

Property Management Services



**Student
Housing**
AUSTRALIA



OUR LEASING GUARANTEE

SHA guarantees fixed term tenancies for all owners. Unlike other agencies, we proactively manage our rental property vacancy rate to a minimum. As a standard rule we lock in all tenants from Jan/ Feb to fixed expiry dates early the next year, or the next peak period. Without exception, all tenants are given a formal Notice to Vacate for End of Term (i.e. to vacate upon their lease expiry date). They are given the option to renew their tenancy for a further fixed term or vacate. As there are no monthly tenancies, our Owners don't run the risk of a vacant property over the holiday period (Nov to Feb), or suffer from a poor letting campaign when exams are running.

Fully compliant with council requirements



More than just an accommodation solution



OUR QUALITY MANAGEMENT ENDORSEMENT - ISO POLICY

SHA is a privately owned Australian business focusing on the highest quality property management of student only accommodation. We constantly strive to improve the policies and procedures that support the framework of our core business. It is a huge team effort - key to an ongoing fully endorsed and successful Quality Management System. Since 2006 SHA has proudly held International Standards Organization (ISO 9001) certification. Annual independent audits are carried out by SAI Global to ensure our procedures continue to meet international standards.

Our highly polished and streamlined systems ensure we have minimal vacancies and achieve premium rental pricing. Rents are paid by direct debit, so arrears are negligible and Owners receive their monthly income promptly. Routine inspections are conducted annually, during which apartment inventories are checked and documented plus any repairs and maintenance are actioned quickly.



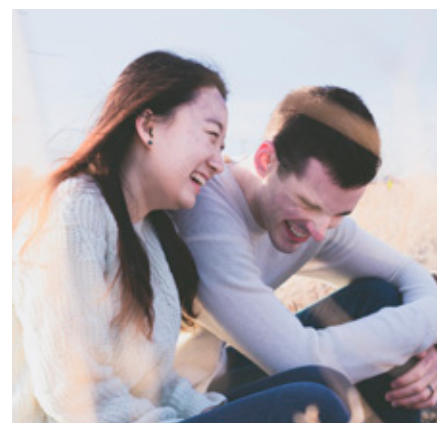
Quality ISO 9001
SAI GLOBAL

OUR EXTENSIVE LEASING CAMPAIGN

Our major peak period for leasing runs from November to March and we pre-book a high volume of tenancies with international and interstate students arriving in Melbourne just before the academic year starts.

With most properties being freshly leased or renewed between November to March every year we add 50% to our staffing, employing dedicated Leasing Officers to open all buildings for inspection between three to six days a week. This generates an enormous flow of prospective tenants, resulting in a successful conversion to applications for tenancy at a rate impossible to match by our competitors.

Open for inspections continue until each building is fully tenanted. Owners receive weekly reports of campaign progress and our strategies in achieving our primary objectives to reduce vacancy, maximize yearly rental income and fully tenant all apartments in line with the start of the academic year.



OUR PRICING STRATEGY

We are constantly working on maximising your investment return. Appropriate apartment pricing is a very high priority in our letting process. Each building is appraised annually to ensure the rental pricing is kept competitive and achieve the best possible market rate plus a continuous rental return to the owner, as well as promote fast lettings and the minimum possible vacancy between tenancies.

OUR MARKETING

With so many apartments for lease, we constantly top the monthly Agency Performance Competitive Ranking charts for residential rental advertising. Our marketing is cost effective, has reach and depth, with all buildings and apartments listed on all the main rental websites and social media. A 10+ year reputation as student accommodation specialist has lead enquiry from all over the world directly to our website.

We foster close affiliations with all major overseas Education Agents and local University/College staff, which leads to direct referral of students.

Our annual mini-magazine is aimed at students and provides useful information on our buildings and local amenities. Plus permanent 'For Lease' boards on each of our 45 buildings provide year-round exposure.

OUR STUDENT SERVICES & SUPPORT

We endeavour to contribute to the overall life experience of a student during their time of study and tenancy. Our friendly and supportive personnel are dedicated to the wellbeing and needs of all students residing with us.

OUR MANAGEMENT PLAN COVERS YOUR COUNCIL REQUIREMENTS

Student housing regulations can be tricky, unlike mainstream rentals. Your apartment building may be controlled by the specific requirements of Planning Permits with the local council and Section 173 Agreements under the Planning and Environment Act. We hold the council approved management plan for each of our buildings, so we are fully compliant with these Agreements to cover our owners' best interests. This makes us undoubtedly the best rental company to manage apartments in these buildings. There is no extra charge for this service.

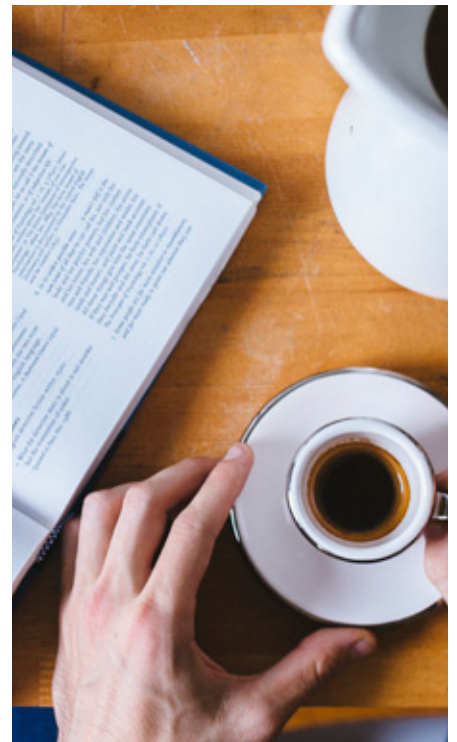
SHA ensures:

- 24 hour on-site representation - as covered by the Lead Tenant role.
- Provision of a council approved management plan covering requirements for on site representation, pastoral care, garbage management, noise complaints, dispute resolution and maintenance, plus more.
- Strict enforcement of the student only requirements.
- Pro-active development of associations with education providers and international based accommodation agents, who fully support our management plan.

OUR SERVICE FEES

Our Agency Authority sets out our fees and services in more detail. For the letting and management of your apartment, we have tailored our services and fees to ensure we offer a complete, highly professional and exclusive Property Management service, as well as completely cover your student accommodation planning permit compliance.

Effective
strategies
proven to
maximise
tenancy



The interests of
our landlords
and tenants are
our greatest
priority



OUR SUPPORTIVE TEAM

Our Property Managers are extremely well trained, skilled and experienced. They are a stable and long term team, dedicated to looking after our clients needs and providing top quality customer service communication, reporting and advice.

Many of our Property Managers are multi-lingual and highly educated and qualified in fields outside the Real Estate industry. This is an enormous asset to the business of servicing our Owners. With multi-cultural and multi-lingual staff and Lead Tenants, we can overcome most communication issues that can arise with international students moving out of home and to a new country for the first time.



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