



PRD NORWEST

Capability Statement

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Our aim is to obtain the best returns through our intimate knowledge of our clients requirements and our proactive attitude towards day-to-day and long term objectives

Full Service Asset 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 Asset Management, Commercial/Industrial Sales & Leasing and Project Marketing. PRD is one of Australia's largest suburban and regional 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.

01 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

02 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.

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.

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 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.

03 Our Clients

ASSETS UNDER MANAGEMENT

Hills Shire Council Portfolio – 3 Columbia Crt, Norwest

Infinity Commercial – 7 Maitland Pl, Norwest

The Vault – 5 Money Cl, Rouse Hill

Atlas – 22 Brookhollow Ave, Norwest

Punthill – 22 Brookhollow Ave, Norwest

6 Figtree Drive, Sydney Olympic Park

821 Pennant Hills Road, Carlingford

24 Lexington Drive, Bella Vista

7 Sefton Road, Thornleigh

63 Majors Bay Road, Concord

8 Avenue of Americas, Newington (Units)



04 Meet our Team

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

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ASSET MANAGEMENT

**Lynette Guest**

Senior Asset Manager

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Senior Asset Manager

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Assistant Property Manager

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SALES AND LEASING

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Associate Director, Sales & Leasing

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Senior Sales Negotiator

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Commercial Sales & Leasing Executive

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Associate Director, Sales & Leasing

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05 Testimonials and Achievements

YOU ARE IN GOOD COMPANY!

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"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**

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"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

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"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.**

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"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

Zoe Wu, Operations Manager, Mayrin Group

6 Figtree Drive, Sydney Olympic Park

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."

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"Dear David,

Sincere thanks to you and Angelyn for the sterling job you did on 22 Brookhollow. Again, thanks for the great effort.

Look forward to working with you through all of this over the next decade.

Best Regards,"

Warwick R. Lorenz



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"We wish to give very special thanks to Angelyn for handling our Figtree Commercial building Asset. She is doing an amazing job.

Angelyn's prompt attention to our needs & Tenants' needs was at all times exceptional. Even when certain real situations proved to be difficult, you handled the events with professionalism, knowledge, courtesy and proved to be very reassuring and calming to us in a very stressful situation.

Once again, thank you for Angelyn's assistance, perseverance and hard-work, and I look forward to working with her and her team again in the future.

Best Regards,"

Elaine Li | Operations Manager



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"Angelyn,

Congratulations, you definitely deserve the award. Wow year of the rabbit, this year will be a great year for you. May you continue to succeed and prosper in years to come.

You are the best property manager in the world and is of a great asset to us. You are extremely clever, super efficient and have great ability to coordinate complex situation. We love how you always coordinate and inform us every details on every situation keeping us in the loop and always thinking way ahead on all outcome and even

Jannie

821-825 Pennant Hills Road, Carlingford

have plans to guide and advise us in all strategies at best possible ways.

Not only do we love having you as our property manager, our solicitor speaks highly of you and we totally agree with him on that. You are definitely a Blessing to us. Thank you so much for taking such good care of us and may you continue to help us and expand our relationship in years to come.

Thank you from the bottom of our heart for everything.

Best Regards,"

06 Achievements!

PRD ANNUAL AWARDS

2024 Winner Silver Office Award – PRD Norwest

2022 Winner PRD Property Management Team of The Year – PRD Norwest

2020 Winner No. 4 Principal – David Inkster

2020 Winner Individual Growth Award – Adam Bragg

2020 Winner Platinum Sales Award – Adam Bragg

2019 Winner Property Management Team of the Year – PRD Norwest

2018 Finalist Senior Asset Manager of the Year – Lynette Guest

2024 Winner Platinum Sales Award – Adam Bragg

2020 Winner Gold Sales – PRD Norwest

2020 Winner No. 3 Sales Person – Adam Bragg

2020 Winner Platinum Sales Award – David Inkster

2019 Winner PRD Senior Property Manager of the Year – Lynette Guest

2019 Finalist Outstanding Support Person of the Year – Kaylene Posa