



# LANDLORDS GUIDE

TO LEASING YOUR HOME

**This guide outlines what you can expect when leasing your property and how we support you through this phase.**



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# WHAT MAKES US DIFFERENT

**We don't believe real estate should be approached with a template or a standard script.**

Every property, every client and every situation comes with its own set of priorities, and our role is to understand those before offering advice or direction.

At Crossriver Property Group, we take a considered and strategic approach to every decision. We combine a strong understanding of the local market with clear, straightforward communication, ensuring our clients always know where they stand and what their options are. We believe informed clients make better decisions and we take the time to explain the process, the risks and the opportunities at every stage.

Our team operates as trusted advisors rather than transactional agents. We guide our clients through buying, selling and leasing with care, focusing on outcomes that hold their value over time.

The relationships we build don't end at settlement or lease commencement they are ongoing partnerships built on trust and results.



## SUE RITCHIE

DIRECTOR

Sue is a highly respected property professional celebrating 32 years of excellence in property management on the border. Renowned for her integrity, attention to detail, and outstanding results, Sue has built a reputation for managing properties with care, professionalism, and absolute honesty.

Trusted by property owners and tenants alike, Sue is known for her strong work ethic, clear communication, and unwavering dedication to doing the right thing.

Her long-standing success reflects not only her deep industry knowledge, but also the genuine relationships she builds with her clients.

### ACHIEVEMENTS

2025 Executive Property Manager of the Year  
National Property Management Awards

2024 Property Manager of the Year  
Organic Growth

2024 Community Relationship of the Year  
Cancer Hospital Fundrasier

2023 Property Manager of the Year  
Organic Growth

2022 Property Manager of the Year  
Organic Growth



# WHO WE ARE

Crossriver Property Group is a full-service real estate and property management agency committed to delivering consistent outcomes for property owners, buyers, and tenants.

With offices in **Wodonga** and **Lavington**, we combine strong local knowledge with a caring approach to every property we manage or represent.

We take responsibility for every stage of the property journey, managing assets with care and have a clear focus on protecting long-term value. Our approach is grounded in clear communication, ensuring our clients feel informed and confident in every decision being made on their behalf.

Supported by well-established systems and hands-on management, our team is able to respond efficiently, manage risk effectively and address issues before they become problems. We remain closely involved in the day-to-day management of each property, applying the same level of care and attention we would expect for our own.

Success at Crossriver Property Group is measured not only by results, but by the quality of the properties we manage, the strength of our client relationships and the trust placed in us to manage significant investments with integrity.

# HOW WE WILL MANAGE YOUR PROPERTY

**Managing your property is a responsibility  
we take seriously.**

From the outset, our focus is on protecting your asset, managing risk and supporting consistent performance over time.

With Crossriver Property Group, you can be confident your property is being managed with the same care and consideration we would apply to our own.





## Acting in your best interests

Every decision we make is guided by transparency. Our role is to provide honest, considered advice and to act in a way that supports the long-term success of your investment rather than short-term outcomes.

## Clear and consistent communication

You will be kept informed without needing to chase updates. We communicate clearly, explain decisions when they arise and ensure you always understand what is happening with your property and why.

## Experienced property management

Property management involves navigating legislation, tenancy matters and day-to-day problem solving. Our experience allows us to manage these confidently and respond efficiently when challenges arise.

## Local marketing knowledge

A strong understanding of the local market underpins every recommendation we make. We stay informed on rental demand, pricing trends and tenant expectations so your property remains well positioned and competitive.

## Care and accountability

The difference in property management is found in the detail. We take a proactive, hands-on approach and remain closely involved in the ongoing care of your property. This commitment is reflected in the quality of tenancies we place, the condition of the properties we manage and the long-term relationships we build with our clients.

# PREPARING YOUR PROPERTY FOR LEASE



**Proper preparation is essential to attracting quality tenants and achieving the best rental return. Presenting the property well from the outset also helps set clear expectations and reduces issues.**

## Cleaning and presentation

Your property should be presented in a clean, well-maintained condition prior to advertising and tenancy commencement. A thorough clean creates a strong first impression and allows an accurate entry condition report to be completed. Well-presented properties attract stronger tenant interest and encourage tenants to take better care of the home.

## Carpet and garden maintenance

Carpets should be professionally cleaned where required to establish a clear condition benchmark at the start of the tenancy. Gardens and outdoor areas should be tidy, with lawns mowed, edges trimmed and shrubs maintained. This not only improves presentation but also helps define tenant responsibilities for ongoing upkeep.

## Serviced appliances

All appliances included with the property, such as heating, cooling, ovens, and hot water systems, should be in good working order before a tenant moves in. Servicing appliances prior to leasing helps reduce breakdowns, ensures safety and minimises disruptions during the tenancy.

## Compliance with legislation

Rental properties must meet current legislative and safety requirements before being leased. This includes compliance with minimum rental standards, safety checks, and any state-specific regulations. Ensuring compliance protects both the owner and the tenant.



# MARKETING YOUR PROPERTY

Effective marketing plays a critical role in attracting the right tenants and reducing vacancy time. A well-executed marketing campaign increases the number of enquiries.

## Professional photography

High-quality photography is one of the most important tools in marketing a rental property. Professional images showcase the property's best features, create a strong first impression, and significantly increase online engagement. Well-presented listings attract more enquiries and help position the property correctly within the market.

## Major online portals

Most tenants begin their property search online, making digital exposure essential. Your property is advertised across major real estate portals where active tenants are already searching. This ensures maximum visibility, strong enquiry levels and access to a broad pool of prospective renters.

## Targeted exposure to quality tenants

Beyond general advertising, targeted exposure helps reach tenants who are well matched to the property. This includes promoting listings to our existing tenant database and tailoring marketing to suit the type of tenant most likely to be interested. The goal is not just high enquiry, but quality enquiry that leads to a smoother leasing process and stronger tenancy outcomes

# TENANT SELECTION PROCESS

**Finding the right tenant is about more than filling a vacancy quickly.**

Each application is carefully reviewed to ensure it meets the required standards and provides a clear picture of the applicant's situation. We take the time to assess affordability, verify details, and identify any potential risks before moving forward.

Rental history and references are checked thoroughly to understand how the applicant has performed in previous tenancies. This helps us form a realistic expectation of how the property is likely to be cared for and whether the tenancy is a good fit.

Once the review process is complete, we provide a professional recommendation based on the information gathered. The final decision always remains with the property owner, but our role is to ensure you have clear, reliable information so you can make that decision with confidence.



# OUR COMMITMENT TO YOU

**Our role is to manage your property with consistency, care, and accountability, while keeping you informed and confident in every decision made on your behalf.**

Rent is monitored closely and managed in accordance with the lease agreement. Payments are tracked regularly, and any issues are followed up promptly to reduce arrears and protect your cash flow.



## **Routine inspections**

We carry out routine inspections throughout the tenancy to ensure the property is being looked after and maintained to an appropriate standard. Detailed inspection reports are provided so you have a clear understanding of the condition of your property, without needing to be directly involved.

## **Maintenance coordination**

When maintenance or repairs are required, we coordinate the process from start to finish. This includes liaising with tenants, recommending suitable trades, and ensuring works are completed efficiently and to an acceptable standard, with owner approval obtained where required.

## **Rental reviews**

Rental reviews are conducted with reference to current market conditions to ensure your property remains competitively priced while supporting long-term performance. We provide clear advice so rental adjustments are considered and well-timed.

## **EOFY statements**

At the end of each financial year, comprehensive statements are prepared outlining income and expenditure for your property. These are designed to support your record keeping and make the process smoother for your accountant or financial adviser.



# FEES AND CHARGES

We believe in being transparent about our fees, so you always understand what you are paying for and the value we provide.

Our management fee covers the day to day running of your property, including tenant screening, rent collection, enquiries, maintenance coordination, inspections, and regular communication. The fee is a percentage of rent collected and is only charged when rent is received.

Maintenance and repair costs are separate and apply only to work completed. We do not add mark ups to contractor invoices and will always contact you about maintenance so you stay informed.

Our goal is to protect your investment, minimise vacancies, and provide reliable, professional management. If you have any questions about our fees or services, we are always happy to help.

## Administration fees

Rental appraisal	Free
Management fee	6.6% of all rent collected (plus GST)
Letting fee	One week's rent (plus GST)
Lease renewal fee	Half of a week's rent (plus GST)
EOFY statement fee	\$22

*\*These fees are negotiable for owners with multiple properties*

## Advertising fees

'For lease' sign board	Free
Internet listing promotion	\$350

## Other fees

Tribunal application	At cost
Registered post envelopes	At cost



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