



Our aim is to obtain the best returns through our intimate knowledge of the Hills Area and surrounds and our proactive attitude towards day-to-day operations.

# Capability statement

Property Management

PRD Norwest

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# Capability Statement Property Management



Established in 1999, we commenced operations under the Ray White Commercial franchise in our first office in Pennant Hills. Since then, we have gone from strength to strength and we have now become a highly respected business servicing the property needs of North West Sydney.

Now known as **Integrated Norwest Management Pty Ltd**, trading as **PRD Norwest**, we are located in the Norwest Business Park and have divisions in Commercial & Residential Property Sales & Leasing, Property Management and Project Marketing. PRD is one of Australia's largest suburban and regional residential real estate brands.

We use the latest property management technology and source our research data through the PRD Research Team resulting in precise and up-to-date information and providing an end-to-end service to our clients.

## Our Experience

Our experienced Property/Asset Management team can assist in all areas of property management to maximise property performance and minimise your expenses

- Financial accountability; Processing of all invoices, budget preparation & conducting outgoing reconciliations. Provide detailed monthly Owner income and expenditure statements including GST reports
- Rent arrears kept to a minimum using PRD's rent arrears control policy
- Asset management governance; WHS compliance, site inductions / audits etc.
- Collaboration with our leasing team on leasing fundamentals, negotiation and document co-ordination with the aim of limiting the number of days that a tenancy is on market
- Project manage capital expenditure where necessary
- Tender service contracts and manage contracts
- Turnkey solution to all property aspects

## Why PRD Norwest

### We do not just collect rent and pay bills

Our experienced team of professionals takes a proactive approach to property management, working hand-in-hand with investors to ensure their assets are managed effectively. We help protect you from delinquent tenants, maximise your returns, minimise your exposure to personal claims and save you time.

### Are you paying for Management Fees?

A large number of industrial and commercial leases include a clause that requires the tenants to pay the landlord's outgoings which might include management fees. Unlike residential management, where fees can reduce your return, most of our landlords require their tenant to pay for management fees within their outgoings schedule.

### We look after the paperwork

The effective administration of a commercial property demands regular time and attention, given the many routine administrative procedures which are required. We have the industry's leading software

system, and our processes ensure that your property runs smoothly. We provide you with regular statements and copies of all accounts, so your records are always in order.

### **We place emphasis on tenants' payments**

Most people don't like having to chase up late payments. When you appoint us to manage your property, we ensure your tenant is invoiced ahead of time and pays correct rental rates – and we chase hard should they fail to meet their obligations.

### **We look at your property**

We conduct a thorough inspection of your property regularly throughout the year utilizing advanced property management software and provide a photographic report annually. We respond quickly to issues with tenants on your property, ensuring problems are dealt with quickly and your property maintained.

### **We maximise your properties performance**

Missed rental reviews and late rental payments, lack of preventative maintenance, failure to enforce end of lease repairs, uncompleted outgoings and reconciliations all add up to reduced returns for you.

Our service ensures you get the most out of your property.

### **We minimise risk**

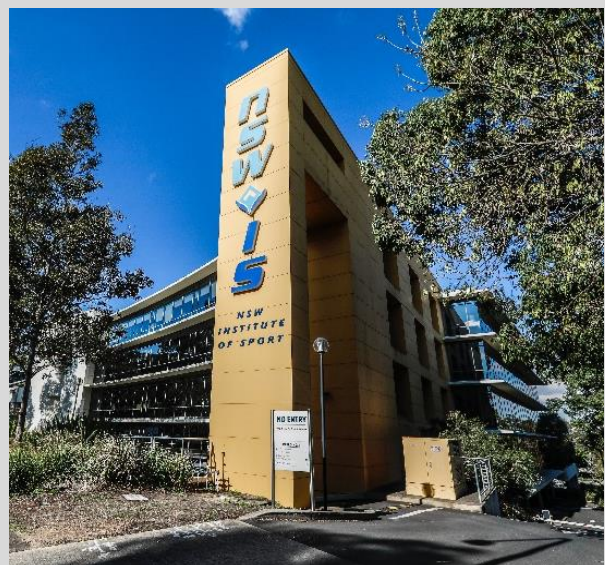
Typically, many landlords don't undertake regular documented inspections of their properties and don't implement legislative changes, including fire services checks, energy and safety audits.

Failure to complete these tasks can lead to breaches of legislation or serious injury. If the landlord can't demonstrate they have acted in a professional manner, their insurers will disallow a claim making the landlord personally liable. This could result in exposure to millions of dollars in personal injury or property damage. Our services minimise that risk.

## **Our Clients**

### **Assets Under Management**

Hills Shire Council – 3 Columbia Ct, B/Hills  
Atlas – Brookhollow Ave, Norwest  
Versatile – 29 Lexington Dr, Bella Vista  
Eagers Automotive - 2A Victoria Ave, Castle Hill  
6 Figtree Drive, Sydney Olympic Park  
821 Pennant Hills Road, Carlingford  
10 Pioneer Avenue, Thornleigh  
1B Kleins Road, Northmead  
Sky City – 20 Lexington Dr, Bella Vista  
24 Lexington Drive, Bella Vista  
7 Sefton Road, Thornleigh  
8 Avenue of Americas, Newington (Units)



PRD Norwest is a customer-focused real estate agency which brings the right people together for the best results. Our Qualified team strive to understand our markets and our clients' needs. We have our client's best interest at heart in everything we do..... we love our job and it shows!

### DIRECTOR & LICENSEE



**David Inkster**  
Director & Licensee  
M 0409 831 241  
P +61 2 7228 8000  
E david.inkster@prdnorwest.com.au



**Kaylene Posa**  
Executive Assistant & Marketing Co-Ordinator  
P +61 2 7228 8001  
E kaylene.posa@prdnorwest.com.au

### PROPERTY MANAGEMENT



**Lynette Guest**  
Senior Asset Manager  
M 0405 940 336  
P +61 2 7228 8004  
E lynette.guest@prdnorwest.com.au



**Angelyn Belleza**  
Senior Asset Manager  
M 0498 455 995  
P +61 2 7228 8005  
E angelyn.belleza@prdnorwest.com.au



**Erin Cooper**  
Residential Property Manager  
M 0499 982 901  
P +61 2 7228 8000  
E erin.cooper@prdnorwest.com.au



**Elisa Bryon**  
Business Development Manager  
M 0477 155 500  
P +61 2 7228 8000  
E elisa.bryon@prdnorwest.com.au



**Zoe Dickson**  
Administration & Trust Accounting,  
Property Management  
M 0477 155 500  
P +61 2 7228 8008  
E pm@prdnorwest.com.au

### SALES AND LEASING



**Adam Bragg**  
Associate Director, Sales & Leasing  
M 0415 239 492  
E adam.bragg@prdnorwest.com.au



**Mason Hemmings**  
Commercial & Residential Sales  
Negotiator  
M 0423 613 597  
E mason.hemmings@prdnorwest.com.au



**David Cheng**  
Commercial & Residential Sales  
Negotiator  
M 0433 163 007  
E David.cheng@prdnorwest.com.au



**Wayne Gay**  
Associate Director,  
Residential Sales  
M 0481 126 872  
E wayne.gay@prdnorwest.com.au



**Tracey Paterson**  
Associate Director,  
Residential Sales  
M 0434 107 950  
E tracey.paterson@prdnorwest.com.au

## Testimonials and Achievements

### YOU ARE IN GOOD COMPANY!

*"Just wanted to make mention of how great Lynette is to work with.*

*She is able to both manage a very positive relationship with us as tenant, and ensure the landlord's interests are well managed at the same time – this sounds simple, but as you would know to do this well is not easy. I have seen few do this as well as Lynette does."*

**Adam Boyd**  **Greencross  
Pet Wellness  
Company**

*"Angelyn,*

*Thank you so much for all your help. You are totally awesome and I am just so blown away by your professionalism.*

*Thank you so very much.*

*Best Regards"*

**Jannie**  
**821-825 Pennant Hills Road,**  
**Carlingford**

*"Dear Angelyn,*

*Thank you so much for all your efforts in assisting us with 269 Old Northern Road, Castle Hill, our new medical centre location. You have gone above and beyond the call of duty to help us and we are forever thankful*

*Much love"*

**Barwell Medical Centre and  
FHA Team.**

### "A BIG THANK YOU

*I am writing this letter in recommendation and endorsement of Angelyn Belleza, our property manager from PRD Norwest. In managing this 10,000 SQM site, she has always demonstrated professionalism and integrity. She has been competent, honest, and made every effort to keep costs at a minimum. Most importantly, when things have gone wrong, she is able to handle the situation in a timely and satisfactory manner. From the day we met Angelyn till now, she has been a perfect example of a Property Manager. She is not only good at budget preparation and reporting but also lease negotiation and maintenance to ensure the accuracy of financial records and high occupancy rate. She is always there for you any time of day with the most positive and lovely attitude. She is never too busy, and she makes even the smallest problems a priority. Not only does Angelyn care for the landlord but the tenants and the building as well. We have been thoroughly pleased with Angelyn and are grateful for our initial recommendation to consider her as our manager. We have no doubt her future clients will be similarly pleased with her professional commercial management services."*

**Zoe Wu, Operations Manager, Mayrin Group**  
**6 Figtree Drive, Sydney Olympic Park**

### ACHIEVEMENTS!

**2019 PRD Annual Awards | Winner - PRD Senior Property Manager of the Year – Lynette Guest**

**2019 PRD Annual Awards | Winner - Property Management Team of the Year – PRD Norwest**

**2019 PRD Annual Awards | Finalist - Asset Manager of the Year – Zoe Dickson**

**2019 PRD Annual Awards | Finalist - Outstanding Support Person of the Year – Kaylene Posa**

**2018 PRD Annual Awards | Finalist - Senior Asset Manager of the Year – Lynette Guest**