



RENTED

where Property Management is the ONLY Priority.



rentedpm.com.au



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2026 CAPABILITY STATEMENT

ONLY PRIORITY

RENTED isn't a traditional real estate agency. RENTED is a business dedicated to protecting your real estate assets. It is where property management and asset management is the ONLY priority.

Residential Property
Commercial Property
PBSA Operation
Facility Management



Steven Dong

Founder/Director

RENTED in Numbers

\$35mil

Rent collected yearly

\$860mil

**Worth of assets
managed**

<3%

Rent Arrears Rate
(across all asset classes)

1

one priority

(leasing and managing real estate assets)





Residential Property Management



APARTMENT / TOWNHOUSE / HOUSE / ROOMING HOUSE

We manage over 700 residential properties across Metro Melbourne and Greater Geelong. Our local market knowledge helps protect our landlords' assets across various sub-markets.



100%
DEDICATION

30%
YOY GROWTH

For many Australian families, residential property is not just an investment — it is one of the biggest financial decisions they ever make.

Yet increasingly complex and changing legislation has made residential property investment more challenging.

This creates a stronger need for businesses that truly understand these challenges and are dedicated to making property holding easier, safer and more sustainable.

Property management is no longer just about collecting rent. It is about protecting the asset, reducing risk and helping investors hold property with greater confidence.

While other Victoria real estate agencies face an average 3% annual portfolio shrinkage in the past 3 -5 years, RENTED has been growing at a 30% Year-over-Year through proactive management, rigorous vetting, and investor trust.

VOLUME STATISTICS

**in the last 12 months*



We
Know
What's
Important

200+

Suburbs Covered

Our services cover most of the suburbs in Metro Melbourne and Greater Geelong.

4.8

Google Review (out of 5 stars)

We have earned a 4.8 out of 5 on Google reviews. The trust is built day by day.

1400+

Routine Inspection Conducted

When it comes to protecting our landlords' investment, no inspection is taken lightly.

100%

VCAT Winning Rate

We work to protect our landlords' assets under the Victoria legislation.

The Residential Numbers That Matter:

**in the last 12 months*

1521

**Open Inspection
Conducted**

1661

**Rental Application
Reviewed**

<3%

Rent Arrears Rate
(vs. 11% Industry Average)

15 Days

Average Leasing Time
(vs. 24 Days Industry Average)



Residential Coverage Map

The map displays the following locations and road networks:

- Locations:** Melton, Albans, Epping, Bundoora, Reservoir, Brunswick, Melbourne, Croydon, Ringwood, Waverley, Ferntree Gully, Rowville, Dandenong, Berwick, Office, Colac, Frankston, Lara, North Geelong, Werribee, Pakenham, Tarnet, Cranbourne, and others.
- Road Networks:**
 - M (Metropolitan):** M8, M1, M2, M3, M11, M13, M31, M72, M92, M100, M101, M102, M103, M104, M105, M106, M107, M108, M109, M110, M111, M112, M113, M114, M115, M116, M117, M118, M119, M120, M121, M122, M123, M124, M125, M126, M127, M128, M129, M130, M131, M132, M133, M134, M135, M136, M137, M138, M139, M140, M141, M142, M143, M144, M145, M146, M147, M148, M149, M150, M151, M152, M153, M154, M155, M156, M157, M158, M159, M160, M161, M162, M163, M164, M165, M166, M167, M168, M169, M170, M171, M172, M173, M174, M175, M176, M177, M178, M179, M180, M181, M182, M183, M184, M185, M186, M187, M188, M189, M190, M191, M192, M193, M194, M195, M196, M197, M198, M199, M200.
 - C (Country):** C701, C702, C703, C704, C705, C706, C707, C708, C709, C710, C711, C712, C713, C714, C715, C716, C717, C718, C719, C720, C721, C722, C723, C724, C725, C726, C727, C728, C729, C730, C731, C732, C733, C734, C735, C736, C737, C738, C739, C740, C741, C742, C743, C744, C745, C746, C747, C748, C749, C750, C751, C752, C753, C754, C755, C756, C757, C758, C759, C760, C761, C762, C763, C764, C765, C766, C767, C768, C769, C770, C771, C772, C773, C774, C775, C776, C777, C778, C779, C780, C781, C782, C783, C784, C785, C786, C787, C788, C789, C790, C791, C792, C793, C794, C795, C796, C797, C798, C799, C800.
 - A (Arterial):** A51, A77, A10, A11, A12, A13, A14, A15, A16, A17, A18, A19, A20, A21, A22, A23, A24, A25, A26, A27, A28, A29, A30, A31, A32, A33, A34, A35, A36, A37, A38, A39, A40, A41, A42, A43, A44, A45, A46, A47, A48, A49, A50, A51, A52, A53, A54, A55, A56, A57, A58, A59, A60, A61, A62, A63, A64, A65, A66, A67, A68, A69, A70, A71, A72, A73, A74, A75, A76, A77, A78, A79, A80, A81, A82, A83, A84, A85, A86, A87, A88, A89, A90, A91, A92, A93, A94, A95, A96, A97, A98, A99, A100.
 - B (Bypass):** B300, B380, B400, B420, B440, B460, B480, B500, B520, B540, B560, B580, B600, B620, B640, B660, B680, B700, B720, B740, B760, B780, B800, B820, B840, B860, B880, B900, B920, B940, B960, B980, B1000.
 - E (Expressway):** E360, E400, E440, E480, E520, E560, E600, E640, E680, E720, E760, E800, E840, E880, E920, E960, E1000.

CORE VALUE-ADDING SERVICE PILLARS

PILLARS	OPERATIONAL HIGHLIGHTS	PARTNER BENEFIT
Asset Onboarding	Pre-settlement inspections, key handovers, initial market rental appraisals, and developer handover defect reporting.	Ensures smooth settlement for buyers/investors with immediate rental yield.
Tenant Lifecycle	Comprehensive background checks (only 20% tenants pass our screening), zero-tolerance arrears tracking, and proactive lease renewals.	Secures stable cash flow and protects asset value long-term.
Maintenance & Upkeep	24/7 emergency repair response, access to a fully vetted contractor network, and routine preventative inspections.	Avoids deferred maintenance costs and keeps property value high.
Financial & Compliance	Monthly owner statements, end-of-year tax summaries, trust account compliance, and tribunal/dispute management.	Full financial transparency for multi-property portfolio investors.

Case Studies & Proven Results

RESIDENTIAL CASE STUDY

a 3-bedroom house in Caroline Spring, Vic

Challenge:

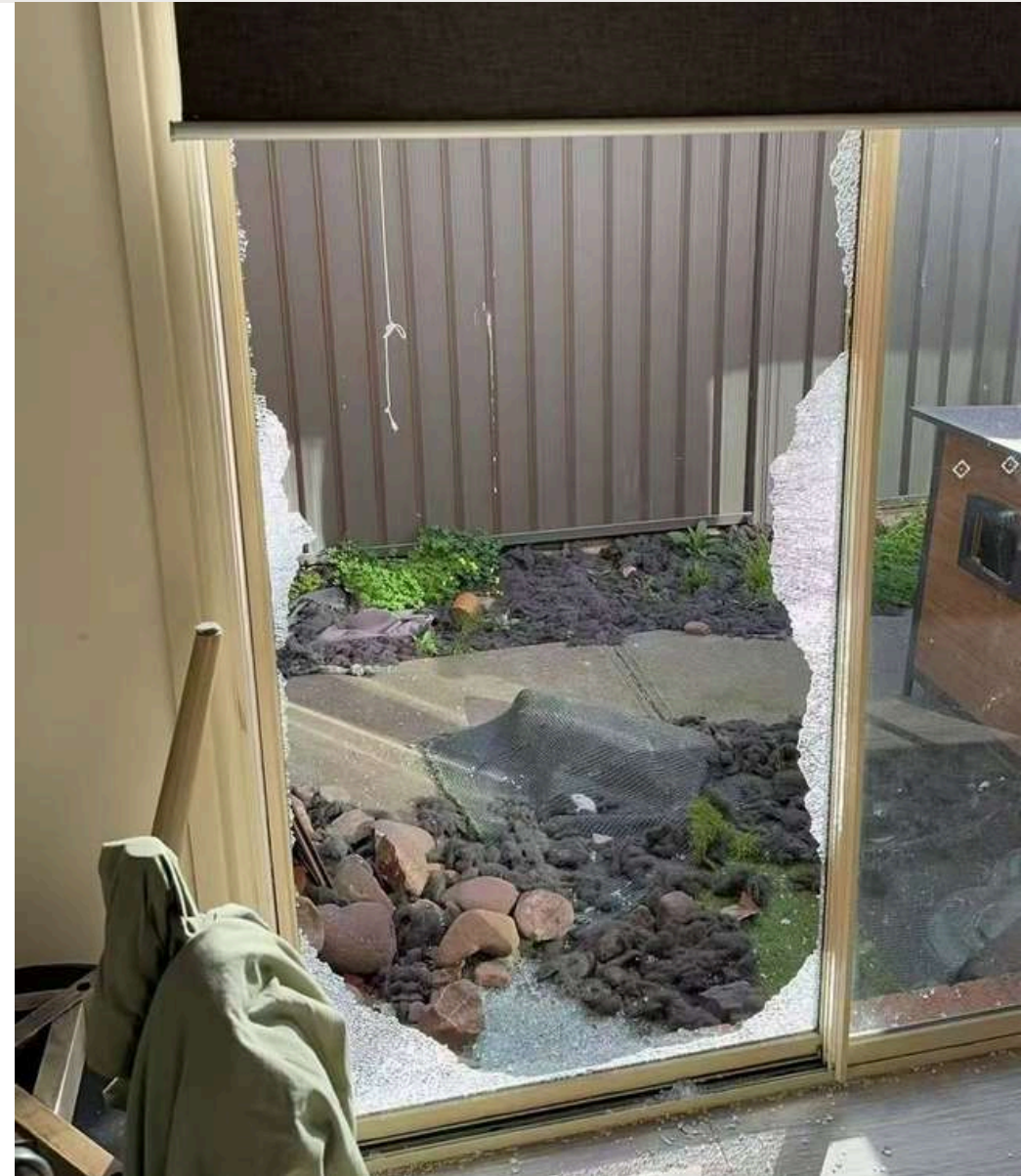
The property had a 6 weeks rent arrear when we took over from the previous agency. No action was taken. Once we finally gained access, we found out that the house was also severely damaged.

Our Solution:

We pushed through the VCAT procedure and obtained possession order as quickly as possible. The team also commenced the insurance compensation procedure and all repair & maintenance work. The property was launched to the market within 4 weeks.

Result:

The property was successfully leased within the first week of advertising. It was leased to a decent individual with proven rental history and sound financial capability.





Commercial Property Management



RETAIL / OFFICE / WAREHOUSE / FACTORY

VOLUME STATISTICS



A Fast Growing Sector

\$40m+

Commercial Assets

Retail, office, industrial and mixed-use assets managed across Victoria

\$2.8mil+

Rent & Outgoings Managed Annually

Active management of rent, recoverable outgoings, reconciliations and arrears.

100%

Critical Lease Dates Tracked

Rent reviews, options, insurance, bank guarantees monitored through structured workflows.

> 50

Commercial Tenancies Managed

Active day-to-day management across our portfolio.

Typical Assets

Neighbourhood Shopping Centre Bittern, VIC



Prestige Office

Melbourne CBD



Factories

Hallam, VIC



QSR Assets

Geelong, VIC



Retail/Industrial Assets

Tullamarine, VIC



CORE VALUE-ADDING SERVICE PILLARS

PILLARS	OPERATIONAL FOCUS	PARTNER BENEFIT
Financial Control	Net & Gross lease management, annual reconciliations, trust accounting, and CPI/Market rent review administration.	Guarantees predictable cash flow, transparent financial oversight, and maximised net rental returns for institutional or private landlords.
Lease & Tenant Management	Lease compliance audits, option executions, bank guarantee/bond tracking, and dispute management.	Reduces lease default risks and maintains high tenant retention rates across commercial portfolios.
Essential Safety Measures (ESM) & Compliance	Statutory building compliance, annual fire and safety checks, disability access checks, and occupational health and safety (OH&S) enforcement.	Protects asset owners and partners from regulatory fines, liability issues, and compliance breaches.
Asset Upkeep & Facilities Oversight	Preventive maintenance programs, HVAC, lift, and security contractor management, and capital expenditure (CapEx) planning.	Prevents asset depreciation and extends the operational lifecycle of critical building infrastructure.

FOUND.
Student Living

powered by

RENTED

PBSA/Student Accommodation Management



Medium to high-density residential operations designed for university hubs and tertiary student precincts. FOUND Living puts care before concrete and maximise the return for even the not so shining buildings.



13%

**Average
Rental Yields**

FOUND maximises the investors' rental yield through operational excellence.

97%

Occupancy Rate

Seamlessly run from lease end to new tenant move in.

59

Rooms Managed

Each property, each room, is a serious listing that deserves the same service standards.

95%

Happy Students

Happy students is the key for higher rental income and minimised operational expenses.

CORE VALUE-ADDING SERVICE PILLARS

PILLARS	EXECUTION STRATEGY	PARTNER BENEFIT
Academic Cycle Leasing	Targeted pre-leasing campaigns aligned directly with university semester calendars, international student intake dates, and tertiary application deadlines.	Maximises occupancy ahead of semester starts and minimises vacant period exposure between academic years.
High-Velocity Turnover	Automated room-by-room inspection workflows, rapid turn-around cleaning schedules, leasing campaigns.	Ensures 100% unit readiness within tight 48-to-72-hour settlement/lease transition windows.
Pastoral Care & Community	On-site or digital resident support systems, clear community living guidelines, noise dispute management, and emergency response protocols.	Protects asset reputation, minimises tenant conflict.
Utility & Operational Control	Sub-metred utility tracking, high-speed Wi-Fi network management, and fair-use energy consumption enforcement across shared spaces.	Prevents runaway operational expenses (OpEx) while maintaining competitive all-inclusive rent packages.



Facility Management



Complete operational management for mixed-use commercial buildings, PBSA and build-to-rent complexes, extending well beyond traditional tenancy management.



A Simple Service That Completes The Circle

Common Area Infrastructure & Trade Maintenance

When there is no Strata manager to coordinate site-wide services, RENTED takes full operational charge of common infrastructure, plant equipment, and shared facilities. We ensure every shared touchpoint is functional, safe, and impeccably maintained.

Essential Building Systems Oversight: Ongoing management and scheduled servicing of critical shared equipment, including HVAC systems, commercial lifts, fire control panels, backup generators, access control, and CCTV infrastructure.

Vetted Trade Procurement & Management: Direct access to RENTED's network of qualified, insured commercial contractors for routine groundskeeping, window cleaning, common-area janitorial services, waste management, and urgent site repairs.

Preventative Upkeep Schedules: Establishing proactive maintenance calendars for shared facilities—such as lobbies, corridors, loading docks, communal kitchens, and amenities – preventing high-cost emergency breakdowns and asset degradation.

Statutory Compliance, Safety & Risk Mitigation

Operating a standalone asset without a Strata manager exposes property owners to significant regulatory and safety liabilities if shared spaces fall out of compliance. RENTED acts as the compliance shield for the entire site.

Essential Safety Measures (ESM) Management: Overseeing mandatory building compliance checks, including annual fire safety statements, emergency egress route inspections, exit light testing, and pressure vessel certifications.

Risk Audits & Site Safety Enforcement: Conducting regular site safety inspections across common zones to identify slip/trip hazards, access vulnerabilities, or structural concerns, keeping the site compliant with current Occupational Health and Safety (OH&S) standards.

Emergency Response Protocols: Serving as the 24/7 primary operational contact for building-wide emergencies, power outages, security breaches, or facility failures, mitigating damage and tenant disruption immediately.

Case Studies & Proven Results

STUDENT ACCOMMODATION & FACILITY MANAGEMENT CASE STUDY **58 Station St, Burwood**

Challenge:

Over 10 years old building, no strata manager, no facility management prior, average yield under another major operator.

Our Solution:

Pre-season preparation, water tight tenancy management and tailored facility management services.

Result:

The building achieved the highest per week rent in Burwood among other student accommodation buildings without going through more cap-ex or major upgrades.

