



## Years of Industry Experience

Our unique check list has been developed over several years experience working in the insurance industry.

We know what can go wrong before it happens so you can make an educated decision on what type of predictive & preventative maintenance you can do to avoid potential extensive damage to your investment and loss of rental income.

In the unlikelihood of a water leak or flood we have specialist technicians on hand to attend and conduct emergency water extraction, structural drying and sanitation to minimise damage and potentially harmful mould growth.

With several years' experience in the property housing insurance industry in the unlikely event your property is affected by water, fire or malicious damage we can also provide you with assistance with your insurance claims.

## Cyclone Season - Property Preparation Inspections

We check guttering to ensure they are clean from debris to prevent overflows resulting in costly repairs. We advise tenants on how to best prepare for potential cyclones. As well as provide a check list for all tenants on how to avoid creating breeding zones for mosquitoes which could result in contracting dangerous illnesses like – Dengue Fever

## Our Service - Guaranteed

Cairns Rentals guarantee a personal and premium unmatched Property Management service. Clearly written in black and white so both you the owner and tenant are all aware of the level of expectations.

***If you are not 100 % satisfied with our service, we will release you from your Management Agreement with NO penalty fees.***



**0481 322 404**

*We focus on Quality  
not Quantity*

## Our Service to You!

**Cairns Rentals** has over 30 years combined experience in the home building, project management, maintenance and property detailing markets. We know properties inside and out and what's involved in keeping your investment in tip top condition ensuring the protection of your long term investment.



***We are always there for both you and your tenant and will provide you with constructive solutions to any challenges encountered.***

## Our Property Maintenance Division

You only trust a registered doctor to take care of your health, a licenced mechanic to service and maintain your car. That is why at **Cairns Rentals** we have our own in house licenced and certified specialist advisor overseeing your investment. Their qualifications include:

- A QBCC Licenced Builder
- LVL 2 Infrared Thermographer
- Certified Mould Remediator & Structural Dryer
- Fire, Smoke Damage & Odour Control Certified Remediator
- Pest Management technician

After operating a property detailing business for several years, our high standards and expectations ensure your property is properly cared for maintained and not run into the ground.

***During each quarterly inspection, we identify any areas that require attention and ensure they are attended to before they contribute to early deterioration of building materials, fittings and fixtures.***

## Keeping you up to date

As a small boutique rental agency, we provide a professional personalised friendly one on one service.

- You deal directly with the owners
- We are contactable via phone or email at any time to answer your enquiries - if we are unavailable immediately - you are guaranteed to receive a response within 2 hours.
- An open line of communication is the key to a successful relationship - whether it's good news or bad - you'll be informed.

## Peace of Mind

- We are entrusted in finding the most suitable tenant for your property as quickly as possible and ensure they stay as LONG as possible.
- Our extensive screening process aims to ensure you are getting a quality tenant who is made aware of our high expectations in maintaining your investment and can meet the responsibilities of the Tenancy Agreement.
- We work with you keeping you informed of applications, make our recommendations and at the end of the day you have the final say.
- It seems only fair you know who will be living in your investment.

Our specialist property managers conduct inspection reports including:

- Detailed written report
- Photos
- And if requested Videos which are emailed to you for review. (optional extra)
- We inspect each property once every 3 months and provide you with a detailed report of the properties condition and any works required to ensure no unnecessary damage is caused

## Protection of your Investment

Our initial first inspection includes a detailed Preventative Maintenance Inspection Report. This Exclusive Service is the First in Cairns to Include a Specialised Infrared Scan to detect:

- Excessive moisture Ingress and minor water leaks which could result in damage to your property.
- Check condition of plumbing connections & flexi hoses in wet areas & kitchens.
- Conduct a Site Hazard Identification inspection to reduce potential accidents
- We check the property from top to bottom and give you a clear picture of what preventative maintenance works are required.

Your first premium water ingress inspection service is conducted by **STI & Associates - Valued at \$550.00 is FREE** when you list with **Cairns Rentals**.

**STI**  
& ASSOCIATES

Specialised Infrared  
Inspections,  
Restorations &  
Building Services



### Inspection consists of:

- Wet area Infrared Scan: Bathrooms Kitchens and laundries
- Thermal scan of ceiling to reveal insulation voids and any current roof leaks
- Moisture readings of affected areas to determine how serious the problem is.
- You can opt to have this additional Premium service conducted every three months during your quarterly inspection for only additional fee which includes state of the art infrared images and moisture mapping readings.
- If ignored cause potentially harmful mould colonies to develop.
- Not forgetting wet rotting timber which is an attractive food source for termites.