

# AT YOUR SERVICE



The cornerstone of our business is our service commitment to our clients

Professional, thoughtful and honest – these are the qualities that embody the team at Real Estate Services (RES) by Mirvac.

The RES team specialise in ensuring a positive client experience and focus on delivering an unparalleled six-star service to Mirvac stakeholders. Our complete asset management and established sales business ensures that your Mirvac investment receives the after-sales attention that it deserves.

From purchase through to settlement, whether leasing or selling, the strength of resources of a global Real Estate brand combined with the intimate knowledge only a Mirvac property expert has, is the unique structure built to ensure the value and integrity of your home is upheld without compromise.

Our integrated approach and exceptional expertise allows us to look after any real estate need for you. Our priority is making your property journey seamless whilst ensuring you capitalise on your asset.

We effectively utilise technology to stay continuously connected to our clients, facilitating informative communication and timely responsiveness to your every need. We work tirelessly to outperform the market and deliver optimum results.

For us, Real Estate is as much about the client experience as it is about the result.



Our pursuit of quality and care in every detail shapes our customer first approach

With over 45 years of experience, Mirvac has an unmatched reputation for quality property and service. Delivering high-quality, award-winning residential apartments, developments and urban communities has always stood alongside our commitment to customer care, service and support.

For decades, Mirvac and now RES have been setting the standard as a world-class Australian property group that attracts the nation's best and brightest talent. With a culture of innovation, integrity and inclusiveness, we work together as one to deliver the best results for our clients.

Today our dedicated team of passionate property experts are proud to be market leaders. We encompass award-winning agents, auctioneers, property management consultants, investment specialists, international client relationship managers, marketing specialists and administration professionals.

Our collective knowledge and industry experience empowers our company's client focused approach and allows adherence to the highest possible standards of excellence.





# We don't just manage properties, we nurture investments.

# YOUR PROPERTY IS OUR PRIORITY

RES offers a comprehensive property management and investment advisory service.

Regardless of the size of your investment, your property is our priority. No two managements are the same and our team of highly skilled agents will be here every step of the way to guide, inform and support you on all aspects of your investment.

# OFF-THE-PLAN ADVANTAGES

For Mirvac clients who have purchased off-the-plan, we exclusively offer investors a seamless transition presettlement to our property management service.

Our integrated relationship with Mirvac ensures an active start as we are the only agents with access to exclusively hold inspections in the weeks prior to settlement\*. We can also manage arrangements for any additional chattels required prior to leasing.

# PROACTIVE APPROACH

Our proactive approach, conceived with strong regard for procedures and processes, ensures legislative compliance, active arrears management and emphasis on maintaining your investment to the highest standard. We work in a consultative manner, providing you with transparency in every aspect of your management.

## MARKETING & TENANT SELECTION

Our meticulous standards & extensive database of registered tenants allows us to effect maximum exposure for your asset.

With tailored, cost-effective marketing and highly-specific targeted promotion, we will ensure you achieve the highest yield. Our team personally meet all prospective tenants, thoroughly process all applications and present all findings, allowing you to make a well-educated decision on who you want within your property.

### ON-GOING MANAGEMENT

Regular property inspections are thoroughly documented via a written and photographic report which is promptly emailed to you following each inspection, and you will receive a comprehensive annual market review ensuring your investment is performing at its peak.

We understand effective property management is about ensuring a great relationship is formed between you and your tenant.

Utilise our experience to take your asset to the next level.

### ADVISORY SERVICE

Ensuring you maximise the value of your asset in every way possible is vital.

We can facilitate adequate insurance and asset protection, co-ordinate timely capital improvement strategies and arrange depreciation reports to capitalise our your investment.

If you're considering leasing your property furnished, we can connect you with a stylist service to tailor the perfect package to your core market.

<sup>\*</sup> Access to property at settlement where available.

# Reshaping your Real Estate experience with customer-centric service and convenience

### RESOURCEFUL

Upon careful analysis of your property, the local market and your individual needs, our team will devise a customised sales strategy designed to maximise your sales price and minimise your days on market. The RES team know more about your property, development and local community than anyone else, giving you a competitive advantage in achieving the best possible sale price for your home.

#### **RESPONSIVE**

Communication is of the utmost importance for a successful sales campaign. The RES team are focused on ensuring we maximise the sales price and a huge part of that is ensuring we are proactive in our buyer management. As a vendor, you'll never be wondering what's happening with your property, the market or where the interest lies during the sale of your home.

### RESEARCHED

Choosing the right agent to sell your home is paramount to achieving an exceptional result. Our experience and expertise allows us to help you easily and effectively understand the market conditions allowing you to make the right decisions when it matters most.

### RESONATE

Our dynamic and innovative marketing solutions are individually designed to maximise the opportunity to connect with local, national and international buyers. Driving engagement and enquiry, our job is to ensure we create the highest level of competition amongst buyers to secure the best possible sale price.

### RESPECTED

Our Mirvac property and development expertise, combined with a unique understanding of the intricacies of the property market and local area, instills confidence and excitement in our buyers, making us the agent of choice for purchasers.

We strive to achieve the very best outcome for all our clients.

### RESOLUTE

Our services go beyond selling, we are proud to offer an end-to-end property solution to bring out the best in your home or investment. We are with you from start to finish, from sale to sold.





