CENTURY 21
Coast to Coalfields

PROPERTY MANAGEMENT

Services & Fees

Mackay • Moranbah • Dysart • Blacks Beach

CENTURY 21 Coast to Coalfields

07 4837 1788 | rentals.mmd@century21.com.au | Shop 5, 68 Sydney Street, Mackay QLD 4740

October 2026

1. WHY OWNERS CHOOSE US

Here's what you get when Century 21 Coast to Coalfields manages your investment property.

Weekly owner payments and statements

We pay you weekly and send you a statement each week, with an annual statement at the end of the financial year included in the management fee.

Arrears followed up from day 2

Our system sends the tenant automatic text, email and call reminders from day 2 of arrears. Breach notices follow Queensland rules, and we keep you informed.

You set the maintenance limit

You set your own maintenance approval limit. Routine work under it goes ahead without waiting for you; anything over it comes to you first, with quotes where appropriate.

Concierge onboarding

Kassy and Lucas from our concierge team set everything up: they gather what's needed to get your property ready to lease and make sure the handover to your property manager is smooth.

One connected team

Sales, leasing, finance through Cutting Edge Finance and body corporate through Estate Plaza. Luke leads all three businesses, so you deal with one connected team.

Local experts, coast to coalfields

Our team works from Mackay, and Vikki Oldfield brings local knowledge of Moranbah, Dysart and the coalfields rental markets. Each Portfolio Manager is an area specialist.

Read our reviews on Google

2. PROPERTY MANAGEMENT WITH CENTURY 21

Century 21 has thousands of offices around the world, and more than 150 independently owned and operated offices across Australia and New Zealand.

Century 21's Australian-owned arm was formed in July 1994 and has been operated under the same Chairman and Owner, Charles Tarbey, ever since.

3. OUR PORTFOLIO MANAGEMENT SYSTEM

Each Portfolio Manager oversees multiple investments within a particular area, rather than managing individual properties scattered over a wide area.

One point of contact

This portfolio management system gives each investor one point of contact for their entire portfolio in one geographic area.

An area specialist

It also gives investors access to an 'area specialist' who has intimate, up-to-date knowledge of all market conditions.

4. COAST TO COALFIELDS

Property management in Mackay, Moranbah, Dysart, Blacks Beach and surrounds

If you own an investment property in Mackay, Moranbah, Dysart or the surrounding areas, Century 21 Coast to Coalfields can lease it and manage it for you.

We take the quality of our customer service extremely seriously and will always strive to make your search for property management as seamless, straightforward and stress-free as possible.

If you'd like to talk about leasing or managing your property, contact our rentals team today.

5. THE TEAM

OUR WEALTH OF EXPERIENCE AND CUSTOMER-ORIENTED SERVICE CONTINUALLY BRINGS PEOPLE BACK TO CENTURY 21. WE'RE THE EXPERTS IN REAL ESTATE AND SERVE EVERY ONE OF OUR CUSTOMERS TO THE UTMOST OF OUR ABILITIES.

Luke Curtis
Licensee & Co-Director

Luke has spent around 20 years in real estate and holds a full real estate licence and an auctioneer licence, along with a Diploma of Mortgage Broking. He leads Century 21 Coast to Coalfields alongside Cutting Edge Finance and Estate Plaza Body Corporate Management, so owners can work with one connected team for sales, leasing, finance and body corporate matters.

A property investor himself, Luke understands what owners want from their investment: steady income, well-kept property and clear advice. He works with clients on buying, selling and long-term property plans, and makes sure the property management team has the systems and support to deliver that service.

Vikki Oldfield
Licensee & Co-Director

0411 372 680 · 07 4941 8898
vikki.oldfield@century21.com.au

Vikki leads the business in Moranbah and the Isaac Region. After gaining her full real estate licence, she established her own agency to give investors in Moranbah and Dysart a personalised, professional service, and built a strong reputation in the coalfields before joining Century 21.

Her local knowledge of the mining towns, their rental markets and the people who invest in them is a big part of what Coast to Coalfields offers owners in the Bowen Basin.

Zara Lahy
Head Property Manager

Zara leads our property management team and oversees a portfolio of more than 100 residential and commercial properties. Her work covers the full cycle of an investment: tenant selection, lease negotiation, maintenance coordination, budgeting and making sure every tenancy complies with RTA requirements and current Queensland legislation.

Zara was named Property Manager of the Year (Queensland) in the Century 21 network in 2025. Owners value her attention to detail, clear communication and practical problem solving, and she builds long-term relationships with both landlords and tenants.

Zoe Downes
Property Manager

Zoe works alongside Zara in our property management team, looking after landlords and tenants day to day. She handles the practical side of each tenancy, from leasing and inspections to maintenance requests and keeping owners up to date.

Kassy Wagner
Concierge Team

0474 349 819
kassy.wagner@century21.com.au

Kassy is part of our concierge team: the link between our businesses and the person who onboards new owners.

A former childcare director, Kassy brings strong communication, organisation and problem-solving skills, and a genuine care for helping people find the right home.

Lucas Chan
Concierge Team

0487 921 779
lucas.chan@century21.com.au

Lucas is part of our concierge team: the link between our businesses and the consultant who onboards new owners.

Century 21 Coast to Coalfields
07 4837 1788
5/68 Sydney Street, Mackay QLD 4740

6. LEASING AND MANAGEMENT OVERVIEW

Leasing

As your leasing agent, we will work to lease your property as soon as possible to well-qualified tenants. To achieve this, we will take the following steps:

1. Photograph your property (professional photography), if applicable.
2. Your Portfolio Manager will craft an advertisement for your property.
3. The property will be advertised online, and a lease sign can be erected in front of the property.
4. Open for inspections and private appointments will be arranged.
5. You will receive a full report of enquiries, open houses and private viewings, with feedback.
6. Your Portfolio Manager will receive, review and process all lease applications.
7. Suitably qualified applications will be discussed with you.
8. Once you have approved and accepted a tenant for your property, the Portfolio Manager will take a holding deposit and arrange a date to sign the lease.
9. Your Portfolio Manager will arrange an entry condition report before the lease is signed.
10. Your Portfolio Manager will ensure that the tenant signs the lease, pays the bond and moves into the property.

Management

If you select Century 21 as both your leasing and management agent, your Portfolio Manager will ensure that all the leasing steps outlined are undertaken. He or she will then perform the following management services for you during the tenancy:

- ✓ Collect the rent throughout the tenancy.
- ✓ Manage any instances of rent arrears.
- ✓ Perform quarterly routine inspections of the property.
- ✓ Arrange repairs and maintenance of the property.
- ✓ Arrange payment of council rates, repairs, maintenance and insurances from rental money, if required.
- ✓ Liaise with tenants and strata bodies during the tenancy.
- ✓ Arrange an outgoing inspection when the tenant terminates the rental agreement.
- ✓ Arrange the bond refund through the RTA (Refund of rental bond, Form 4) at the end of the tenancy.
- ✓ Once vacated, re-advertise and lease the property as outlined in the leasing steps.
- ✓ Appraise the value of the property annually (optional).

Your Portfolio Manager will advertise your property and ensure that it is leased as soon as possible.

7. SETTING THE RENT

The right rent attracts good tenants and helps your property lease without a long vacancy.

Before your property is advertised, your Portfolio Manager will prepare a rental appraisal by looking at:

- comparable properties currently advertised for rent in your area
- comparable properties recently leased, and how long they took to lease
- your property's size, features, condition and location
- current demand in the local rental market

We'll recommend a rent based on that evidence and talk it through with you. The advertised rent is always your decision.

QUEENSLAND RULES

A rental property must be advertised at a fixed rent. Rent ranges and rent auctions are not allowed, and we can't invite or accept offers above the advertised rent.

At the start of a new tenancy, rent in advance is capped at two weeks for a periodic agreement or one month for a fixed-term agreement.

Once set, rent can only be increased if at least 12 months have passed since the current rent became payable for the property (even under a previous tenant), and the tenant must receive at least two months' written notice.

Source: Residential Tenancies Authority, Rent bidding · Rent increases

8. PROMOTING YOUR PROPERTY

The longer a property is vacant, the more money an investor loses. So when your current tenants give written notice that they intend to end their rental agreement, your property manager will start the following marketing plan.

Online promotions

Photographs and a detailed description of your property are compiled and advertised online on domain.com.au and century21.com.au, as well as on many more industry portals. Advertising on realestate.com.au is also available as an optional extra at $150 per 30 days. If your property comes to us untenanted, the first month on realestate.com.au to find your first tenant is free (see our fees). These online platforms can be monitored daily and the number of daily visits accessed, so your advertisement can be continually improved.

Signage

With the owner's agreement, we can place a 'For Lease' sign outside the property, where it will easily be seen by traffic and pedestrians.

9. SELECTING THE RIGHT TENANT

We understand that selecting the most suitable tenants is of prime importance to property investors.

The Century 21 applicant screening process is very detailed, ensuring that a tenant can adequately meet their responsibilities as laid out in the tenancy agreement.

The selection of a suitable tenant is performed in accordance with Australian laws regarding discrimination, as well as the *Residential Tenancies and Rooming Accommodation Act 2008* (Qld) and the *Privacy Act 1988* (Cth).

We use the approved rental application (Form 22) and collect only the information Queensland law allows.

Your Portfolio Manager will perform the following steps, keeping you informed along the way:

1. Collate all rental applications from prospective tenants.
2. Check and confirm each applicant's previous rental references, and confirm their employment and income.
3. Present all suitable applications to you, along with your Portfolio Manager's recommendations.

Your Portfolio Manager will do everything possible to find suitable tenants for your property, so your investment runs smoothly.

10. LEASING RIGHTS AND RESPONSIBILITIES

THERE ARE LAWS THAT ALL TENANTS AND LESSORS ARE BOUND TO ABIDE BY. IT IS IMPORTANT THAT BOTH PARTIES UNDERSTAND THEIR RIGHTS AND RESPONSIBILITIES BEFORE, DURING AND AFTER THE TENANCY.

Lessor's rights

- Rent must be paid by the tenant on time and in the way outlined in the agreement.
- The tenant is responsible for damage caused by them or their guests, and must leave the premises in the same condition as at the start, fair wear and tear excepted.
- Tenants must abide by the terms of the tenancy agreement.
- The premises must not be used for any illegal purpose.
- The premises are mainly for residential purposes unless otherwise agreed.

Lessor's responsibilities

- The lessor must ensure the premises are clean and fit to live in at the start of the tenancy and throughout the tenancy.
- Tenants must be provided with reasonable peace, comfort and privacy in the premises.
- The premises must be reasonably secure, and tenants must be provided with a key for each lock.
- All charges, levies, premiums, rates and taxes payable for the premises are paid by the lessor.
- The costs of preparing the tenancy agreement are covered by the lessor.
- Laws on the health or safety of people using or entering the premises must be complied with.
- The premises and inclusions must be maintained in good repair.

Download a copy of the *Residential Tenancies and Rooming Accommodation Act 2008* at www.legislation.qld.gov.au for further information.

11. PROPERTY MANAGEMENT SERVICES

Ingoing and outgoing inspections

A full inspection of your property is performed by your property manager before tenants move in. An ingoing report will detail the property's existing condition.

At the end of the tenancy, an outgoing inspection and report will occur. The property's condition is compared to its initial condition using the ingoing inspection report. The property manager will ensure the property has been left in a satisfactory condition before the bond refund is arranged through the RTA.

QUEENSLAND RULES

The entry condition report (Form 1a) is signed and given to the tenant at the start of the tenancy. The tenant has 7 days after moving in (or receiving it, if later) to return it, and a signed copy goes back to the tenant within 14 days. The bond must be lodged with the RTA within 10 days of being received. It can't be more than four weeks' rent, and it is refunded through the RTA (Refund of rental bond, Form 4) at the end of the tenancy.

Source: Residential Tenancies Authority, Entry condition report · Rental bonds

Quarterly inspections

We carry out a routine inspection of your property every quarter during the tenancy. That is the most often Queensland law allows (once every three months), and the tenant is given at least 7 days' notice. After each inspection, your property manager will generate a full report containing:

- the property's general condition
- immediate repairs that may be required
- preventative measures for maintenance issues, for example refurbishment suggestions that would benefit the investor and tenant.

QUEENSLAND RULES

Routine inspections can't happen more than once every three months unless the tenant agrees in writing. The tenant must be given at least 7 days' written notice on an Entry notice (Form 9). Entry is between 8am and 6pm, Monday to Saturday, and not on a public holiday, unless the tenant agrees otherwise.

Source: Residential Tenancies Authority, Routine inspections · Entry to the property

Maintenance

It is inevitable that something will need repair or servicing during the course of the tenancy. We can remove the stress of organising maintenance, repairs and quotes by handling this on your behalf using reliable and affordable licensed tradespeople.

When we start managing your property, you set your own maintenance approval limit. We can arrange routine work under that limit without waiting for your sign-off. For anything over it, we'll contact you first, with quotes where appropriate.

> **QUEENSLAND RULES**
>
> *Emergency repairs are different. The tenancy agreement names an emergency repair contact. If the tenant can't reach that contact within a reasonable time, the tenant or property manager can arrange emergency repairs up to a maximum value of four weeks' rent. Examples include a burst water service, a gas leak, a serious roof leak, a dangerous electrical fault or a broken hot water system. Repairs needed to meet the minimum housing standards also count as emergency repairs.*
>
> *Source: Residential Tenancies Authority, Emergency repairs*

Rent collection and arrears

We collect the rent throughout the tenancy and check that payments arrive. Our system sends automatic text, email and call reminders to the tenant from day 2 of arrears. If rent stays unpaid, a breach notice is issued in line with Queensland rules (rent more than 7 days overdue: Notice to remedy breach, Form 11), and we keep you informed.

> **QUEENSLAND RULES**
>
> *If rent is more than 7 days overdue, a Notice to remedy breach (Form 11) can be issued, giving the tenant 7 days to pay. If the rent is still unpaid when that notice expires, a Notice to leave (Form 12) can be issued, giving the tenant at least 7 days to move out. If the tenant doesn't leave, we can apply to QCAT, within 14 days after the handover date, for a termination order and warrant of possession (see the court lodgement fee in our fees).*
>
> *Source: Residential Tenancies Authority, Non-payment of rent*

Rent reviews and increases

We will ensure that you maximise your property's potential by conducting periodic reviews and looking at the rental prices of comparable properties in the market. These reviews may be performed at the end of a tenancy, during routine inspections or on a six-monthly basis. Any increase can only take effect once 12 months have passed since the last one, and the tenant must be given at least two months' written notice. Should a rent increase be recommended, you will be contacted by letter.

Rent cannot be increased during a fixed-term agreement unless a special condition is stated in the agreement.

> **QUEENSLAND RULES**
>
> *An increase can only take effect if at least 12 months have passed since the current rent became payable for the property, and the tenant must be given at least two months' written notice. During a fixed term, the agreement must also state the new rent or how it will be calculated.*
>
> *Source: Residential Tenancies Authority, Rent increases*

Water charges

Whether your tenant can be charged for water depends on your property. We'll check this with you before the tenancy starts and set it out in the tenancy agreement.

> **QUEENSLAND RULES**
>
> *A tenant can be charged for water use only if the property is individually metered (or water is delivered by vehicle), meets the water-efficiency standards, and the tenancy agreement says the tenant pays. A copy of the bill must be given to the tenant within four weeks of receiving it. Fixed water and sewerage access charges, and sewerage usage charges, can't be passed on. If the property isn't water efficient, the owner pays for a reasonable amount of water.*
>
> *Source: Residential Tenancies Authority, Water charging*

Keys and security

The tenant must have a key for each lock. We'll ask you for enough sets of keys for the tenants and our office, so inspections and repairs can go ahead without you needing to attend.

Landlord insurance

We recommend you hold landlord insurance, in addition to building insurance (or the body corporate's building cover if your property is in a strata scheme). Policies differ in how they cover lost rent, malicious damage and damage caused by tenants, so check the details with your insurer or broker.

Invoices, statements and payments

With your authority, we pay council rates, repair and maintenance invoices and insurance premiums from the rent we collect, so your bills are covered and every payment is recorded.

Your statements show the rent received, any invoices paid and the amount paid to you. We pay you weekly, and you'll receive a statement each week. At the end of the financial year you'll receive an annual statement, which is included in our management fee.

12. KEEPING YOU INFORMED

Your Portfolio Manager is your one point of contact, from appraisal to the end of each tenancy.

While your property is vacant

We'll keep you up to date on enquiries, inspection numbers and feedback from open homes and private viewings. If the property isn't leasing, we'll talk with you about whether the rent or presentation needs adjusting.

Before the lease ends

Ahead of the end of a fixed term, we'll ask whether you'd like to offer the tenant a new lease and give you our recommendation on the rent. If you don't want to renew, Queensland law requires at least two months' notice on a Notice to leave (Form 12), so we'll ask for your instructions well before then. (Source: RTA, Notice to leave.)

After each inspection

You'll receive a full report on the property's condition, any repairs needed and our maintenance suggestions.

When something needs a decision

Repairs over your approval limit, rent reviews and anything unusual come to you first, so you stay in control of your investment.

You can reach the rentals team on 07 4837 1788 or rentals.mmd@century21.com.au.

13. OUR SERVICES AND FEES

What's included at 8%

Our management fee is 8.0% + GST, and it includes:

- Rent collection, with weekly payments to you
- Weekly statements (no statement fee)
- Automatic arrears follow-up from day 2
- Quarterly routine inspections, each with a full report
- Management of maintenance and repairs, within your approval limit
- End of financial year statement and title search
- Inventory preparation for fully furnished properties

Description	Price
Standard management package	
Management fee	8.0% + GST
Letting fee	1 week's rent + GST
Lease negotiation / renewal fee	Half a week's rent + GST
Statement fee	Included in management
Management of maintenance / repairs	Included in management
Quarterly inspection	Included in management
End of financial year statement & title search	Included in management
Inventory preparation (fully furnished properties)	Included in management
Optional extras	
Advertising on realestate.com.au for lease	$150.00 per 30 days (first month free when finding the first tenant for a property that comes to us untenanted)
Professional photography	$175.00 per property
Court lodgement	At cost (QCAT fee)

Our services can be tailored to suit your needs. Don't hesitate to contact us to discuss your requirements further.

> ***Please note:*** *we offer discounted management fees for multiple properties under management. If your property comes to us untenanted, your first month on realestate.com.au to find your first tenant is free. After that, and for later re-leasing, it's $150 per 30 days.*

14. WHAT WE NEED FROM YOU

A little preparation helps your property lease sooner and keeps the tenancy running smoothly.

Before we list your property

- [ ] A signed property management agreement (Form 6), appointing us as your agent.
- [ ] Your contact details and how you prefer to be contacted.
- [ ] The bank account you'd like your rent paid into.
- [ ] Keys for every lock, plus any remotes and security codes, with enough sets for the tenants and our office.
- [ ] Your building and landlord insurance details.
- [ ] If the property is in a body corporate scheme: the body corporate manager's contact details and the current by-laws.
- [ ] If there's a pool: a current pool safety certificate (a copy is included with the tenancy agreement).
- [ ] If you'd like the tenant to pay for water use: evidence that the property is individually metered and meets the water-efficiency standards.
- [ ] Manuals and warranties for appliances, and the details of any tradespeople you prefer us to use.

Before the tenancy starts

- [ ] The property is clean throughout, with lawns and gardens tidy and rubbish removed.
- [ ] The property meets Queensland's minimum housing standards. It must be weatherproof and structurally sound, in good repair, with safe fixtures and appliances, and free of pests, damp and mould.
- [ ] External doors, and windows that can be reached without a ladder, have working locks or latches.
- [ ] Bedrooms and other rooms that need privacy have window coverings.
- [ ] Plumbing and drainage work, with hot and cold drinkable water, bathroom and toilet areas that provide privacy, and a flushable toilet connected to sewer, septic or another waste system.
- [ ] If there's a kitchen, the cooktop works. If there's a laundry, the laundry plumbing works.
- [ ] Interconnected photoelectric smoke alarms are installed, and they are tested and cleaned, with flat or nearly flat batteries replaced, within the 30 days before the tenancy starts (including renewals).
- [ ] Appliances you're leaving for the tenant are in working order.

QUEENSLAND RULES

The minimum housing standards apply when the tenant moves in and throughout the tenancy. They have applied to new tenancies since 1 September 2023 and to all tenancies since 1 September 2024.

Source: Residential Tenancies Authority, Minimum housing standards · Smoke alarms · Pool laws

15. QUESTIONS OWNERS ASK US

How quickly will my property lease?

Every property is different, so we won't quote you a number of days. Here's what we do to lease it quickly:

- recommend a rent based on comparable properties advertised and recently leased in your area, and how long they took to lease;
- professional photography (optional, see our fees) and an advertisement written by your Portfolio Manager;
- advertising on domain.com.au, century21.com.au and other portals, with realestate.com.au as an optional extra (the first month is free when we find the first tenant for a property that comes to us untenanted);
- a 'For Lease' sign, with your agreement;
- open homes and private appointments, with a full report of enquiries and feedback;
- starting the marketing plan as soon as your current tenants give written notice.

What if the tenant damages the property?

We protect your property at every stage of the tenancy:

- an entry condition report (Form 1a) records the property's condition before the tenant moves in;
- a bond (no more than four weeks' rent) is lodged with the RTA;
- we carry out quarterly routine inspections, each with a full report to you;
- the tenant is responsible for damage caused by them or their guests, fair wear and tear excepted;
- at the end of the tenancy, the outgoing inspection is compared with the entry condition report before the bond refund is arranged through the RTA.

We also recommend landlord insurance. Policies differ in how they cover malicious damage and damage caused by tenants, so check the details with your insurer or broker.

Do I get to approve the tenant?

Yes. Your Portfolio Manager checks each applicant's rental references, employment and income, then presents the suitable applications to you with a recommendation. A tenant is accepted only once you have approved them.

What does a vacancy cost me, and how do you reduce it?

The longer a property is vacant, the more money an investor loses: every vacant week is a week without rent. We work to keep vacancies short:

- we start the marketing plan as soon as your tenants give written notice;
- we recommend a rent based on evidence, because the right rent attracts good tenants and helps your property lease without a long vacancy;
- we promote the property online and, with your agreement, with signage;
- ahead of the end of a fixed term, we ask whether you'd like to offer the tenant a new lease, with our rent recommendation;
- if the property isn't leasing, we talk with you about whether the rent or presentation needs adjusting.

How often will I hear from you?

- **Every week:** your owner payment and statement.
- **While the property is vacant:** updates on enquiries, inspection numbers and feedback from open homes and private viewings.
- **After every quarterly inspection:** a full report on the property's condition, repairs needed and our maintenance suggestions.
- **Before a fixed-term lease ends:** we ask whether you'd like to renew, with our rent recommendation.
- **Whenever a decision is needed:** repairs over your approval limit, rent reviews and anything unusual.
- **At the end of each financial year:** your annual statement.

Your Portfolio Manager is your one point of contact throughout.

Can I choose my own tradespeople?

Yes. When we start managing your property, give us the details of any tradespeople you prefer us to use. Otherwise we arrange reliable and affordable licensed tradespeople for you. Routine work under your maintenance approval limit goes ahead without waiting; anything over it comes to you first. Emergency repairs follow Queensland rules (see Property management services).

16. GET STARTED

Book a free rental appraisal. Tell us about your property and our rentals team will contact you at a time that suits you.

> **Century 21 Coast to Coalfields: rentals team**
> Phone 07 4837 1788 · rentals.mmd@century21.com.au
> 5/68 Sydney Street, Mackay QLD 4740
>
> **Book online: www.century21coasttocoalfields.com.au/property-management#signup**

17. NEXT STEPS

Three simple steps, and your property is in good hands.

1. **Book your free rental appraisal.** Book online or call 07 4837 1788. We'll look at comparable rentals in your area and recommend a rent.
2. **Sign the property management agreement (Form 6).** This appoints Century 21 Coast to Coalfields as your agent.
3. **We do the rest.** Kassy and Lucas from our concierge team onboard you, gather everything needed to get your property ready to lease and hand you over to your property manager. If the property is vacant, we start the leasing plan. Is your current property manager doing the job? We'll review it with you.

We'd love to look after your property. Book your appraisal today and let our team take it from there.

Queensland rental law notes are general information based on Residential Tenancies Authority guidance as at October 2026. They are not legal advice, and the law changes.

Licensee: C21 MMC PTY LTD · Licence 4761795 · C21 MMC Pty Ltd ABN 15 673 818 696

Each office is independently owned and operated.

© 2026 Century 21 Coast to Coalfields. CENTURY 21® is a registered trademark used under licence.