



Property Management Profile

Walkom | PROPERTY
MANAGEMENT



Over 50 years of peace of mind

At Walkom Property Management we have earned our reputation as the most experienced agency in Newcastle. With over 53 years experience, Walkom is committed to servicing the Newcastle community and providing our clients with expert advice.

Our dedicated team of professionals genuinely understand the importance of your investment and make it their number one priority to deliver the service your property deserves.

We are committed to:

- Providing you with a dedicated Property Manager
- Achieving the highest rental and occupancy rates
- Ensuring rents are paid promptly
- Communicating with landlords at all times
- Sourcing reliable and suitable tenants
- Acting immediately on all landlord and tenant requests
- Providing a stress-free property management service

What we can do for you

We strive to continually innovate, improve and refine our systems and processes to ensure we stay progressive and provide you with the best service.

Find potential tenants sooner

Our Inspect RealEstate system is a customised software built to streamline the communication process between Property Manager and tenant. Tenants can book inspection times and dates directly from online listings through the easy-to-use booking system. Friendly reminders and notifications are then sent via email or text message to prompt tenants of their upcoming inspections. The benefit of using Inspect RealEstate is that more prospective tenants are available to inspect your property sooner.

We're your ambassador

Our Property Manager's inspect, photograph and prepare detailed condition reports at the commencement of our management services and at the end of each tenancy. We regularly conduct routine property inspections and provide our clients with condition reports providing updates of the premises. Condition reports are compared at the beginning and end of the tenancy to determine whether the tenant is responsible for any cleaning, repairs or general maintenance.



4 reasons to choose us

We take tenant selection seriously

We ensure that our leasing process is as transparent as possible for all parties involved. All prospective tenants must inspect the property with a Walkom representative prior to submitting their application.

After inspection, the tenant is required to complete a Walkom Real Estate Application for Tenancy, detailing past tenancies, employment, current living situation, and credit and personal references. The applicant must provide 100-point identification check; similar to opening a bank account.

Efficient trades people at affordable price

Walkom provides all tenants with a contact list of certified contractors for repairs and maintenance, as well as after hours emergency repairs. Our Property Managers conduct a review system to ensure all tradespeople are reliable, efficient and delivering a consistent quality of work when completing any repairs and maintenance.

All tradespeople we engage with are fully licensed and insured. Any quotes and invoices is directed to your Property Manager for approval and processing to be compiled into your End of Financial Year records.

Deciding who to trust your property with is a key factor to how much your investment will return.

Zero tolerance for late payments

Our Property Managers have a comprehensive monitoring system for rental arrears. When a tenant's rent falls behind we:

- Call and/or visit the property to speak to the tenant or leave a reminder
- SMS and email the tenant daily
- After 3 days, reminder letters are sent out
- If the rent is late by more than 14 days, a termination notice is automatically served on the 15th day; by law, this is the earliest day we can send such notices. At this stage you will be notified in writing, and be advised of the situation until the arrears are cleared
- If the tenant fails to make payment, we can take action via the NSW Civil and Administrative Tribunal formally known as Residential Tenancy Tribunal

Flexibility in paying you mid-month

Flexible payment systems are just one way Walkom are dedicated to providing the best possible service. Upon request, your Property Manager can arrange to have rental payments made mid-month.

A locals insight

Walkom Property Management services Newcastle and its surrounding suburbs including Lake Macquarie and the Hunter. Our teams' local knowledge and insight into the local area is an asset we value and translate into the delivery of our service as Property Managers. Our office is conveniently located on Hunter Street Newcastle in a central location for our staff to attend site inspections, tenant check-ups or to inspect your property at a moments notice.

Get in touch

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