

## JOHNSTON DIXON QUALITY PROPERTY MANAGEMENT

JOHNSTON DIXON Quality Property Management is one of Queensland's premier Property Management Agencies. Specialising in quality over quantity, the company provides an unrivalled level of personalised service and attention.

### 'OLD SCHOOL' PROPERTY MANAGEMENT

We don't rely on "tech" to manage your property and tenant relationship, nor do we outsource any aspect of our services for profits. In doing so would risk the quality control and have a direct effect on your investment potential. Your investment will be managed end-to-end by one experienced Senior Property Manager using tried-and-true methods.

### MILES JOHNSTON - DIRECTOR

Directing JOHNSTON DIXON's leasing arm is Miles Johnston, a light-hearted, highly experienced real estate professional with an unyielding commitment to providing quality service and results without all the song and dance.



Complimenting this breadth of experience is Miles' innate transparency, positive can do attitude, unflappable nature, sense of responsibility, purpose, commitment and accountability. These traits allow him to provide his clients with that rare service experience that has almost completely disappeared elsewhere in today's production line property management world.

### PROMISE

Part of JOHNSTON DIXON's pioneering approach to its operations has been a steadfast commitment to bridging the gap between rhetoric and reality, 'under-promising and over-delivering', not just delivering fully on our clients expectations or our undertakings, but indeed exceeding them wherever possible.

Central to the company's enduring success has been a number of simple core commitments:

- ◆ We will always strive to obtain the best outcome for you
- ◆ We will always tell you the truth exactly as it is
- ◆ We will always treat you with respect and dignity
- ◆ We will always place your interests ahead of our own

### PRINCIPLES

JOHNSTON DIXON's longevity in the Brisbane property marketplace has provided it with a rare understanding of the often complex intricacies of truly effective property management. As we navigate these we never lose sight of our 'Three Guiding Principles' of:

- ◆ Maximising Return (by optimising net income achieved)
- ◆ Maximising Value (through thorough inspections and preventive action)
- ◆ Maximising Peace Of Mind (by taking care of everything)

We believe these to be essential given the quality of the management of a property greatly influences its ultimate market value and return on investment (ROI).

### POLICY

At JOHNSTON DIXON Quality Property Management we are proud of our demonstrated ability to provide exceptional standards of truly personalised service at every level only made possible by our policy of only having highly trained managers represent you and through having Brisbane's lowest property manager to property ratio.

We are also unique in maintaining a 'Open Line Communication Single Point of Contact' policy which promotes greater trust and peace of mind as well as the ability to resolve issues in real time, long before they escalate.

## OUR DIFFERENCE



#### HIGHLY TRAINED & EXPERIENCED PROPERTY MANAGERS

A 2022 Property Manager survey revealed that just 34% of property managers believe they have the training required to do their role. As a JOHNSTON DIXON landlord it is our policy that you will be represented by a highly trained and experienced senior property manager throughout the tenancy.



#### END-TO-END PROPERTY MANAGEMENT

Your property will be personally managed **end-to-end** by one highly trained Property Manager. It is important to us that your Property Manager have a first-hand account of every aspect across the tenancy. No delegation, no cross communication, no unnecessary delays and 100% accountability.



#### NO OUTSOURCING

One of the rising trends in Property Management is outsourcing tasks so agencies can "manage" more properties. You have worked hard for your investment property and we find it highly inappropriate to risk your asset to increase our profit. This is your investment, not ours.



#### NO ROBOTS

While the rest of the industry sink deeper into automated Property Management, we are sticking with the trained professionals. Not only do we find automated systems highly impersonal, but it risks the quality control & return on your investment. All automated & other systematised communications are out.



#### SMALL PORTFOLIOS

It is important to us that we afford your property manager the time to effectively manage your investment and provide a service at a high level. Our property portfolios are capped well below the industry ensuring the quality control of your investment, with no task rushed.



#### MAXIMISING ASSET PROTECTION

The condition of your investment has a direct effect on your return. We invest significant amounts of time to ensure that your investment is well documented & photographed. Your property manager will re-inspect quarterly & provide advice on any repairs, preventative measures & improvement recommendations.



#### MAXIMISING GROWTH POTENTIAL

Your vacancies are lower.  
Your returns are higher.  
Your tenancies are longer.



#### PEOPLE MANAGEMENT - THE PROPERTY NEVER CALLS TO COMPLAIN

Almost every aspect of great property management involves people. Effective communication is one of our core skills that we specialise in. From negotiating leases and cost effective maintenance, to simply being responsive and treating you and your tenant with transparency and respect.



#### SERVICE GUARANTEE

We are that confident of our ability to deliver on our promised service that we do not include the industry standard termination period on our managements.