

Expect
More.

TOOP + TOOP

Our story

When TOOP+TOOP first emerged nearly 40 years ago, we wanted to do more for our clients. We wanted to achieve better results, through our bespoke marketing and the intelligent market insights of our team.

We invested in new technology and built the most powerful database in the industry. But more than anything we paid attention to detail, doing the right thing and working both smarter and harder to get the right results.

That drive to be the best and continually evolve for our clients still burns strong.

We blend thoroughly modern ways of working with a team of unrivalled experience. We're confident about achieving more for you, while still remaining humble. We represent the best homes Adelaide has to offer while being approachable and personable.

Expect More.



“For me, what makes TOOP+TOOP a leader in real estate is the way we innovate through the combination of creativity and technology. The technology we’ve created makes life easier for our landlords and tenants, allowing us to spend more time managing properties better and getting better results.”

Suzannah Toop
CEO Property Management

INTELLIGENT MARKET INSIGHTS

We share our insights to give you more success in renting your home.

We know the real estate market in SA better than anyone. We have the most experienced team of professionals and a comprehensive database. We are constantly studying consumer habits and have our finger on the pulse of market trends.

RELATIONSHIP-BASED CUSTOMER SERVICE

We hope you'll become a TOOP+TOOP client for life.

We believe in building long term, lasting relationships with our clients - from their first home to retirement. Our customer service is based on warmth, friendliness and open, honest communication.

INNOVATION IN EVERYTHING WE DO

We are always looking for ways to make the renting experience better.

We have always been first to market with innovative digital marketing technology and cut-through advertising. Bold thinking underpins everything we do, to help our customers, the environment, the community and our staff.





How are we more?

OUR PEOPLE

We hand-pick individuals to join our team based on their values and character. We hold our team to high standards and work with those who are excited to lead, not follow.

OUR SERVICE

We partner with our clients and continuously seek feedback to improve our service offering and deliver more.

OUR NETWORKS

Our intelligent marketing coupled with our data-centric approach to property, we maximise our established market position and networks to benefit our clients.

OUR TECHNOLOGY

We are committed to achieving the best results for clients, and our proprietary technology is how we deliver sophisticated service. Our team of software engineers ensure we are building for the future whilst delivering world-class service today.

OUR KNOWLEDGE

We are proactive in our learning and take an active approach in navigating clients through the complex tenancy legislation. Being knowledgeable is an ongoing commitment and we have tailored training programs over and above the industry norm.

Testimonials

“Toop & Toop have been managing my property for about 20 years now and have been consistently fantastic. Always very prompt with sorting problems and keeping the place occupied with great tenants. No hesitation to recommend the team there!”

Landlord, Simon M

“Toop and Toop have been taking good care of my property since December 2015 and their services in all departments is commendable. The staff are very friendly and helpful at all times.”

Landlord, Dhananjay B

“Been with Toops 3 years now. The new ToopHome App is awesome. Giving me everything I need to know at my finger tips. Easy to access copies of my statements and any invoices paid. Great team who know their stuff!

Landlord, Diago T

“Toop and Toop has been managing rental properties for me since 2009. Last year I sold one of my rental properties and Toop and Toop also successfully handled this transaction for me. I have just listed another property for sale with Toop and Toop. On the rental management side, I could not fault Toop and Toop. They were helpful, professional and responsive at all times. I strongly recommend the Toop and Toop rental management team to all landlords desiring peace of mind about their rental properties. For me Toop and Toop is a “one-stop shop” for rental management and property sales. They execute both very well!”

Landlord, Jacob V



What you can expect

We are a progressive and sophisticated property management team.

BESPOKE APP

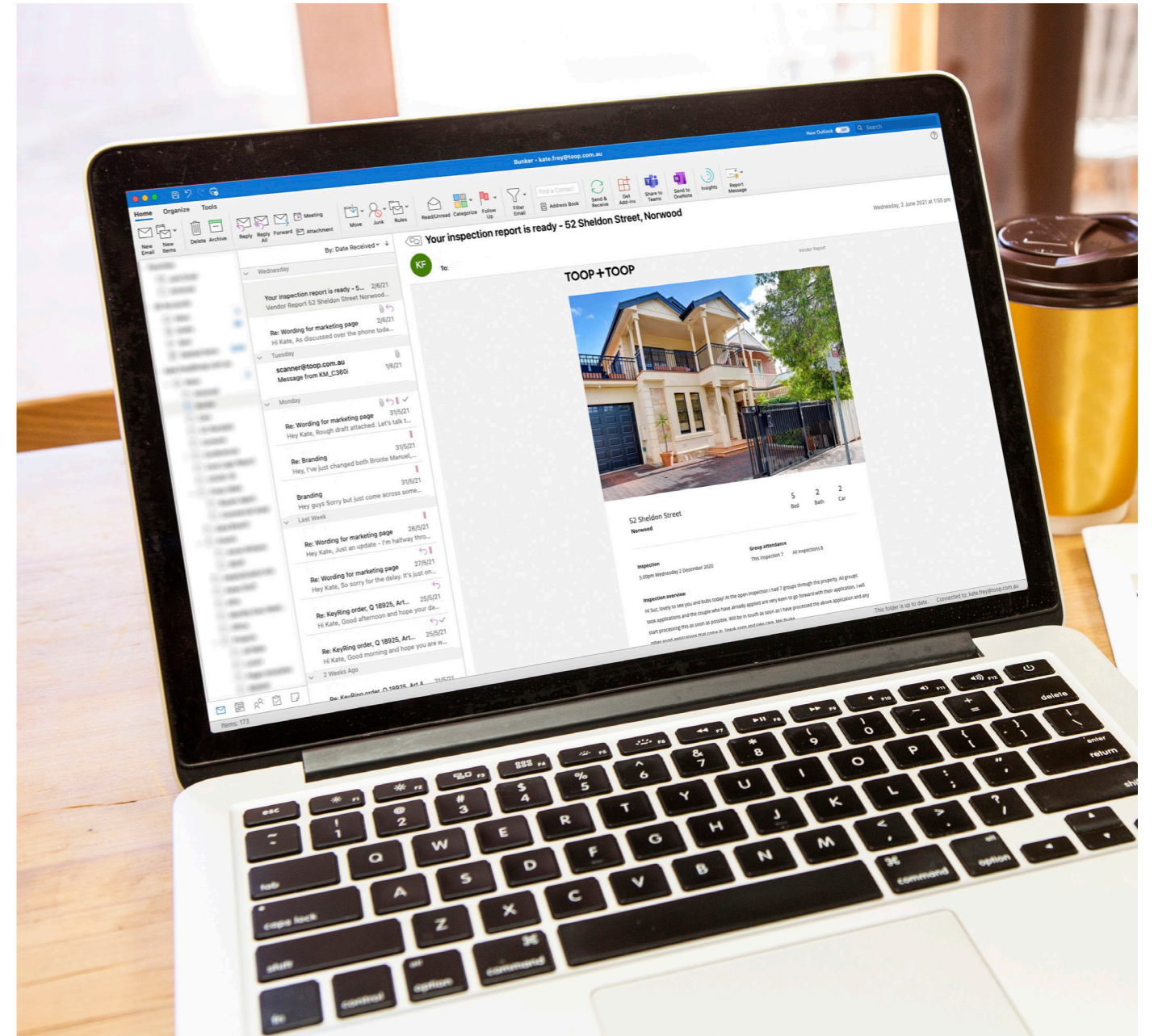
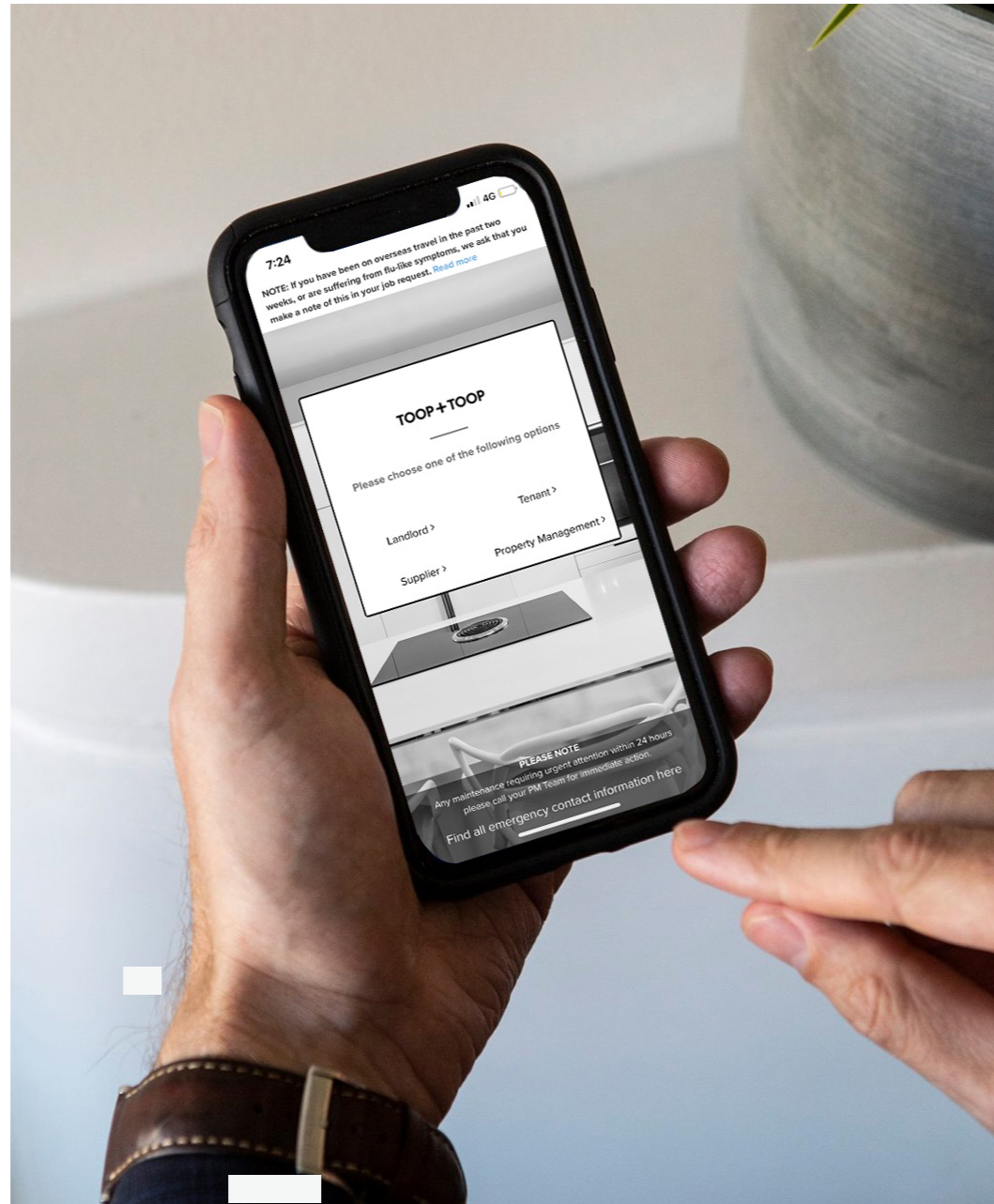
Experience an Australian first; real-time access to your property data.

OPEN INSPECTION INSTANT REPORTING

Information within minutes with intel on open inspection attendees, interest levels and feedback.

SOLE FOCUSED AND OWNER RUN DEDICATED PROPERTY MANAGEMENT DIVISION

A dedicated property management team looking after your property with a Managing Director, General Manager and Corporate Support team whose sole focus is property management.



TRADE TRANSPARENCY & ACCOUNTABILITY

Exclusive access to our Trade Network and Reviews plus complete flexibility. Use your trades, or ours.

PHOTOGRAPHIC INSPECTION REPORTS

Regular and comprehensive reporting of your property.

SPECIALISED TEAM STRUCTURE

A team will support you, not one individual.

TRIBUNAL SUCCESS RATE

A team of qualified licenced professionals getting you the best results.

AND MORE

Compliance taken care of, self-help guides, 24/7 emergency maintenance line, preventative maintenance options, and so much more.



What your tenant can expect

Providing great customer service to tenants is unique. We believe this is the future. 29% of the population in Adelaide rent their homes. And this number is climbing by 8% every year. Providing a great experience for tenants, directly benefits our TOOP+TOOP landlords.

HOW IT BENEFITS YOU

TOOP+TOOP tenants pay higher rents and stay in our properties longer. You will experience shorter time on market and quality choice of tenants.

99% of tenants don't want to leave a TOOP+TOOP managed home.

86% continue on in the same home.

Our properties reach over **65,000** viewers.

We lease properties **20%** faster than the South Australian average.

33% of our properties achieve zero vacancy

Our properties lease for an average of **5.8%** more rent per week than the market average.

Our technology has saved our landlords **\$305,900**

27,862 trade reviews captured through our technology.

Our marketing

The power of Australia's
No1 Property Marketing is
behind you.

PHOTOGRAPHY

Premium Magazine Style
photographs. Communicates
a sense of quality and
exclusivity. Quality images to
use again & again.



Early Release Rentals

Secure your next tenant sooner.

TOOP+TOOP has launched an industry first.

Gain exclusive access to pre-screened tenants, up to 2 months in advance, before launching your property to realestate.com and Domain.

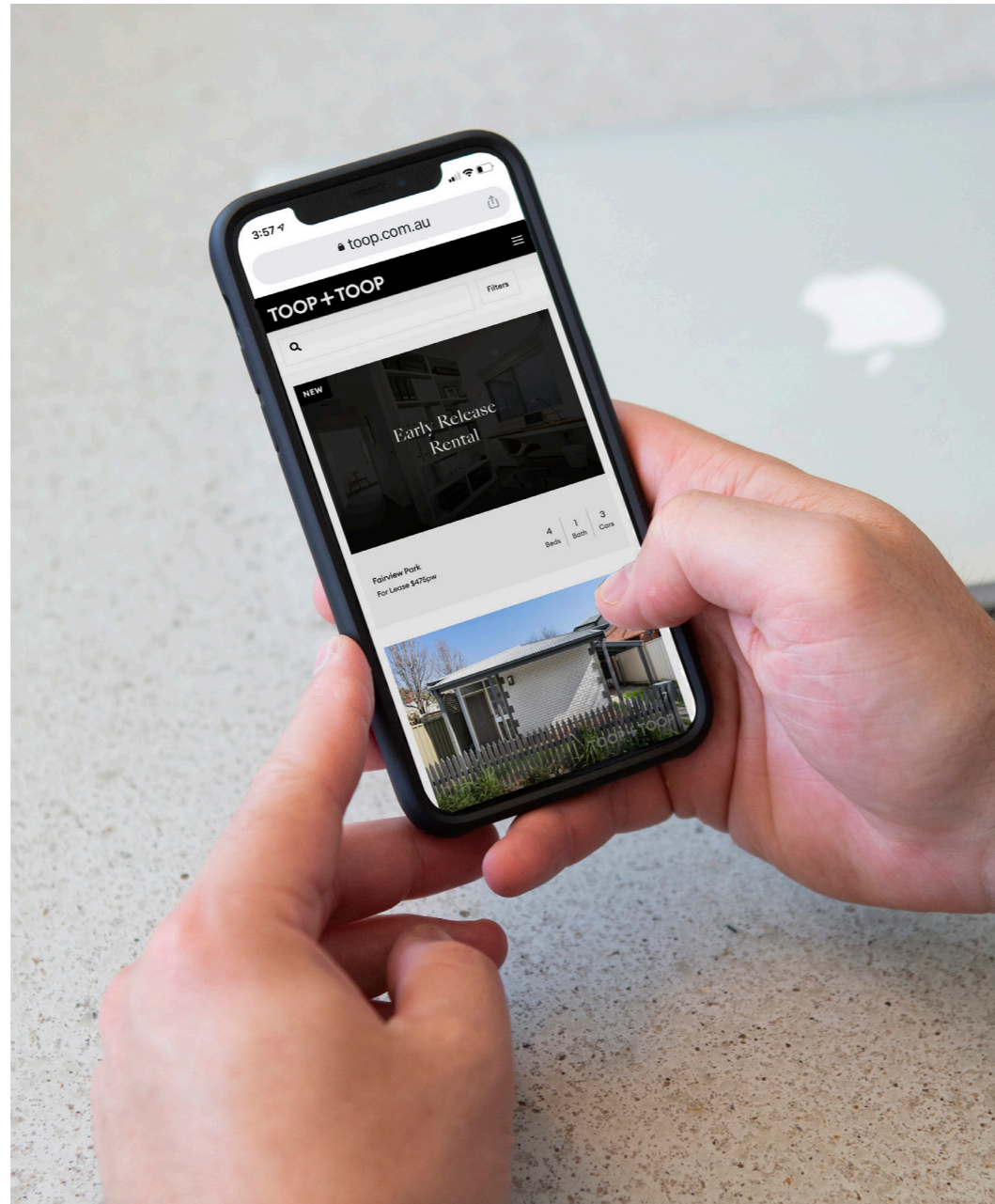
Our off market renting system includes over

7000

active tenants looking for properties across Adelaide. We promote your property direct to their inbox.

BENEFITS TO LANDLORDS

- Reduced vacancy
- Saving costs of advertising
- Have your next tenant secured
- Pre screened, high quality applicants
- Exclusive to TOOP+TOOP





Social Impact Project

At TOOP+TOOP we help find homes for thousands of tenants every year across Adelaide. Our team are driven to have a wider impact in our community, that goes beyond the homes we manage.

The 2021 housing shortage has forced many South Australians into homelessness, and this number is rising every day. Adding to this, the government recently cut \$1.3m of funding to local organisations who help fight homelessness.

As a business leader, and a passionate South Australian, my team and I want to do something to help. The feeling of safety, of having a home to return to each day, is something that every person should have access to.

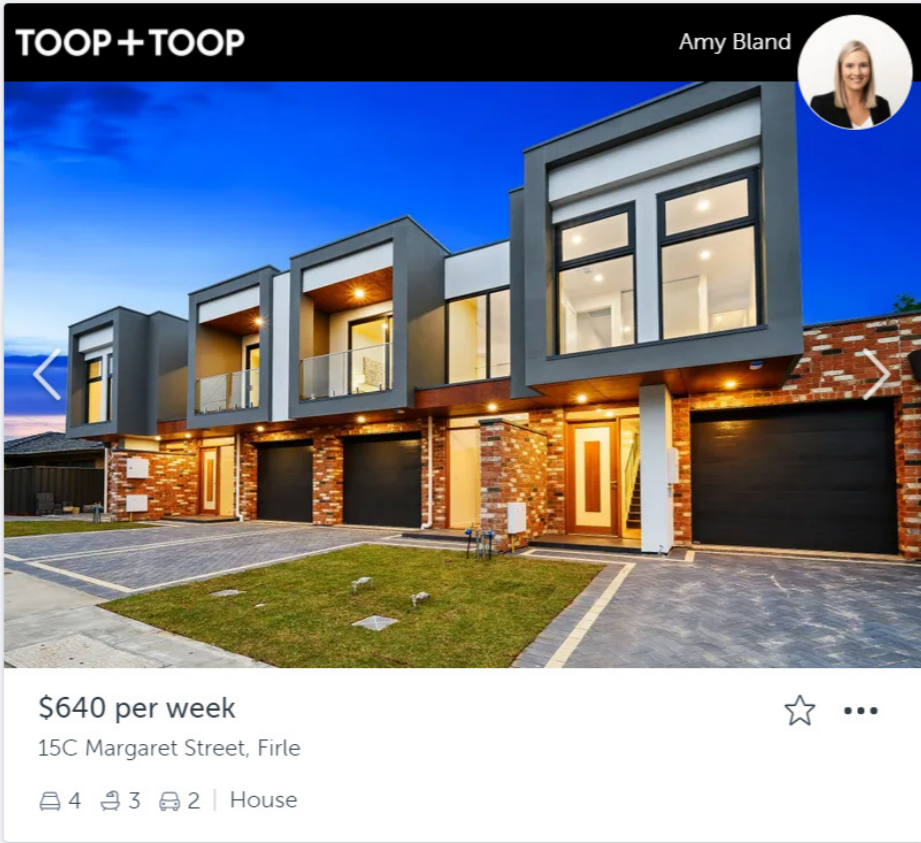
TOOP+TOOP Property Management donate percentage of our profits each month to support local charities who vow to end homelessness in South Australia. Currently we are partnered with Catherine House and the Hutt Street Centre.

Tenants will have the ability to add \$1, \$3 or 5 of their weekly rent to contribute to this goal. Landlords have the opportunity to contribute an amount from their monthly fees.

REA LISTINGS

Premiere →
The Premiere way to showcase your property, with the largest listing at the top of the search results and all standard listings.

4.5x number of enquiries compared to a Standard Listing



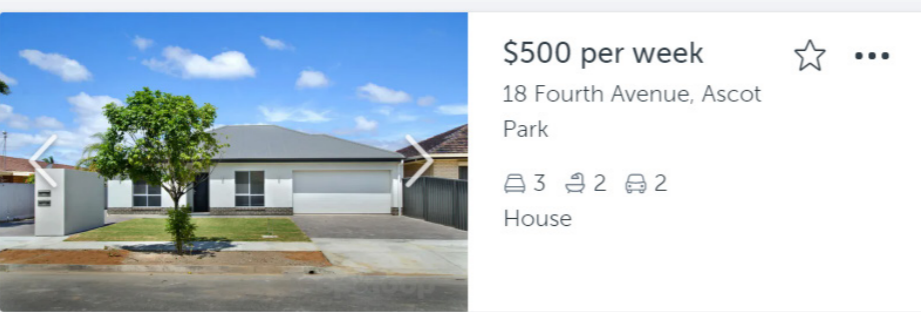
TOOP+TOOP Amy Bland

\$640 per week ☆ ...
15C Margaret Street, Firle

🏠 4 🚗 3 🚗 2 | House

This listing features a large, high-quality photograph of a modern, two-story house at night. The house has large windows, a brick facade, and a covered driveway. The listing includes the agent's name, Amy Bland, and a circular profile picture. The text below the photo provides the rental price, address, and property details.

Standard →
Features your property of RE.com.



\$500 per week ☆ ...
18 Fourth Avenue, Ascot Park

🏠 3 🚗 2 🚗 2 | House

This listing features a smaller, standard-quality photograph of a single-story house during the day. The house is a simple, rectangular building with a grey roof and a white garage. The listing includes the rental price, address, and property details.

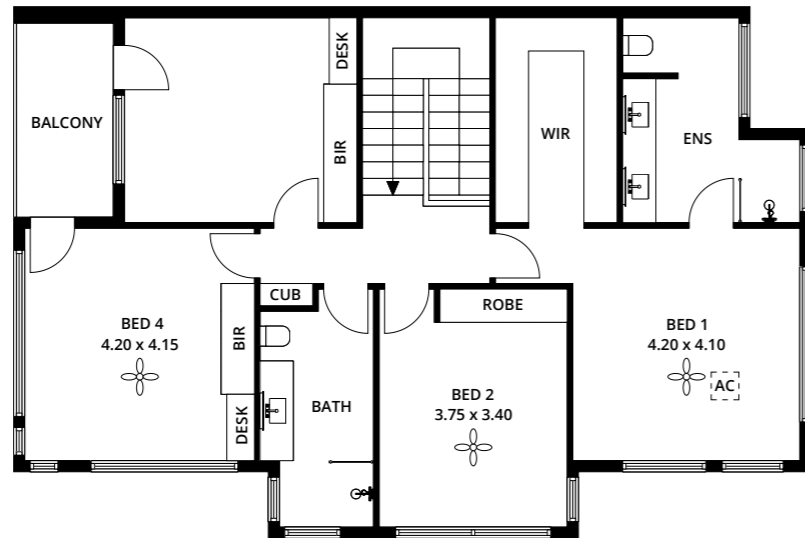
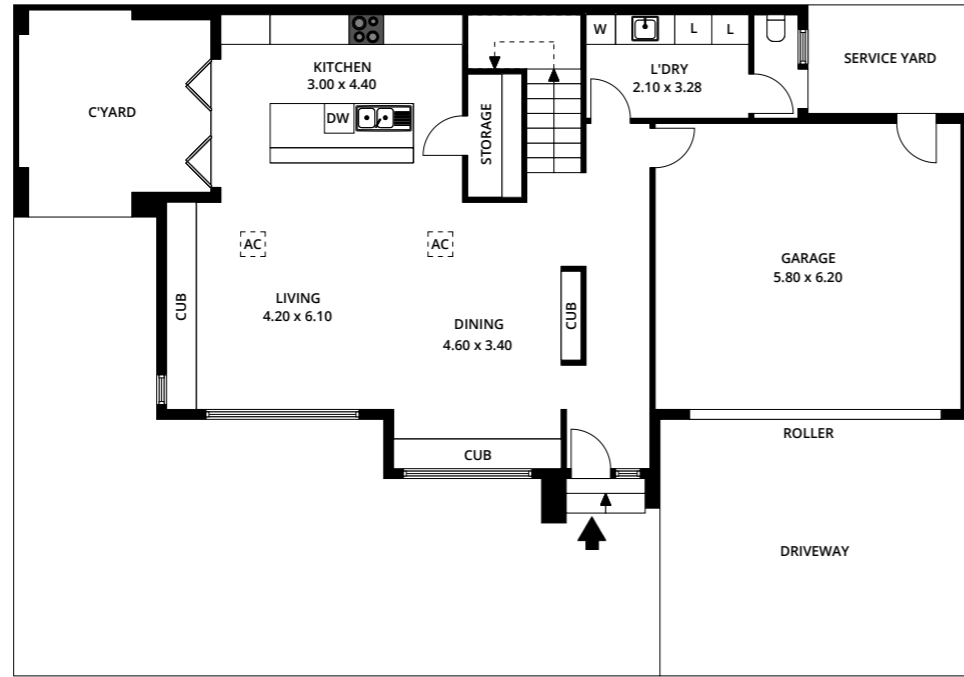


AT HOME MAGAZINE

Feature your property in our magazine sent to 100s of local businesses reaching 1000s of people.

FLOORPLANS

2D



3D



DIGITAL FURNITURE

All of the luxury of home styling at a fraction of the cost.

1

BEFORE



AFTER



2

BEFORE



AFTER



3

BEFORE



AFTER



What's included

FINDING YOU A TENANT

- Assess market rents
- Writing bespoke copy for your property advertisement
- Create and launch marketing
- Tenant enquiries
- Conduct open inspections
- Application management
- Tenant due diligence & suitability assessment
- Lease negotiation

WELCOMING YOUR TENANT

- Prepare the lease agreement
- Outline expectations and educate on legal requirements
- Issue, track and record keys
- Prepare property instruction manuals
- Collect bond payment
- Conduct ingoing property inspection
- Welcome Tenant to the property

FINANCIAL MANAGEMENT

- Daily Tenant rental arrears management
- Weekly Tenant invoice arrears management
- Annual rent reviews
- Receipting rent, account reconciliation



MAINTENANCE

- Arrange and oversee compliance checks (smoke alarms, gas heaters etc)
- Coordinate and arrange maintenance and repairs at property including quotes
- Trade selection & recommendation
- Trade quality and general management

LEGAL

- Active oversight on legislative compliance & assistance
- Oversight of tenancy legislative requirements
- Issuing notice of termination for Tenant breach
- Issuing notice to enter property
- Attending SACAT (South Australian Civil & Administrative Tribunal)
- Conduit between authorities

APPROACHING END OF TENANCY

- Lease extension negotiations

OFFBOARDING YOUR TENANT

- Lease extension negotiations
- Conduct final inspection at property

Expect More.

FAQS

Who looks after my property?

Our team of experts will take care of your property and keep you informed of updates throughout the tenancy. Your team leader will introduce themselves to you at the start of the process and guide you through.

What happens once I sign up?

Once you have signed up, one of our team will be in touch to finalise your customer profile. We will collect information about your property features, nominated bank account, water charges, emergency contact details as well as your preference on pets and answer any questions you have.

What if my property is currently vacant?

Our team will view your property and use their market knowledge to create a tailored marketing campaign to lease your property and maximise your investment.

My property is currently managed by another agent, how do I transfer management?

You don't, we do. Once we have your instructions, we will take care of everything.

What legislation is involved in renting out my property?

There are over 2 793 pages of legislation over multiple acts that are relevant to leasing a property and our team are experts in them all.

What type of insurance do I need?

Building Insurance is essential. Landlords must arrange this prior to renting their property. Ensuring our landlords are protected is a fundamental part of our risk management policies. Landlord Insurance is also highly recommended to further protect you and your rental income.

How long will it take to find a tenant?

Every property is different, and the market conditions are ever changing, our expert team will tailor the marketing campaign and pricing of your property to achieve the best results for you.

How do you market my property for rent?

Our method to finding tenants is three-fold. We advertise your property to all potential renters, complete open homes, record all attendees and then direct market to these potential tenants. This strategy is powered up by our custom technology that is designed to minimize days on market.

How do I know that my property is being leased at market rates?

Our team are in the field every day and have first-hand knowledge of what rental prices are doing. We draw on this knowledge as well as completing a Comparative Market Analysis on your property which compares your home to others on the market to make sure you are receiving the optimum return for your property.

Recent awards

REISA Residential Property Management Team 2023

REISA Large Property Management Agency - Silver 2023

REB Innovator of the Year 2023

REIA Australia's Agency of the Year 2019, 2018, 2017, 2014

REIA Australia's Agency of the Year Hall of Fame 2020

REISA Large Agency of the Year 2018, 2017, 2016, 2015 2014, 2013

REISA Communication Agency of the Year 2022, 2018, 2017, 2016, 2015, 2014, 2013, 2012

REISA Most Innovative Agency of the Year 2018, 2017, 2016, 2015, 2014, 2013

REISA Property Management Agency of the Year 2022, 2016, 2015, 2014, 2013

REEF SA/NT Employer of the Year 2018, 2016

REIA Australia's Communication Agency of the Year 2017, 2016, 2015, 2013

REIA Australia's Communication Agency of the Year Hall of Fame 2018

REIA Australia's Innovation Agency of the Year 2018, 2017, 2016

REIA Hall of Fame Certificate of Merit for Innovation 2019



To view our full list of Awards
please visit awards.toop.com.au

Norwood

23-25 The Parade
Norwood SA 5067
T 08 8362 8888
F 08 8362 8898

Hyde Park

84 King William Road
Goodwood SA 5034
T 08 8274 8588
F 08 8172 1032

E norwood@toop.com.au
W toop.com.au