenance item left unattended can easily become a major costly repair, and possibly cause the loss of a quality tenant.***

We have a team of skilled fully qualified trades people whose work is guaranteed and is completed at the most economical cost.

We recommend you authorise us to attend to any minor maintenance at our discretion so that small problems can be resolved quickly at minimal expense without unnecessary inconvenience to the tenants or owners.

### DOCUMENTATION

***The dreaded paperwork!*** There are currently no less than 22 forms required during a tenancy. We solve the 'paper war' by providing owners with clear, easy to understand monthly statements, copies of invoices for any expenditure and a detailed end-of-year financial statement. Complete for your tax adviser. All rental forms, notices and procedures are completed by our Property Managers in accordance with myriad tenancy rules and regulations.

### NEWSLETTER

***Someone once said "Information is power."*** Our monthly newsletter keeps property investors fully up to date with rental market conditions and ever-changing legislation that affects their investment. Of course we are always available to discuss your individual needs and provide a free market appraisal whenever required. We believe that giving you every assistance and advice to make your property investment experience enjoyable and rewarding is part of our role as your professional Property Manager.





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### MARKETING AND LEASING

*An empty property is a non-performing investment for the owner* so we ensure vacancy periods are kept to a minimum by cost effective marketing to quickly attract tenants. We utilize the internet (two websites), the local newspaper, for rent signs and a photo display in our office to ensure we promote your property to all prospective tenants.

### LANDLORD INSURANCE

*Who will pay the rent if your tenant doesn't?* We recommend the Terri Scheer Landlord preferred policy which is specifically designed to cover claims that usually are not covered by standard policies such as:

- Loss of rent
- Absconding tenants
- Legal costs and liability
- Malicious damage
- Failure to give possession
- Chattels Eg. Blinds, carpets etc.

The cost of a Landlord Insurance Policy is quite reasonable, fully tax deductible and provides additional peace of mind for property owners by covering any unexpected problem.

### SALES

*Our team of 12 fully qualified salespeople offer 150 years combined real estate experience in Cairns* providing investors with unequalled knowledge of our local real estate market making them the logical choice when it comes time to sell, buy, or simply update your investment.



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# IN CONCLUSION...

Our fees are very competitive considering the 'all inclusive' service we provide to investors.

Our systems are designed to maximize your investment return and give you the peace of mind you desire.

Our team offer a level of experience and local knowledge unequalled in Cairns.

Our aim is to delight you with our level of service.

Thank you for your consideration.

Garry Walker

Karen Woolford



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