SPICA

REAL ESTATE

4.9

161 GOOGLE REVIEWS

PROPERTY MANAGEMENT

GUIDE FOR LANDLORDS

SERVING MELBOURNE WEST

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Free, honest rental appraisal. Text 0499 999 960

WHY CHOOSE SPICA?

ABOUT SPICA

Spica Real Estate is a boutique agency looking after landlords across Melbourne's west. Landlords choose us for three reasons: a dedicated property manager who is not going anywhere, communication that is answered on the spot or within the day, and the best possible renter for their property.

Our fees are at market rates, with no offers or promotions, just genuine service each time, every time.

SPICA AT A GLANCE

4.9 FROM 161 GOOGLE REVIEWS	8 years IN BUSINESS	5 years LEADING OUR PM DIVISION
22 days AVERAGE TO LEASE	No fee STATEMENT, RENEWAL OR ADMIN	Top-notch COMMUNICATION

MEET YOUR TEAM

THE PEOPLE BEHIND SPICA

Spica is led by Jignesh and Neelam Kapadia. When you choose Spica, you deal with the people who run the business.

JIGNESH KAPADIA

DIRECTOR

In business for the past eight years, leading Spica Real Estate.

0499 999 960
jignesh@spicarealestate.com.au

NEELAM KAPADIA

PROPERTY MANAGEMENT

Running our property management division for the past five years, and your dedicated property manager.

0433 102 344
Neelam@spicarealestate.com.au

WHAT LANDLORDS AND RENTERS TELL US

We listen to what people say about property managers, and we build our service around fixing it.

WHAT LANDLORDS TELL US

- **Poor communication**
  The Spica way: Calls and emails answered on the spot, and always within the day, by one dedicated property manager.
- **Statements that are hard to read**
  The Spica way: Clear, easy-to-read monthly statements, plus access any time to the PropertyMe owner portal.
- **No routine check-ups on the property**
  The Spica way: In-person inspections at 3 months and then every 6 months, each followed by a written report with photos.
- **Small issues that become costly over time**
  The Spica way: We take maintenance seriously. Problems are found early and resolved fast, saving landlords thousands over the life of an investment, with your approval before we spend.

WHAT RENTERS TELL US

- **Calls about maintenance go unanswered**
  The Spica way: Every request is logged, answered and followed through with a tradesperson.
- **Poor communication**
  The Spica way: Renters reach the same person every time and hear back quickly.
- **Never knowing what is happening**
  The Spica way: We keep renters updated until the job is done.

> We hear stories from renters whose small leak was never attended to by another property manager. It turned into demolition and an empty house for months. Early action prevents that.

Happy renters stay longer. That means fewer vacancies for you.

Rated 4.9 from 161 Google reviews. Turn the page to see what our clients say.

WHAT OUR CLIENTS SAY

4.9

★★★★★

161 GOOGLE REVIEWS

Landlords and renters tell us the same things: we respond quickly, we are professional, and we make the process simple.

Search Spica Real Estate on Google to read every review.

"

Switching property managers can be daunting, but Jignesh made the transition seamless by personally collecting the keys from our previous agency, saving us time and effort. He hit the ground running and wasted no time delivering results... Above all, it is Jignesh's work ethic, integrity, and warm yet professional manner that truly set him apart.

LANDLORD, GOOGLE REVIEW

"

She was very helpful, professional, friendly, and supportive throughout the whole process. She always responded to my questions patiently and made everything much easier and less stressful for me... I would definitely recommend her to anyone looking for a reliable and caring real estate agent.

GOOGLE REVIEW

"

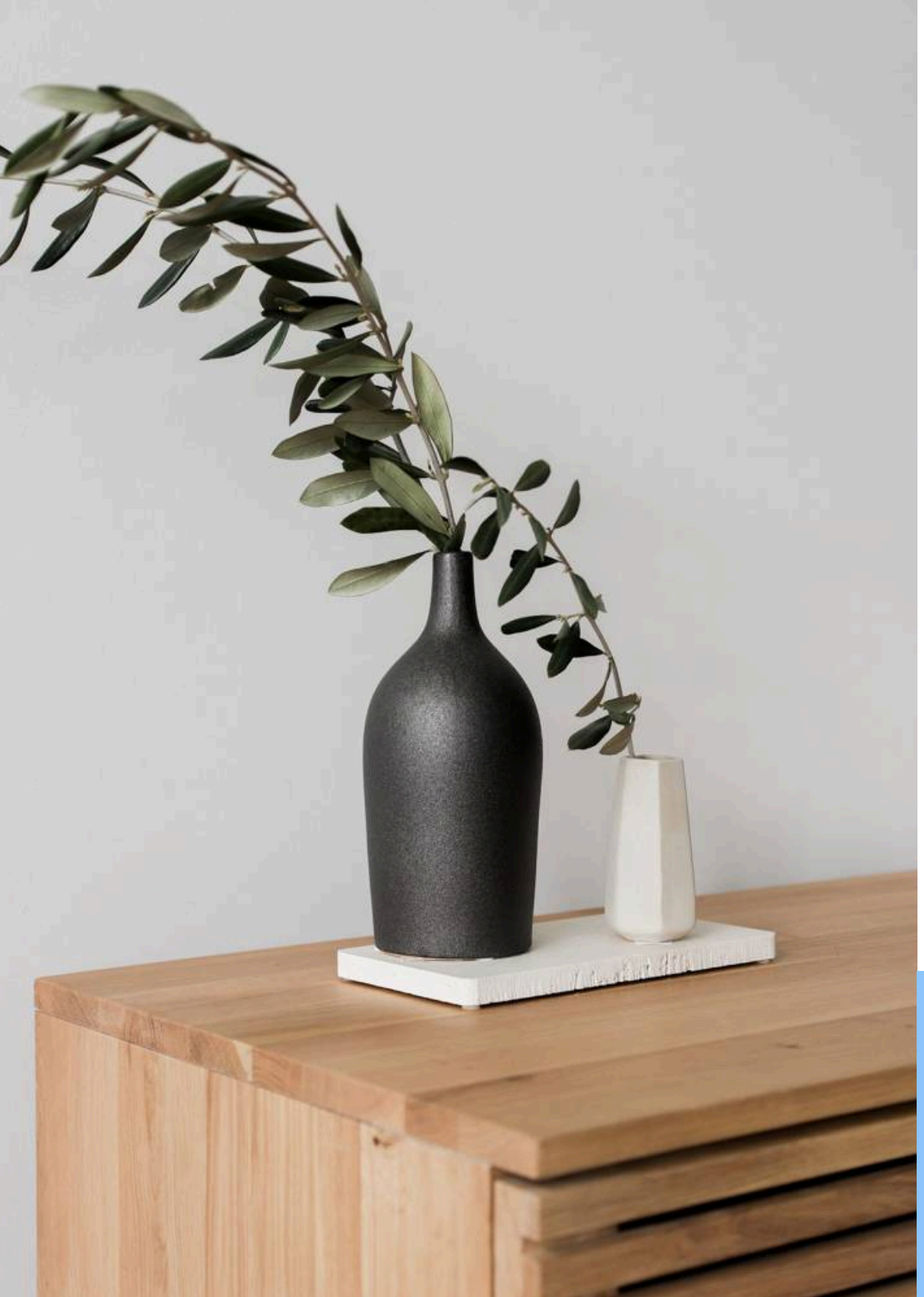
I recently received my lease through Spica Real Estate, and I had a very smooth experience. Neelamben Kapadiya was extremely helpful, professional, and responsive throughout the entire process. She guided me clearly at every step and made everything simple and stress-free.

RENTER, GOOGLE REVIEW

"

We've had a great experience dealing with Jignesh and Neelan at Spica Real Estate. They are prompt to respond and are very professional in dealing with issues and staying on top of things. Highly recommend!

GOOGLE REVIEW



THE BOUTIQUE DIFFERENCE

> You are never just another file.

BUILT AROUND PEOPLE

A boutique agency is built around people, not volume. At Spica, every landlord receives personal attention from someone who knows their property, their renter and their goals. You are never just another file.

WHAT IT MEANS FOR YOU

- You deal directly with the person managing your property
- Decisions are made quickly, because our team is small and close to every property
- Consistent service, year after year, from the same people
- Local knowledge across Melbourne's west

PERSONAL SERVICE

NOT VOLUME

LOCAL KNOWLEDGE

GENUINE SERVICE

One person who knows your property. And she is staying.

YOUR DEDICATED PROPERTY MANAGER

CONTINUITY YOU CAN COUNT ON

Your property is managed by Neelam Kapadia, who has run our property management division for the past five years and is a partner in the business. She is not going anywhere.

At larger agencies, staff turnover means each new property manager learns your property and renter from scratch, and things get missed. At Spica your property manager has a stake in the long-term success of the business, and of yours.

ONE MANAGER FOR THE WHOLE TENANCY

- Knows your property and its maintenance history
- Spots recurring issues before they become expensive repairs
- Builds a long-term relationship, so renters stay longer
- Fewer re-lets: no new letting fee, advertising or vacant weeks
- Trusted tradespeople who already know the property

LONGER TENANCIES

FEWER RE-LETS

FIVE YEARS

LEADING OUR PM TEAM

COMMUNICATION THAT DOES NOT WAIT

Great communication is the heart of Spica. When you call or email, you hear back mostly on the spot or within the day, never the next week.

HOW WE KEEP YOU INFORMED

- A written report after every inspection
- Weekly updates during your leasing campaign, covering progress and market activity
- A clear, easy-to-read monthly statement of rent collected and outgoings paid
- The PropertyMe owner portal, available any time
- Prompt notice of anything that needs your attention, such as non-payment of rent, damage or accidents

REACH US

Jignesh Kapadia
Director
0499 999 960
jignesh@spicarealestate.com.au

Neelam Kapadia
Property Manager
0433 102 344
Neelam@spicarealestate.com.au

ON THE SPOT

Calls and emails are mostly answered straight away.

WITHIN THE DAY

If we cannot answer immediately, you hear back within the day.

NEVER NEXT WEEK

No chasing and no waiting days for an answer.

RENTER SELECTION: OUR BIGGEST STRENGTH

> The right renter is the foundation of a good investment.

Many landlords choose Spica for one reason: we find the best possible renter for your property. A great renter pays on time, looks after your home and stays longer, and that is what gives you peace of mind.

OUR SELECTION PROCESS

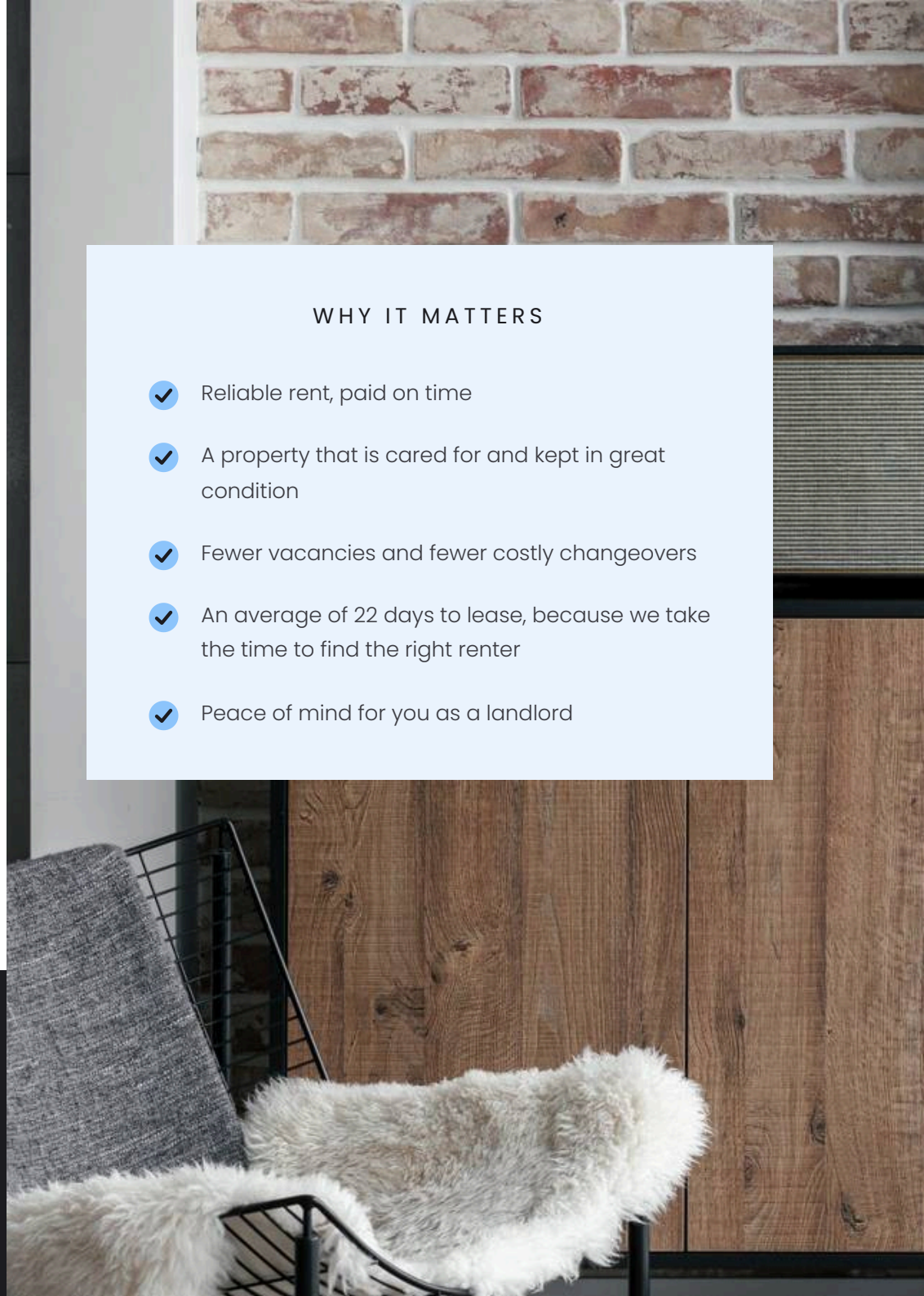
1. We showcase your property and follow up every enquiry
2. We inspect with prospective renters in person
3. We review every application for completeness and detail
4. We verify identity, rental history, employment and income
5. We run renter database checks
6. We present our recommendation, and you approve the renter

RENT PAID ON TIME

FEWER ARREARS

YOUR PROPERTY LOOKED AFTER

LONGER TENANCIES



WHY IT MATTERS

- Reliable rent, paid on time
- A property that is cared for and kept in great condition
- Fewer vacancies and fewer costly changeovers
- An average of 22 days to lease, because we take the time to find the right renter
- Peace of mind for you as a landlord

MINIMISING RENT ARREARS

The best protection against arrears is choosing the right renter in the first place. After that, we watch your rent every day.

1

CAREFUL SELECTION

Stringent renter selection, with identity, rental history, employment and income verified before we recommend anyone.

2

SECURE START

One month's rent collected in advance, and the tenancy bond collected and lodged with the RTBA.

3

DAILY CONTROL

Daily arrears control and rent processing, so a missed payment is noticed straight away.

4

PROMPT ACTION

We notify you of any non-payment, prepare and serve notices, and represent you at VCAT if required.

Early action keeps small problems small.

Our track record of 100% genuine and trusted service means we tell you what is happening, as it happens.

HOW IT WORKS

From your first appraisal to your first monthly payment, here is what to expect.

1

FREE RENTAL APPRAISAL

We assess your property and recommend the right rent for current local market conditions.

2

SIGN YOUR AGREEMENT

Appoint Spica as your managing agent and meet your dedicated property manager.

3

PREPARE THE PROPERTY

We advise on presentation, rental minimum standards and any safety checks needed.

4

GO TO MARKET

Professional photos, your Realestate.com.au ad and a For Lease board go live.

5

INSPECT AND SCREEN

We inspect with prospective renters and run our full selection process.

6

YOU APPROVE

We present our recommendation and you approve the renter.

7

LEASE SIGNED

Agreement signed, bond lodged, first rent collected and entry condition report completed.

8

ONGOING MANAGEMENT

Regular inspections, maintenance, arrears control and monthly payments to you.

Free, honest rental appraisal. No pressure, no obligation.

Text 0499 999 960 · jignesh@spicarealestate.com.au

SWITCHING TO SPICA, MADE SIMPLE

Hassle free. We take care of the whole process.

Changing property manager can feel daunting. We make it as smooth as possible, working with your current agent and keeping your renter informed, so you do not have to chase anyone.

HOW A SWITCH WORKS

1. **You tell us you would like to switch**
   A quick call or text is all it takes.
2. **We work with your current agent**
   We arrange the handover of keys, documents and records.
3. **We talk to your renter**
   They know what is happening, and nothing is disrupted.
4. **You are set up with your property manager**
   Portal access, statements and inspections start straight away.

Please check your current management agreement for any notice period. We are happy to help you with that.

FROM A LANDLORD WHO SWITCHED

"Switching property managers can be daunting, but Jignesh made the transition seamless by personally collecting the keys from our previous agency, saving us time and effort."

GOOGLE REVIEW

NOT SURE YET?

Speak to our landlords first.

Before you switch, we can arrange a reference check with some of our current landlords. They can give you genuine feedback on our service before you try us. Just ask.

HASSLE-FREE

HANDOVER

WE SPEAK TO

YOUR RENTER

REFERENCE CHECKS

AVAILABLE ON REQUEST

PREPARING YOUR PROPERTY

MAINTENANCE AND REPAIRS

SMOKE ALARMS TESTED

GAS AND ELECTRICAL SAFETY CHECKS

RENTAL MINIMUM STANDARDS

GARDENING AND LAWNS

PAINTING

EXTRA KEYS CUT

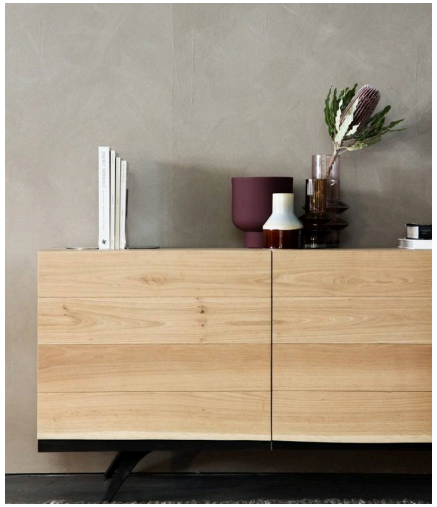
PROFESSIONAL CLEAN

POOL AND SPA SAFETY CHECKS

PROFESSIONAL PHOTOGRAPHY

> First impressions are made online.

First impressions matter. Professional photography presents your property at its best online, helps it stand out from other listings and attracts quality renters faster.



STAND OUT ONLINE

ATTRACT QUALITY RENTERS

LEASE FASTER

MAXIMISE RENT

MARKETING YOUR PROPERTY

> The right renter has to see your property first.

ONLINE

Your property is advertised on Realestate.com.au with professional photos and full details, and promoted to our database of prospective renters and relocation agencies.

ON THE GROUND

A For Lease board makes your property visible to everyone who passes by, and every enquiry and inspection is followed up by phone.

KEEPING YOU INFORMED

Weekly updates on the leasing process and market activity, so you always know where things stand.

SEEN ONLINE

AND ON THE STREET

EVERY ENQUIRY

FOLLOWED UP

SEEN. ENQUIRED.

LEASED.

INSPECTIONS AND REPORTING

> Small issues found early stay small.

ENTRY CONDITION REPORT

Before your renter moves in, we prepare a thorough condition report with photographs, so the starting condition of your property is clearly documented.

REGULAR ROUTINE INSPECTIONS

We carry out routine in-person inspections, the first at 3 months and then every 6 months, and send you a written report after each one, so small issues are found early and your property stays in great condition.

FINAL INSPECTION

At the end of the tenancy we complete a final inspection with a condition report to you, and arrange rectification of any matters identified.

WRITTEN REPORT	PHOTOS AND DETAIL
AFTER EVERY INSPECTION	AT ENTRY AND EXIT

MAINTENANCE THAT GETS DONE

> A small leak fixed today is a demolition avoided tomorrow.

Unanswered maintenance calls are a leading frustration for renters, and small issues left alone become costly for landlords. We deal with both, quickly.

HOW A MAINTENANCE REQUEST WORKS

1. **Renter reports an issue**
   By phone, text or email. We log every request.
2. **We respond quickly**
   The renter hears back and knows what happens next.
3. **Quote and your approval**
   We obtain quotes and seek your approval before spending.
4. **Trusted tradesperson attends**
   Work is arranged with our trusted local trades.
5. **Closed with an update**
   You and your renter are both told when it is done.

SMALL PROBLEMS

SMALL COSTS

HAPPY RENTERS

LONGER TENANCIES

PROTECTING YOUR INVESTMENT

What every landlord should think about before and after leasing.

LANDLORD INSURANCE

Consider cover for loss of rent, malicious damage and liability. Policies differ, so compare what is included and what is excluded.

TAX DEPRECIATION SCHEDULE

A qualified quantity surveyor can prepare a depreciation schedule for your investment property. Your accountant can advise how it applies to you.

A MAINTENANCE BUFFER

Budget for rates, insurance, water and maintenance. Planned maintenance is almost always cheaper than emergency repairs.

COMPLIANCE UP TO DATE

Rental minimum standards and prescribed safety checks protect your renter and you. We advise, arrange and keep the records.

RENT IN LINE WITH THE MARKET

Reviewing rent regularly stops your investment falling behind. We conduct rent reviews and report to you.

KNOW YOUR NUMBERS

Review your statements, your yield and your property's value. We provide statements and property value updates to help.

General information only. Please speak to your accountant, financial adviser or insurer about your own circumstances.

OUR FEES

Genuine service and fees at market rates. No offers or promotions, just genuine service each time, every time.

LETTING

One week's rent plus GST

Charged per new tenancy

- Professional showcasing
- Follow up of every enquiry
- Stringent renter selection
- Agreement documentation
- One month's rent in advance
- Bond lodged with the RTBA

MANAGEMENT

5% of monthly rent plus GST

Charged on each rent receipt

- PropertyMe owner portal
- Maintenance management
- Daily arrears control
- Monthly and EOFY statements
- Entry and exit condition reports
- Annual rent reviews

NO HIDDEN FEES

None for the extras

Included in our service

- No lease renewal fee
- No monthly statement fee
- No admin fee
- No EOFY fee

VCAT attendance and preparation, if ever required: $50 per hour plus GST.

NO UPFRONT MARKETING COST

Marketing costs are deducted from your first rent.

Realestate.com.au advertising and For Lease board

$295

Professional photography is optional, $110.

OWNER PORTAL AND PAYMENTS

PROPERTYME OWNER PORTAL

See up-to-date information on your property whenever you need it. Through the portal you can access:

- The current financial status of your property
- Monthly and end of financial year statements
- Maintenance jobs and invoices
- Property inspection reports
- Photos, documents and tenancy details

HOW YOU GET PAID

1. **RENTER PAYS RENT**
   Daily arrears control keeps payments on track.
2. **WE PROCESS AND ACCOUNT**
   Fees and invoices are paid and recorded for you.
3. **YOU ARE PAID MONTHLY**
   Rent is paid to you once a month with a clear statement.

RENT PAID MONTHLY

CLEAR STATEMENTS

PORTAL ACCESS ANY TIME

FULL VISIBILITY OF YOUR PROPERTY

TEN QUESTIONS TO ASK ANY PROPERTY MANAGER

Whoever you choose, these are the questions worth asking before you hand over your investment.

1. **Who will manage my property, and will they still be here next year?**
   At Spica: Neelam Kapadia has run our property management division for five years and is a partner in the business.

2. **How quickly will you respond?**
   At Spica: Calls and emails are mostly answered on the spot or within the day.

3. **How do you choose renters?**
   At Spica: A stringent process covering identity, rental history, employment, income and database checks, with your approval.

4. **How do you handle rent arrears?**
   At Spica: Daily arrears control and prompt action, including notices and VCAT representation if needed.

5. **What will it cost me?**
   At Spica: Market rate fees, with no renewal, statement or admin fees, and marketing costs deducted from the first rent.

6. **How often will you inspect, and what do I receive?**
   At Spica: In-person inspections at 3 months and then every 6 months, each followed by a written report.

7. **How will you keep me informed?**
   At Spica: Weekly leasing updates, inspection reports, monthly statements and the PropertyMe portal.

8. **Who looks after repairs and maintenance?**
   At Spica: We do, using trusted tradespeople, and we seek your approval before spending.

9. **How do you keep my property compliant?**
   At Spica: We advise on rental minimum standards and arrange prescribed safety checks.

10. **What do your clients say?**
    At Spica: Hundreds of satisfied clients, and our Google reviews speak volumes about our work.

OUR PROMISE TO YOU

100% genuine.
100% trusted.

Our track record of genuine, trusted service is what we protect above everything else. No offers, no promotions and no gimmicks, just genuine service each time, every time.

GENUINE

Fees at market rates, and the same honest service for every landlord.

TRANSPARENT

Costs explained up front and a clear statement every month.

ACCOUNTABLE

A dedicated property manager, and your approval before we spend.

TRUSTED

Rated 4.9 from 161 Google reviews, plus hundreds of satisfied clients.

READY TO GET STARTED?

Your free, honest rental appraisal is one text away.

1

REQUEST YOUR FREE APPRAISAL

Text, call or email. We give you an honest rental estimate based on current local market conditions.

2

MEET YOUR PROPERTY MANAGER

We walk you through the plan, the fees and how we will find you the right renter. No pressure.

3

WE MARKET, LEASE AND MANAGE

Photos, ads and your For Lease board go live, and we look after the rest.

Already with another agency?

We handle the whole switch for you, working with your current property manager and keeping your renter informed. Ask us for a reference check with some of our current landlords before you decide.

Text Jignesh 0499 999 960 · Call Neelam 0433 102 344

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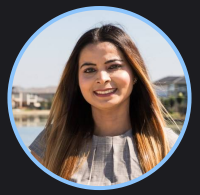
JIGNESH



NEELAM

SPICA

REAL ESTATE

Free, honest rental appraisal. No pressure, no obligation.

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Serving Melbourne West

spicarealestate.com.au