

Bold Property Real Estate



BOLD Commitment

What you can expect from our
property management service.

BOLD



WELCOME

Thank you for choosing Bold.

A good working relationship starts with knowing what to expect. This brochure explains how we will look after your property, keep you informed and help you make decisions during the tenancy.

It also sets out what we need from you, from preparing the property for leasing to responding when a repair or other decision needs your attention.

We welcome your questions and feedback. Tell us what matters to you and how you prefer to stay in touch, so we can agree how we will work together.

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Our commitment to you

Clear advice, careful leasing and regular updates about your property.

Communication

We will agree how you would like to receive updates and who to contact, including the after-hours process for urgent repairs. When an issue needs your decision, we will explain the options, likely costs and our recommendation.

We will keep you informed about leasing progress, overdue rent, significant repairs and upcoming tenancy decisions. Where a matter cannot be resolved straight away, we will explain what happens next.

Preparing and leasing your property

Before advertising, we will review property readiness and the available minimum-standard and safety records, identify outstanding work and agree the advertising plan with you. We will arrange any further assessment needed.

We will prepare photographs and listing details, confirm the advertised rent and arrange lawful access for inspections. We will agree the launch date once the authority, access, materials and required work are ready.

We will assess applications using the prescribed form and permitted information, check relevant references and capacity to pay, and present suitable applications for your decision unless you have authorised us otherwise. Applicant information will be handled under the applicable privacy and retention rules.

We will not accept rent above the advertised amount. Any revised advertised rent will need your written approval. We will prepare the rental agreement and condition report, arrange the lawful bond process and provide you with the completed tenancy documents.

Looking after the tenancy

Rent, inspections and repairs: the details that need regular attention.

RENT

INSPECTIONS

REPAIRS

Your tenancy,
day by day.

Rent collection and arrears

We will monitor rent receipts and follow up overdue payments, keep you informed of arrears and explain the available lawful steps. Where needed, we will manage notices and the applicable RDRV or VCAT process within our agreed authority.

We cannot guarantee that a renter will pay on time. Our commitment is to act on arrears and keep clear records of the steps taken.

Inspections and records

We will prepare a detailed entry condition report with photographs and provide written reports after routine inspections. Routine inspections will follow the agreed service and lawful notice requirements: after the first three months of the tenancy and no more than once every six months.

We will report visible maintenance concerns and issues raised by the renter. Routine inspections are visual checks; technical safety and structural assessments require the appropriate specialist.

Repairs and safety

We will assess repair requests, arrange suitable trades and track the work. Urgent repairs must be made immediately. Non-urgent repairs must be completed within 14 days of receiving a written request.

We will seek your approval for work above your agreed spending limit, except where urgent repairs or legal duties require action. Waiting for approval must not delay those duties. Work requiring a licence or registration will be arranged with an appropriately qualified tradesperson.

We will coordinate required safety checks and keep reports and due dates on file. We will explain identified defects and the work needed, rather than treating a routine inspection or a single report as a guarantee of compliance.



YOUR INVESTMENT

Planning for what comes next

Rent reviews, renewals and a clear record when the tenancy ends.

Rent reviews and renewals

We will recommend rent using comparable properties, current demand, vacancy risk and renter retention. Any increase will need your approval and must comply with the applicable lease and frequency rules, the prescribed notice and at least 90 days' notice.

We will discuss renewal options before the fixed term ends. If no new fixed term is agreed and the tenancy is not lawfully ended, it continues as a periodic tenancy. The end of a fixed term alone is not a reason to require the renter to leave.

Accounts and the end of a tenancy

We will remit available rental funds, issue statements and pay agreed outgoings under your management authority, subject to available funds. We will provide supporting invoices and an annual financial summary.

At vacating, we will compare the property with the entry report, allowing for fair wear and tear, and discuss any proposed bond claim with you. From 13 October 2026, bond claims require advance notice to the renter and supporting evidence.



Before we lease your property

Use this preparation checklist with your Bold property manager.

Minimum standards and property condition

- ☐ Arrange a rental minimum standards assessment and report. Resolve identified defects before advertising or offering the property for rent.
- ☐ Check bathrooms, toilets, kitchen and laundry facilities; heating; electrical safety; lighting; ventilation; structural soundness; and mould or damp related to the building.
- ☐ Check external door locks, window latches, privacy coverings, secured blind and curtain cords, and vermin-proof rubbish and recycling bins.
- ☐ Check paths, stairs, balconies, drainage and gutters for hazards. Where applicable, confirm pool or spa barrier obligations and keep inspection and compliance records.

Safety checks and evidence

- ☐ Confirm smoke alarms are correctly installed and working, with testing at least every 12 months. Keep the latest report and next due date.
- ☐ Confirm electrical checks and gas checks where gas is present, with appropriately qualified tradespeople. Keep reports, defect rectification records and due dates.
- ☐ Upcoming from 13 October 2026: two-yearly gas and electrical checks extend to all rental agreements. Records showing minimum-standard compliance must be kept, including before advertising, offering or move-in.
- ☐ Plan ahead: new energy-efficiency standards phase in from 1 March 2027. Ask which requirements, triggers and exemptions apply to your property before arranging upgrades.

Practical handover

- ☐ Provide all keys, remotes, appliance instructions and relevant owners corporation rules. Tell us about known defects, warranties and service history.
- ☐ Prepare a clean property and tidy garden, remove unwanted belongings and agree any cleaning or repair work needed. Arrange necessary utilities during preparation and safety checks.
- ☐ Review building and landlord insurance for rental use. Confirm your repair spending limit, emergency contact, bank details and agreed outgoings with us.

This is a preparation guide, not a compliance certificate or the full legal checklist. Some standards have property-specific exceptions. Use the current CAV guide and appropriate specialist advice to assess your property.

Bold Complete Services

Practical services to help you prepare your property, support your renters and manage your investment.

Utility connections

Help arranging electricity, gas and internet connections when moving in, with the choice of plan and provider left to the customer.

Tax depreciation

A tax depreciation schedule can help identify eligible deductions for the building and its assets. Your accountant can advise which deductions apply to your circumstances.

Building and landlord insurance

Building insurance helps protect the property itself. Landlord insurance may cover risks such as loss of rent and tenant damage, depending on the policy. Cover, exclusions and excesses vary.

Finance

Assistance connecting you with finance advice for an investment purchase, refinancing or a loan review. A finance professional can assess suitable options for your circumstances.

Property preparation and maintenance

Coordination of cleaning, gardening, minor repairs and trade work to prepare your property for leasing and maintain its condition during and between tenancies. Scope and costs are agreed with you, subject to urgent repair obligations.

Rental minimum standards report

An assessment and written report on your property against Victoria's rental minimum standards, identifying any work needed before it is advertised or leased. This is separate from gas, electrical and smoke alarm safety checks.

Safety checks

Coordination of smoke alarm, electrical and gas safety checks, where applicable, with appropriately qualified tradespeople. Reports and due dates help you track your property's safety obligations.



Bold Property
Real Estate

Looking after your property, wherever you call home.

It starts with trust

Handing someone the keys to your property takes trust. Whether you live locally, interstate or overseas, you are also relying on them to be your eyes and ears here in Melbourne. You need to feel comfortable with the people looking after it.

At Bold, we work with owners close to home and across the world. Some have been with us for more than ten years. We are proud of those relationships, and we want you to feel just as comfortable picking up the phone to us - whether it is about a repair, your rental income or a change of plans.

Someone here to look after things

If a repair comes up, we explain the problem, the cost and our recommendation. At rent review time, we consider the market and the value of a good renter. You should have a clear picture before making a decision.

And you do not need to have all the answers before you call. Tell us what is on your mind. We can talk it through, look at the options and work out the next step together.

Leasing · Property management
Rental appraisals · Residential sales

Some of our
landlords have
been with Bold
for **over 10**
years.

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