

# Your landlord experience is about to become a whole lot better.



A platform where you can access everything to do with your property all in one place.

OurProperty is a cloud-based, fully integrated online platform that keeps track of arrears, maintenance requests, lease renewals and more. It connects you with your property manager, tenants and tradespeople to help your investment run as smoothly as possible.



## How Does It Work?

Your property manager uses this platform to process and manage maintenance requests, renew leases, keep track of all correspondence to do with your property, manage rent collection and disbursements, along with everything else. All this data is stored securely online in your property's portal.

Each user has a portal where they can manage their end of the process. Tradies can manage their jobs and send invoices from their OurTradie app, while tenants can make requests, give feedback, communicate with their property manager, sign leases and pay their rent all from their OurTenant app.

## Your Benefits

- ✓ View current leases and approve lease renewals easily
- ✓ Approve maintenance and repair requests hassle-free
- ✓ View inspection reports including full colour photos
- ✓ Attend virtual inspections with your property manager online
- ✓ Keep a detailed track of communications between you, your tenants and any tradies who work on your property
- ✓ View all financials to do with your property, including ingoings, outgoing and invoices, making tax time easier
- ✓ Manage how your rent is disbursed and how invoices are paid for
- ✓ Track all past and present maintenance requests, jobs and invoices.
- ✓ View before and after photos of work carried out at the property.

Manage lease renewals

Items that require  
your attention

Easily contact  
your property  
manager

Summary of  
your portfolio

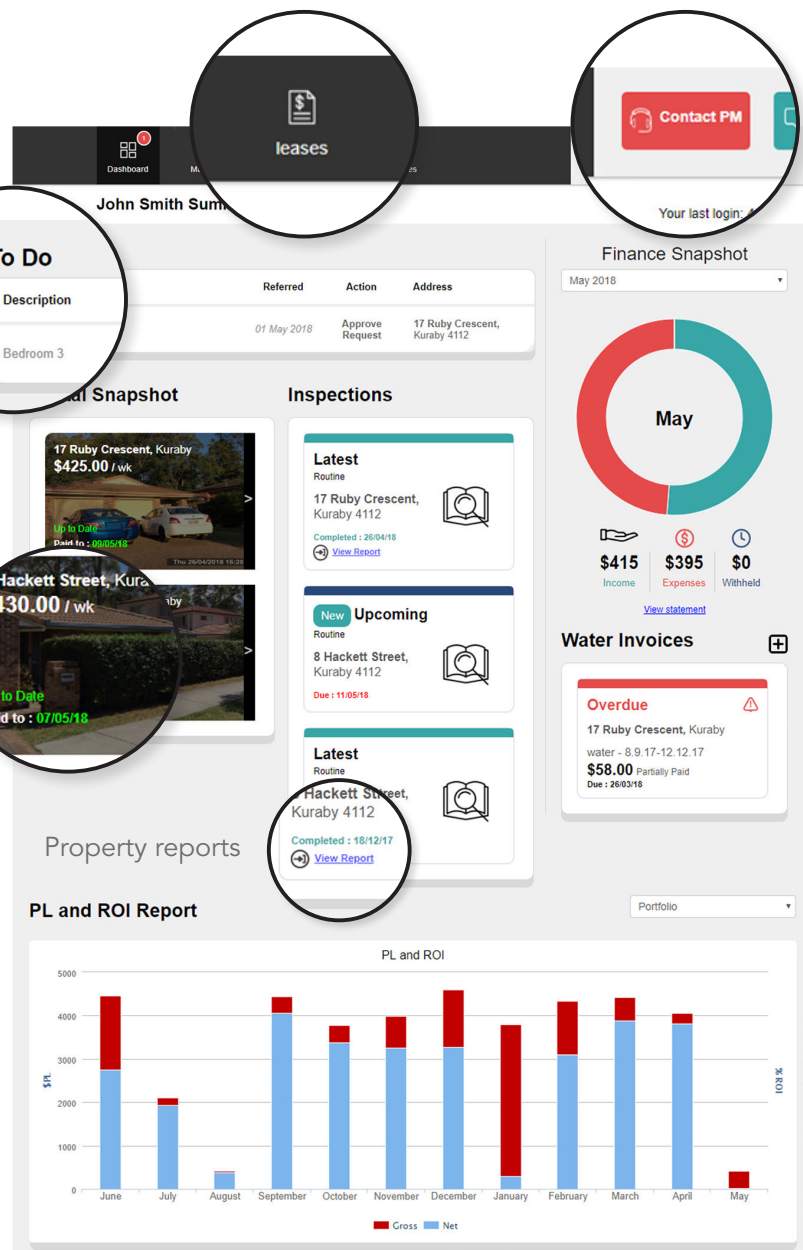
View your  
income  
& statements

Track unpaid  
invoices



## Landlord Dashboard

When you log into OurProperty you'll see the Landlord Dashboard. The Dashboard gives you an overview of your investment property at a glance. If you have more than one investment property using OurProperty, you'll be able to see them there as well, even if they're managed by another agency.



Overview of financial year



## Maintenance Management

Maintenance and repair requests are managed through the platform, and a complete record of all maintenance is kept.

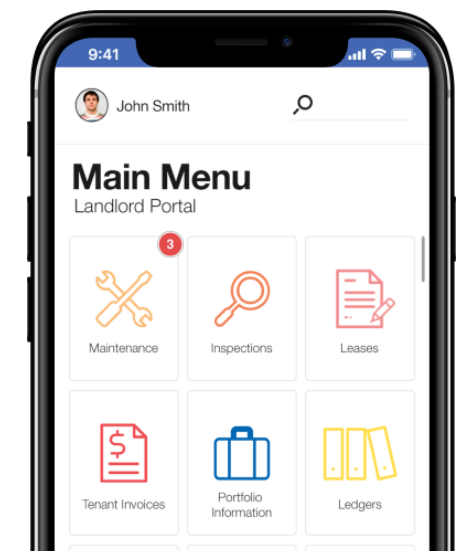
Tenants report maintenance issues with photos or video, which saves on tradie call out fees as they can see the issue straight up without having to visit the property.

We send requests out for quotes from approved tradespeople, and pass suggested quotes to you through the Landlord Portal.

Payments for invoices are debited from your account, withheld from rent, or debited from the tenant's account or bond depending on the situation and payment preferences.

OurProperty automatically checks that tradies are licensed and certified, and keeps a tab on license expiry dates so we'll always know if licences are in date or not. Smoke alarms are also managed with renewal reminders, and pool certificates are pulled from local council databases.

Everything is taken care of so you can sit back while we handle everything.



## OurLandlord Mobile Access

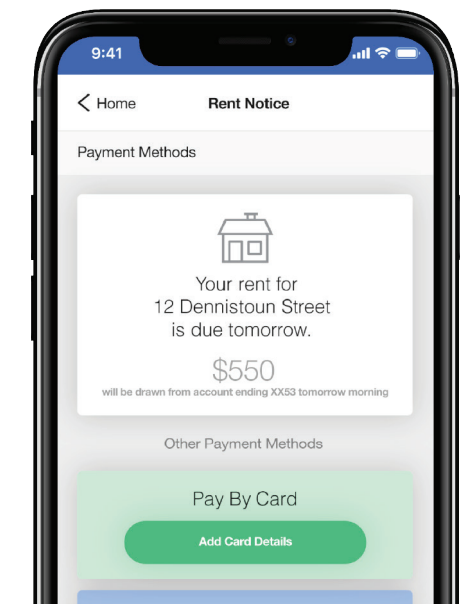
OurLandlord is optimised for mobile viewing. The dashboard can easily be viewed on mobile phones and tablet devices so that you can access everything on-the-go.



## Payment Platform

The platform includes a secure digital payment gateway for rent and bills to be processed safely.

Funds are transferred from the tenant to you in real banking time, making it an easy, safe, traceable way to transfer funds and manage rent and invoice payments. Here are some of the advantages of this payment system:



- Receive your rent in real banking time, faster than ever before.
- Property managers can be proactive when chasing arrears, meaning you'll have less chance of payments coming in late or in parts.
- Everything is digital, so money is tracked rather than being disbursed at the end of the month from a trust account.
- The live ledger shows a record of all your incoming and outgoing.
- Sophisticated artificial intelligence puts you in the driver's seat and allows for proactive asset management.
- Less stress at tax time, especially if you have multiple properties on the OurProperty system, as all your information is accessible from one account.



## Better Transparency

OurProperty enables better transparency between landlords, tenants, tradies and property managers. Tenants can track their rental payments, meaning there's less chance of them falling behind in their rent, as well as report, monitor and track their maintenance issues.

Tenants also have a clearer understanding of their responsibility with regards to the house, with access to their lease conditions 24/7.



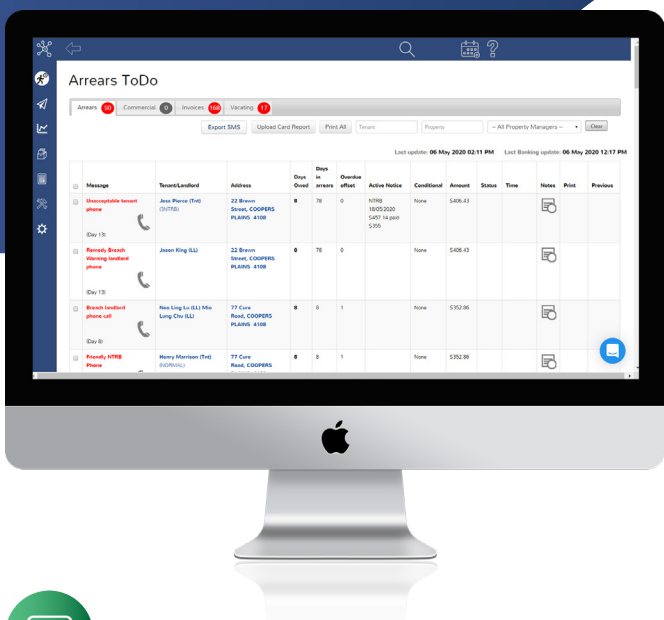
## Investment Tracking

In the Landlord Portal you can check in on your investment and keep fully informed without waiting to speak to your property manager. You can log in 24/7 from anywhere and view your income, expenses, financial statements, inspection reports and more.



## Tax Time is a Breeze

No more printed documents taking up space and trees. Everything is stored online in your portal, ready for tax time. You can give your accountant the login details and they'll take care of the rest. The Landlord Portal has all the information they need in one tidy place.



## Everything's prepared in case of Tribunal Proceedings

OurProperty keeps a record of all correspondence to do with your property, including a log of phone calls, emails, text messages and notices in the system. If we ever have to evict a tenant or attend a Tribunal, we can simply download the report and present it at the hearing for a very clear history of the life of that tenancy.

To date, every case that has used this report has been won in the Tribunal as all processes, timelines, dates and details are clearly documented - leaving nothing to chance and giving the tenant every possible opportunity to remedy the situation.

## Help and Support

OurProperty is an Australian company with a dedicated Australia-wide support team made up of property managers and professionals who have been in the property industry for decades. As part of our service you are free to contact them with technical support issues



## Lower Arrears Than Ever Before!

OurProperty has achieved amazing results with bringing tenants out of the red and into the green.

One agency had over 200 tenants in arrears. Within a week of using OurProperty that number dropped dramatically to less than 10 - and it stayed that way!

This intuitive system uses artificial intelligence to keep track of tenants' rent habits and automatically chase down tenants who regularly miss payments.

Agencies using OurProperty run at around 0.7% arrears over 7 days, which is a staggering figure compared to agencies who don't use OurProperty



## Compliant With Legislation

OurProperty is fully compliant with all relevant state based regulation and fully licensed under the ACT, including PCI and AML/CTF laws to reduce the potential for fraud.

Your funds are accountable in real-time, and our agency receives instant notifications on exactly where money has been received and distributed, giving you peace of mind.

Monday to Friday 8.30am – 6.00pm your local time.



Chat to us today to find out more:

**support@ourproperty.com.au**