

**One** wise choice  
in property management

**ONE**AGENCY

## **Welcome home**

NAME is a proud member of the One Agency family – a group of the industry's leading professionals who have excelled in their field and chosen to successfully operate their own business on their own terms.

One Agency was founded on innovation and the need to revolutionise the real estate arena and it's our clients who reap the rewards of our progressive vision and personalised Property Management service.



Introducing  
our **family.**







# Family values

## Why One Agency?

**One Agency Property Managers are driven by a shared vision – to provide investors with the exceptional calibre of service and results that they deserve.**

An international network of leading agents with a boutique feel, the One Agency group brings together thriving, experienced agents who are leaders in their markets. They are respected Property Management professionals whose results are ground-breaking and whose commitment to service makes them outstanding. Our extensive network and advanced technology ensures unparalleled agent support. This translates to maximised returns and a more rewarding Property Management experience.

Each One Agency office is run by a dedicated Principal who retains complete control of every facet of the company and has a vested interest in its success – after all, it's their name on the business. It's this ability to offer a highly personal service from the owner of the business that makes One Agency so unique and effective, with clients enjoying a more hands-on level of care and expertise. Our Property Managers are all widely experienced and know their local areas intimately. We provide accurate rental appraisals, minimise vacancies, secure the best tenants and offer astute market insight.

The One Agency brand is fresh and widely respected, providing every advantage in the marketplace. Every successful agent wants to achieve their true potential and bring their own individual ideas and working style to life. One Agency is the perfect vehicle for driven agents to steer their own ship and better represent their clients.

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Every One Agency agent shares in a common vision to offer clients the personalised service and care they deserve, with our vast network and revolutionary technology providing exceptional support.

# Family history

## Meet the Davies Family

**One Agency Founder and CEO Paul Davies has worked in real estate for more than 40 years and has owned two national franchise agencies and created two boutique independent agencies. He understands that the most important factor in Property Management is the individual.**

Paul was motivated to offer dedicated agents an opportunity to be the very best they can be, with the backing of a national brand yet with few of the traditional restrictions of a franchise. One Agency affords agents the freedom to run their businesses their way, giving them the chance to provide a highly personalised, motivated experience.

“We are truly revolutionary in the real estate industry and are unlike any other model or group in that we provide the solution that agents need to support their dedicated service to clients,” says Paul. “The proof is in the pudding and the rapid expansion of One Agency shows just how advantageous our brand offering is for leading Property Management professionals who want to remain hands-on in their expert approach and retain that all important level of care.”

This premise, along with his wife Annie’s encouragement, was the motivator behind One Agency, a unique business model born from his extensive experience and understanding of the changing face of the industry. Paul continues to stand at the helm of the business, bringing his personal guidance and expert knowledge to all members. He lives in Sydney with Annie and their son Beau.

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“We are truly revolutionary in the real estate industry and are unlike any other model or group in that we provide the solution that agents need to support their dedicated service to clients.”

**PAUL DAVIES**, *Founder and CEO*









# Our family

## Meet Agent's Name

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AGENT'S NAME, *Job Title*

# Feature properties

Leased by  
Agent's Name

We have recently leased a number of quality properties, all of which generated plenty of interest from potential tenants and achieved impressive returns. The calibre of our properties is exceptional and they are supported by cost-effective marketing and a widely respected brand identity.

We work closely with our investor clients to ensure their properties are showcased and maintained to perfection. We recommend trusted, cost-effective tradespeople who assist with everything from minor repairs and maintenance to repainting and gardens, thereby significantly enhancing the appeal and rental return of your investment.

01 **XX Street name, Suburb**  
Leased for \$X,XXX,XXX

02 **XX Street name, Suburb**  
Leased for \$X,XXX,XXX

03 **XX Street name, Suburb**  
Leased for \$X,XXX,XXX

04 **XX Street name, Suburb**  
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CLIENT'S NAME, Suburb











# Our extended family Australia & New Zealand

Expanding across Australia and New Zealand in just a few years and continuing to grow rapidly, it's little wonder that One Agency has been called a revolution in real estate. We are delighted that so many One Agency offices have opened and continue to thrive. We have an extensive database network of clients as well as the advantage of a state of the art centralised website.

Australasia's best agents are joining us to take advantage of our unique platform which offers significant benefits to clients. Each individualised business is operated by driven, hands-on agents with a high degree of personal involvement, care and attention.

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ONEVISION  
ONEDREAM  
ONENAME  
**ONE**AGENCY



**Together  
we are one.**



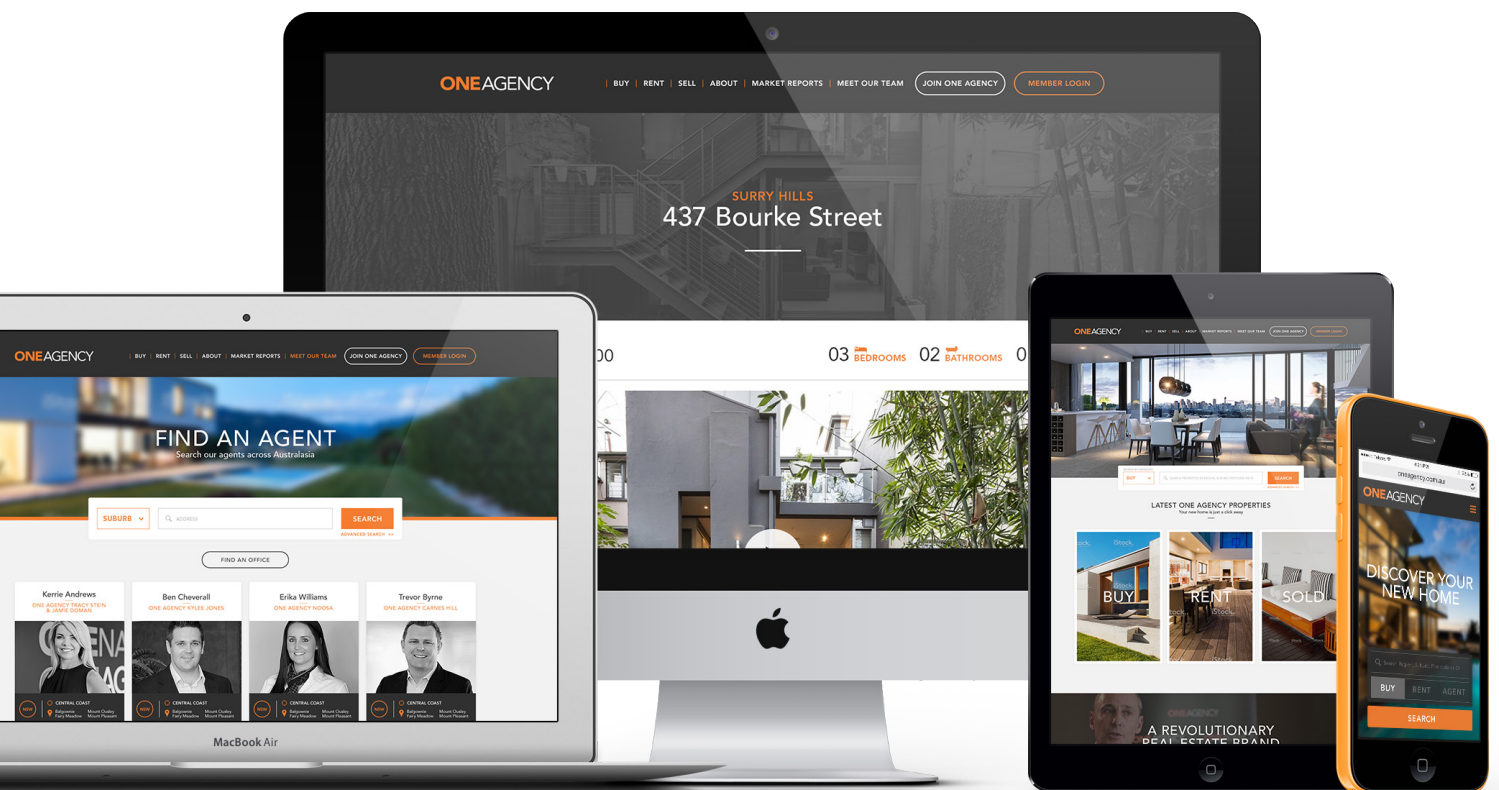


# Family name

## Marketing elements

We pride ourselves on creating high-impact, cost-effective marketing campaigns for your unique investment property. This gives your property the very best chance of rental success using a combination of web, database, print and signage.

Our focus is to ensure that every potential tenant is made aware of your property to make sure your investment is leased rapidly, to the best tenants, for the best possible return. We have a commitment to adopting the latest technology to the benefit of our clients. Our Property Managers are supported by the most advanced real estate systems and have access to a targeted database network of potential tenants.



### DIGITAL INNOVATION

Research has shown that the web now accounts for the vast majority of rental property searches. Utilising the most sophisticated technology available, we showcase our listings on our own site at oneagencyglobal.com as well as Australia's leading real estate portals to give your investment the very best chance of success.

# For Lease

0412 345 678

**ONE AGENCY**  
PERSONALISED BRANDING HERE

#### Signage

Our eye-catching signboards contain are bold striking.



#### Press Ads

Local press advertising showcases your property to a captive audience.



#### Brochures

Our professional brochures are distributed at open homes, around the community and in our offices.

# Welcome



**ONE AGENCY**

#### A-Frame

Our bold A-frame 'Welcome' signs direct people to our open homes.

# Testimonials

## What our clients say



**XX Street name, Suburb**  
Sold for \$X,XXX,XXX

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**Name**



**XX Street name, Suburb**  
Sold for \$X,XXX,XXX

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**Name**

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XX Street name, Suburb  
Sold for \$X,XXX,XXX

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Name



XX Street name, Suburb  
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Name





# Schedule of fees

## Leasing with us

We are completely transparent when it comes to the fees we charge for letting your investment property, whether it's long term or a casual lease.

Our management fee includes arrangement of repairs and maintenance, yearly income and expenditure statements, routine inspections, water consumption calculations, rent reviews, account processing and more. Our fees are standardised across all One Agency offices and are clearly outlined to our clients on commencement of management.

### LONG TERM LETTING

Management fee	7% + GST
Letting fee (for each new tenancy)	One weeks rent + GST
Lease preparation fee	\$30.00 + GST
Administration fee (per month)	\$6.00 + GST
Tribunal application fee	At cost
Tribunal attendance	\$70.00 per hour + GST (minimum charge of 3 hours)
Insurance claim preparation	\$70.00 per hour + GST
Arranging repairs & maintenance	Inclusive in management fee
Yearly income & expenditure statement	Inclusive in management fee
Routine Inspections	Inclusive in management fee
TICA Database Searches	Inclusive in management fee
Internet advertising (Realestate.com.au, feature property)	\$55.00 Inc GST per advertisement
Water consumption calculations	Inclusive in management fee
Rent reviews	Inclusive in management fee
Account processing	Inclusive in management fee

### CASUAL LETTING

Let only	Two weeks rent + GST
Advertising fee per property (Feature Property)	\$55.00 Inc GST per advertisement

# Our process

## Managing your property

### CAREFUL TENANT SELECTION

We have a rigorous tenancy selection process to ensure that we find the best carefully screened tenants for your property. We have an extensive database of tenant clients and have forged solid relationships with many of them, treating them with the respect and attention that they deserve and in return, tenants care for your property and pay the rent on time, with a strict arrears process in place should they fall behind on the rent.

### SEAMLESS MANAGEMENT

We provide our investor clients with complete peace of mind, providing a highly efficient, hassle-free management service so you can sit back and reap the rewards of your investment. You can expect constant communication, regular inspections and comprehensive reporting. We oversee all maintenance issues, using trusted, cost-effective tradespeople to get the job done rapidly and affordably.

### MAXIMISING RETURN ON INVESTMENT

We are experts in maximising the return on your valued investment – that's our key role. We understand the local market intimately and know just how much rent we can secure for each individual property, undertaking regular rental appraisals to ensure we are obtaining maximum market value. We know how to best present your property to appeal to people and how to market it effectively to the broadest possible network of potential tenants.

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CLIENT'S NAME, *Suburb*





**ONE MORE LEASED**



**We are  
one family.**

# Our services

## Tailored to your needs

Essentially, we're here to help our investor clients achieve their real estate ambitions. Entrust the management of your valued investment property to One Agency and you can rest assured that we will commit ourselves to maximising the return on your investment just as you seek to maximise any other form of investment.

We will ensure the maximum possible rental return, minimum vacancies, accurate rental appraisals and ongoing rental reviews. You will feel confident, supported and informed every step of the way as we help build your property portfolio and create wealth.

Our devoted, experienced team and fully reference-checked tenants will look after your property with an exceptional level of care. We work hard to develop close ties with tenants to ensure they treat your property with the respect it deserves. You can expect regular feedback and reporting from us as well as targeted, cost-effective marketing of your property through a selection of mediums such as web, database, print and signage.

Most advantageous is the fact that you will deal directly with a hands on Principal, a seasoned professional who has a great passion and enthusiasm for real estate. This is reflected in the calibre of service, the level of care you can expect and the results you will enjoy.

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“The main advantage of dealing with One Agency is that you’ll always deal directly with the Principal, which puts us a step ahead of the competition, providing enormous benefit to you.”

AGENT’S NAME, *Job Title*



# One promise

## Personal guarantee.

**My personal guarantee and commitment to you is to provide an environment of honesty, trust and mutual respect. Everything I do and every decision I make will have your very best interests at heart.**

Management of your property will be conducted in the most ethical, transparent manner and you will be kept thoroughly informed every step of the way. I will always strive to offer the most personal, considered service and will work tirelessly to secure the best possible results for you, putting in the extra effort required to find the best tenants.

My aim is to make sure you are thoroughly delighted with the results and your entire management experience, from start to finish. I will always be there to assist you with any of your real estate needs.

To ensure your trust in me, I believe the best way to fully back this promise is to guarantee it in writing. If you are dissatisfied with any level of my service I will cancel our agency agreement upon receiving xx days written notice from you. Because I have complete confidence in what I do, I offer all of my clients this iron-clad guarantee.

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“We are truly revolutionary in the real estate industry and are unlike any other model or group in that we provide the solution that agents need to support their dedicated service to clients.”

AGENT'S NAME, *Job Title*





ONE VISION  
ONE DREAM  
ONE NAME  
**ONE** AGENCY

**CONTACT INFORMATION**

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