



Cienna
Living



Renting Made Easy



Our Promise

Peace of mind for Owners and Residents!

We think renting should be easy, it should be personable, service-focused, transparent and deliver balanced benefits to all parties.

At Cienna Living we are focused on optimising outcomes for both owners and residents.

We have a fully integrated platform to manage all aspects of the residency life cycle, provide personable and willing resident support, and deliver the highest level of property management.

Put simply, we want to

make renting easy.

Why Choose Cienna Living?

At Cienna Living we provide all clients with a VIP experience, ensuring that they and their investments are treated with the utmost care. Our unwavering commitment to superior service is something that we pride ourselves on.

Our cutting-edge technology enables us to manage your investment seamlessly, while our team of dedicated professionals is always available to offer assistance. We believe in establishing authentic relationships with all stakeholders, whether landlords, residents, or anyone else.

Our property managers go above and beyond their job title, exhibiting compassion and dedication to your success. We promptly address any issues that arise, ensuring effective solutions and your investment's complete protection.

Unbeatable Service

- ✓ Seamless tenancy application process
- ✓ Thorough qualification process
- ✓ Integrated lease management platform
- ✓ In-house routine inspections
- ✓ In-house dispute negotiations
- ✓ Competitive agency fees
- ✓ Optimising rental income
- ✓ Providing after hours emergency service
- ✓ Friendly and willing service to all parties
- ✓ Combined 30 years experience in property management



Owners Portal



Balanced Outcomes
For All



Personable Service

What's Included

Don't let property management drive you up the wall! At Cienna Living, we're all about making life easier for you. From the moment we list your property to the time your tenants move out, we've got your back.

Our team of seasoned professionals are all about keeping your property thriving and your tenants happy. Let us handle all the hard stuff, so you can sit back and enjoy your investment without the hassle. Trust us, your investment is safe with Cienna Living.

We believe that communication is key. That's why we keep you in the loop every step of the way. You'll receive regular updates on your property's status and any issues that may arise. Our goal is to ensure that you feel confident and informed about your investment.

We also pride ourselves on our commitment to creating a positive tenant experience. Our team is dedicated to providing exceptional customer service, ensuring that your tenants are happy and satisfied. We believe that a happy resident is a long-term resident, and that's good news for your bottom line.

- Photography for Listing
- Thorough Application Process
- Lease Preparation and Renewals
- Extensive Reporting with Photos
- Rent Collection and Rent Reviews
- Mid and End of Month Payments
- Creditor Payments
- Routine Inspection (4 Monthly)
- Dispute Resolution
- Organising Repairs
- Detailed Ownership Statements
- Supportive Vacate Process



Tips For Success

Required



Public Liability Insurance
Normally Included in Insurance



Smoke Alarm Compliance
\$129 Annually

Optional



Landlord Insurance



Professional Photos
\$185 for 8 photos



Tax Depreciation
Schedule



Vivamore

By Cienna Living

At Cienna Living we are proud to have the Vivamore Program which we encourage all owners to participate in. An exclusive incentive that rewards Residents for being model residents.

For the Resident to qualify they must have stayed for the full length of the lease, have no recorded arrears throughout, and at all inspections the property must be presented in a clean and tidy condition with no damage.

At each 12 month lease renewal the Resident will receive a one off rent credit based on how long they have been in the property.

1 Year

25 %
of 1 weeks rent

2 Years

50 %
of 1 weeks rent

3 Years +

75 %
of 1 weeks rent

Our Fees

Management Fee

7.7%
On Rent Received

Administration Fee

\$10
Per Month

Letting Fee

1 Weeks Rent

Advertising

- Includes Basic Photography, Virtual Tour Creation, and Real Estate Portal Listings
- Includes Professional Photography, Virtual Tour Creation, and Real Estate Portal Listings

\$250

\$450

End of Financial Year Statement

\$25

Routine Inspection Fee

\$25

Lease Renewal Fee

1 Weeks Rent

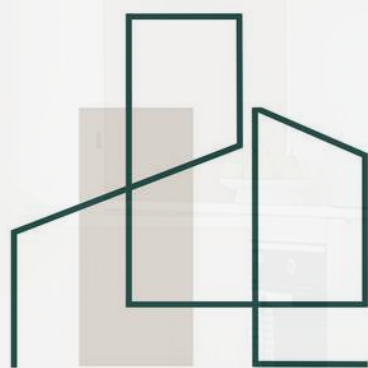
All Fees Inclusive of GST



Queensland Real Estate Licence - 4582254



South Australian Registered Land Agent - 331557



Cienna
Living

1800 243 662
info@ciennaliving.com.au
ciennaliving.com.au

A Division of **Homecorp**[®]