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THANK YOU FOR CHOSING US

Thank you for your enquiry about our expert Property Management services.

Since 2010, our agency has been dedicated to providing expert property management and real estate services. Under Warren Daniells' leadership, we grew into a trusted name in residential, commercial, and industrial sales. Now, in 2025, Warren proudly hands over the reins to a new dynamic partnership—Rob Fraser, Jason Gray, Becky Gwin, and Juliann Frame—who bring deep local knowledge and industry expertise.

Our experienced team is committed to making property management stress-free while ensuring your investment works for you. Whether you're buying, selling, or leasing, we put you first!

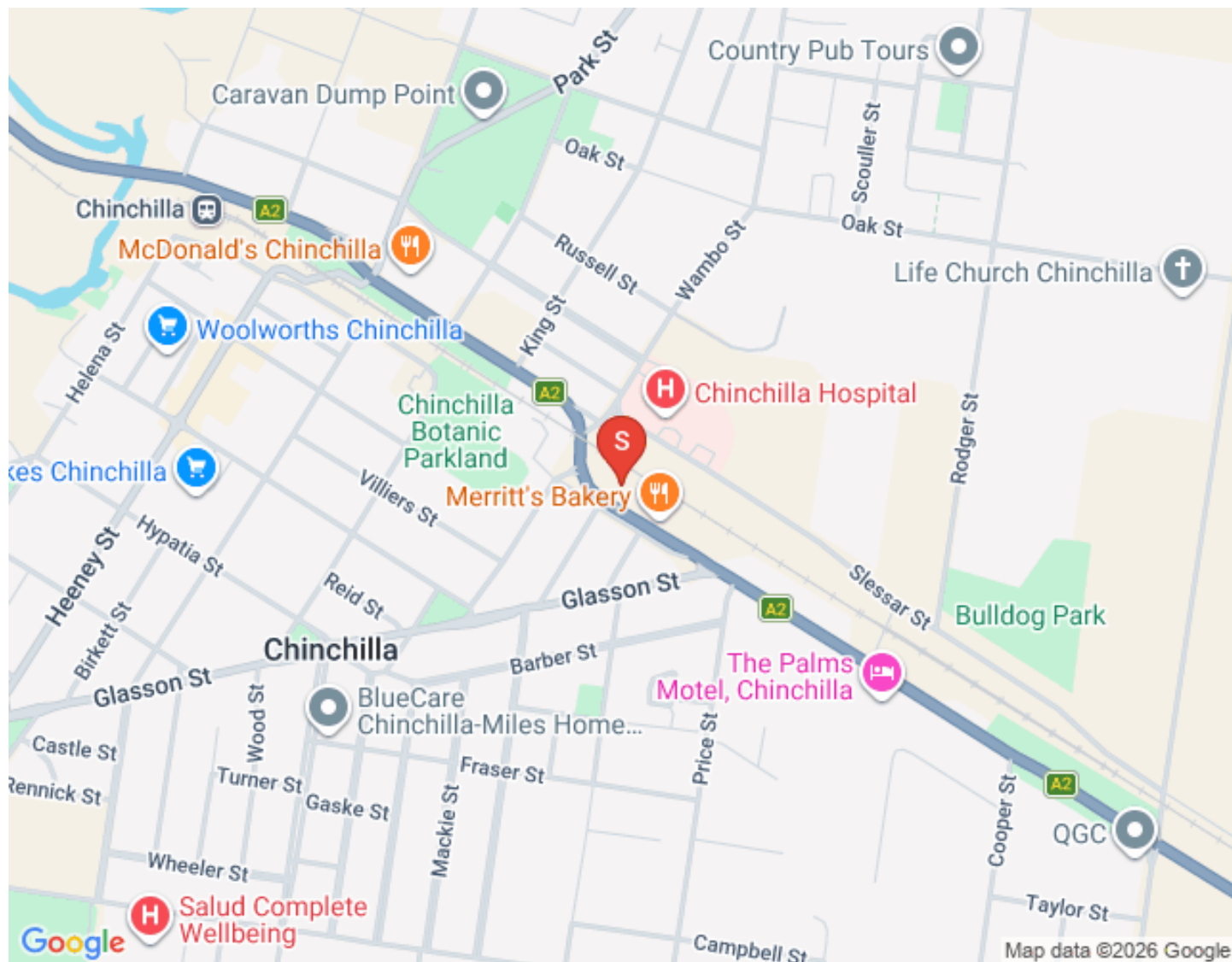
OUR OFFICE AND LOCATION

Welcome to First National Real Estate Surat Basin Chinchilla, your trusted partner in real estate located in the heart of Chinchilla, along the Warrego Highway. Chinchilla, with a population of around 8,000, is the gateway to the Surat Basin, a rapidly growing energy hub with vast coal, coal-seam gas, and renewable energy developments such as solar and wind projects that are shaping the future of the region.

Founded in 2010 under the leadership of Warren Daniells, our agency has rapidly expanded to become a leading name in residential, rural, commercial, and industrial real estate across Chinchilla, Miles, and the surrounding areas. We offer comprehensive property services, including buying, selling, and property management, ensuring a stress-free experience for all your real estate needs.

In 2025, Warren Daniells is excited to announce the sale of the business to a new ownership team: Rob Fraser, Jason Gray, Becky Gwin, and Juliann Frame. Rob and Juliann bring invaluable regional expertise from Fraser Valuers, while Jason, a fourth-generation local, offers over 20 years of experience in sales. Becky, who has been with the agency since 2011 and served as Office Manager since 2022, brings deep operational insight.

As we move into this new chapter, our commitment to exceptional service remains unchanged. At First National Real Estate Surat Basin Chinchilla, we put you first -providing you with peace of mind throughout every transaction, whether you're buying, selling, or looking for expert property management. Let us help you navigate your next real estate move with confidence.



MEET OUR COMMERCIAL TEAM



ROB FRASER

PRINCIPAL | RURAL & COMMERCIAL SALES
SPECIALIST

0427 952 792

rob@sbfm.com.au

Rob is a trusted leader in the rural property sector, bringing a lifetime of experience and passion to the industry.

Rob's journey began as a jackeroo on a sheep stud, managing family-owned properties, and transitioning into agribusiness and property valuing which ultimately led to the success of Fraser Valuers.

Rob's hands-on expertise spans over broadacre farming, irrigation, feedlots, grazing, resource and renewable sectors, making Rob's knowledge both practical and comprehensive. In addition to the rural background the valuing profession has enabled Rob to understand the local commercial and industrial market. With the connections made through Rob's professional career, Rob saw an opening and has expanded into the real estate sector to help provide tailored advice to clients and simplify complex property transactions for vendors and buyers alike.

Rob's qualifications include a Bachelor of Property from CQU, Certified Practicing Valuer, Diploma of Applied Science, Plant and Machinery Valuer, Dealer Principal Real Estate License and holds both Private Helicopter and Fixed Wing Plane Licenses.



JULIANN FRAME

PARTNER | RURAL & COMMERCIAL SALES,
SYSTEMS & SYNERGY STRATEGIST

0436 851 255

Juliann@sbfm.com.au

Juliann is a property valuation cadet at Fraser Valuers, pursuing a Bachelor of Property at Central Queensland University. With five years of experience in the valuation industry, Juliann has developed expertise in various valuation techniques across rural, commercial, industrial, and residential sectors. This background has enabled her to navigate the complexities of the property market.

As a partner, Juliann is passionate about holistic business development, fostering team collaboration, and developing strong company culture which are key drivers of organisational success. Juliann's commitment to academic excellence is exemplified by her membership of the Golden Key International Honour Society, showcasing her dedication to continuous learning and professional growth. Additional qualifications include Student Member of the Australian Property Institute and holds a Real Estate Certificate.

With a strong agricultural background, including managing a cattle enterprise and personal property portfolio, Juliann adds hands-on practical and knowledgeable experience to the team.

MARKETING OFFICER

MARKETING OFFICER

0457237642

marketing@sbfm.com.au

Krista joined our team in 2021, bringing 12 years of experience in Agribusiness Banking along with a strong background in Beef Production and Finance. She holds a Diploma in Applied Science and a Certificate IV in Finance, providing a solid foundation for her role in Commercial Sales & Leasing.

After relocating to Chinchilla in 2020 with her two children, Krista transitioned into the Real Estate industry and has quickly made a name for herself in commercial sales and leasing. She has earned the trust of her clients, building strong relationships with landlords, tenants, contractors, and community stakeholders.

Having settled in Chinchilla by purchasing her own home in 2022, Krista is deeply engaged in the community and continually expands her regional knowledge to better serve her clients.

Krista's dedication to her work was recognized at the 2022 National & State Real Estate Awards, where she received multiple accolades, including the "Magnificent 7 Investor Relations Manager" award.

PRICING THE PROPERTY

Ultimately, it is not the Agency who determines the rent on your property - it is the rental market.

We will provide expert guidance on local market trends to help determine the ideal rent. To do this effectively, we'll need to assess the following three factors:

The price you want to achieve - is it realistic or could you achieve more?

Recent comparable rental market analysis

Property features and presentation

It is critical that the rental figure is in keeping with current market conditions. Properties that are priced correctly rent quickly. Properties that are over-priced can take longer to rent and may ultimately require a price reduction. The result of over-pricing could ultimately mean a loss of income to you.

THE LETTING PROCESS AND TENANT APPROVAL

Here at First National Surat Basin Real Estate we believe one of the most important aspects of successful property management is securing the best tenant for your property in the shortest amount of time – and for the best current rent. At First National Surat Basin Chinchilla, we have implemented strategies to ensure this is achieved.

Marketing your property

To ensure your property is receiving maximum exposure and to keep vacancy periods to a minimum, we employ the following marketing and advertising strategies:

Listing placed on major websites including:

www.sbfm.com.au

Realestate.com.au - Your property will appear as

a “30 Day Feature Listing” ensuring it will always

appear above the "standard listings", making it more prominent.

domain.com.au

Onthehouse.com.au

Thehomepage.com.au

- Reiq.com.au

- Homehound.com.au

- Rent.com.au

- Rental lists with property descriptions are available from our office

- Weekly email and SMS circulation of rental listings to prospective tenants

RENTAL AREARS AND PROPERTY INSPECTIONS

We have a zero-tolerance policy for tenants who fall behind in rent payment and procedures in place to minimize any loss of income to the property owner. In accordance with the law, our office makes phone calls, sends SMS notifications, emails and issues the appropriate Residential Tenancies Authority notices.

Our office maintains strict arrears procedures, including daily arrears management to ensure tenants are made aware of their responsibility to pay rent on time and the consequences of non-payment. Should a tenant fall behind in their rent, the following steps are taken as per the legislation.

An email/SMS will be sent once the tenant falls four days behind in rent, followed by daily reminders until day 14.

If payment is not made by day 14, a formal notice to remedy the outstanding rent will be issued. Should this situation occur, we will keep you informed of the progression from the notice to remedy through to termination of the tenancy agreement

Note: Our tenancy arrears are minimized by our strict tenant selection processes.

Inspections - Entry, Routine and Exits

Regular routine inspections are essential to effectively manage your investment property.

An entry condition report is a photographic report is prepared at the beginning of the tenancy Regular inspections are performed throughout the year and a written and photographic report is created. We perform 3 monthly routines for our clients.

This inspection report is sent to you highlighting any areas of concern, recommendations for maintenance and suggestions for improvements

Exit condition reports are then checked against the original entry condition report

We also carry out drive-by inspections on a regular basis for our properties.

REPAIRS, QUOTES AND WATER CHARGES

Repairs and maintenance

Your instructions are our guide to managing the repairs and maintenance of your property. If repairs are required, we will contact you to seek your instructions prior to arranging the repairs. For more significant work, we may obtain quotes and keep you abreast of any work to be carried out.

Emergency repairs and maintenance

Please note we have a duty of care to rectify an emergency maintenance matter as soon as possible after it has been reported. Emergency repairs are dealt with as just that – an emergency. In this situation we will immediately arrange for a tradesperson to attend to the repair. Emergency Repairs are specifically defined in the RTA Act. Some examples are no hot water, a serious roof leak, a burst water pipe, a blocked toilet, a gas leak, a dangerous electrical fault. An agent or tenant under legislation can spend up to 4 weeks for an emergency repair. If the repair has been caused by the tenant, there is provision in the legislation for the tenant to pay for the repairs.

Payment of repairs

All repairs will need to be paid for upon completion. Therefore, if the rental income is insufficient to cover the works carried out, we may require you to deposit funds into our trust account. You may also prefer to pay the invoice directly. All invoices are created in the name of the owner and remain the responsibility of the owner at all times.

Tradespeople

We only engage tradespeople who are qualified, licensed and carry public liability insurance. In the event of emergency repairs required on the weekend, an after-hours rate may apply.

Water charges

Queensland legislation allows property owners to pass on the full water consumption costs to tenants provided minimum criteria have been met. We recommend you ensure your property is water efficient by engaging a licensed plumber to inspect the property and provide a compliance certificate. Once you have paid your water notice to the council, forward a copy of the notice to our office and we will seek reimbursement from the tenant in accordance with the terms of the tenancy agreement.

OTHER THINGS YOU SHOULD KNOW

Rental Income disbursement

Electronic payments of rental income are made on the 1st and 15th day of each month, this is dependent on these falling on a business day. We find most property owners greatly appreciate receiving twice monthly payments, as these considerably reduce interest payments on their mortgage.

Statements

Your monthly statement will be emailed to you at each disbursement, together with a copy of any invoices paid during that month. Financial year statements are issued separately on the 1st of July each year.

Communication

We like to communicate with you via email – this is the most efficient form of communication and is also environmentally friendly. Of course, you are welcome to phone our staff at any time. We will often require written instructions from you, so please also ensure we have your contact details for your preferred method of written communication, such as your email address or postal address.

Insurance

We require current a copy of your Insurance Certificate of Currency annually, demonstrating a minimum of \$5 million public/legal liability cover. Your insurance company can easily provide this for you.

Many unit owners in a strata-managed complex often question why they need to insure for public/legal liability for the unit, when the body corporate has this cover. The answer is in the question “The Body Corporate has the cover”, not the owner of the individual unit. Therefore, it is imperative you have adequate protection. We strongly recommend you discuss this matter with your insurance broker.

Online access to our Trust Account program.

Our owners are provided with a dedicated owner portal. This allows 24/7 access to documents such as tenancy agreements, routine inspection reports, entry and exit reports including photos, work orders, statements, invoices, and current financial status of the properties.

FURTHER INFORMATION

As a property investor, there are other legal and financial obligations you need to be aware of. To ensure you are complying with the relevant legislation we strongly recommend you visit these websites and speak to First National Real Estate Surat Basin Chinchilla if you have any further queries.

INSURANCE

[Council of Queensland Insurance Broker](#)

[National Insurance Brokers Association](#)

SAFETY LEGISLATION

[Smoke Alarms, Safety Switches, Fire Extinguishers & Exit Signage](#)

WATER USAGE CHARGES

[RTA Resource Fact Sheets](#)

WE CONSIDER BUSINESS INSURANCE ESSENTIAL

Business insurance

Your investment is extremely valuable and there is protection available to ensure you are not left out of pocket in the event of an unexpected or unfortunate situation occurs. Whilst all care is taken when choosing your tenant and managing your property, unforeseen situations can arise.

To stay compliant with our lease requirements and protect your investment, it's essential that all properties under our management have proper insurance. Therefore we will need a Certificate of Currency for the following insurances:

Public liability

Building insurance

Plate glass (landlords should have separate cover for vacancies)

A certificate of currency can be obtained from your insurance broker or agent and must include the following information:

Policy number

Insured party's name

Property address

Cover expiry date

Details of the insurance cover as listed above

Please note, we require this certificate annually for each policy renewal as per your management agreement, your insurer may be able to provide this directly to our office once renewal has occurred.

SERVICE GUARANTEE

In consideration of the trust, you have shown our agency, we guarantee to provide you with the best possible service in the management of your investment property.

Your property will be listed on our rental property guide as soon as a notice to vacate has been received from an existing tenant and with your approval

We will access our existing prospective tenant database and arrange inspections with suitable tenants

We will maintain regular contact with you throughout the pre-lease period to provide an activity update, including comments received by prospective tenants about your property

We will advise you of all applications from prospective tenants

We will conduct thorough checks on tenants applying for your property (as permitted by law) to ensure that, to the best of our knowledge, the information given to us is accurate and the tenant is able to fulfil all obligations as per the tenancy agreement

We will conduct thorough internal and external inspections of your property every three months and will provide you with a comprehensive written and photographic report following each inspection

We will attend to all maintenance repairs as quickly as possible as per the management agreement. We will also advise or suggest any ongoing maintenance requirements which will keep your property in optimum condition to retain the best possible market value

We will carry out rent arrears checks daily and immediately follow up on any outstanding monies owing, taking prompt action in accordance with the Residential Tenancies and Rooming Accommodation Act.

SCHEDULE OF FEES

LEASING

Under 1 Year Lease 9.9% Includes GST of the Annualised Rent
1 Year Lease - 11% Includes GST of the First Years Net Rent
2 Year Lease - 12.1% Including GST of the First Years Net Rent
3 Year Lease - 13.2% Including GST of the First Years Net Rent
4 Year Lease - 14.3% Including GST of the First Years Net Rent
5 Year Lease - 15.4% Including GST of the First Years Net Rent
Each year after that add 1.1% Including GST

Minimum Leasing Commission of \$3,300 Including GST.

LEASE RENEWAL & NEGOTIATION OPTIONS:

50% of the above Table.

PROPERTY MANAGEMENT:

Management Commission is 5.5% Including GST payable monthly from Rent Collected.

RENT REVIEW FEES:

Rent Review (CPI / Fixed Increase) \$330 Including GST.

Rent Review (Market Review) \$550 Including GST.

OTHER FEES

Admin Fee Monthly \$10 + GST

Annual Statement Fee \$10 + GST

HOW DO I CHANGE MANAGEMENT AGENTS?

It's simple!

We take care of the necessary paperwork for you.

Simply call us on (07) 4669 1790 then complete and sign the drafted letter via the button below. Then email the completed letter to our office info@sbfm.com.au

I hope this summary of our services has assured you that you have made the right decision by talking to us here at First National Real Estate Surat Basin Chinchilla.

**Terminate Management Advice
Letter**

WHAT OUR CLIENTS AND CUSTOMERS SAY

Around 8-10 weeks prior to taking possession of my investment property I began to look for an agent to manage the property. I emailed First National Real Estate Surat Basin Chinchilla and another prominent real estate agency seeking a market update, rental potential etc. I got a prompt response and a friendly email with lots of information and a realistic picture of the market from the team at SBRE and no response from the other agency. When I explained my situation ♦ non-resident investor putting everything on the line to invest in a town/region I don♦ live in and don♦ know at all ♦ you volunteered to go to the building site, take a few photos and send them to me even though we have never met face-to-face and before we had even broached the subject of a property management contract. SBRE found me a very high-quality tenant within 48 hours of listing the property for rent in early June. To date, all my dealing with SBRE have been highly professional and efficient. She has demonstrated very clearly that her business model is based on safeguarding and maximizing the interests of her landlord clients whilst ensuring the comfort and safety of her rental clients.

Richard Sequeira - Property Owner

Since transferring my 4 properties to First National Real Estate Surat Basin Chinchilla, your property managers keep me up-dated. My rent money has always arrived in my bank account on time and the statements are emailed to me along with copies of the relevant tenancy documents. When I received my first cd of photos of each property I was delighted to see how well cared for they were. Last week your sales department sent me a courtesy market appraisal. This is invaluable for me as I am contemplating using my equity to purchase more investment properties. It is a great comfort to me to know that my Chinchilla investment properties are in safe hands. Thank you for your professional service.

Margaret Minogue - Property Owner

Thank you very much for your assistance in leasing the units out for me so quickly, best service I have experienced, really appreciate your professionalism!

Yew-chai

I really appreciate your work, only if I ever had a quarter of support from last agent. Once again, I really appreciate it.

Joe

We would like to acknowledge the great communication you have with us in managing our properties as we live in Adelaide, South Australia. Your property management team has always communicated, either by email or phone on any issues that may arise. You always email us photos of the inspections and to date have been excellent in achieving the highest rent possible for our houses. You also email us a statement for our accountant at the end of the financial year with all the details so that it is presentable by us to the accountant. My son and I would like to thank you for your ongoing managing of our homes in Chinchilla. We will continue using First National Real Estate Surat Basin Chinchilla property management team for our homes in Chinchilla.

Jim & Costa Roros

I would like to take this opportunity to express my sincere appreciation towards First National Real Estate Surat Basin Chinchilla. As an active investor I was extremely selective in whom I would engage to manage my portfolio of eight units in Chinchilla and I have more than be rewarded by the decision to have First National Real Estate Surat Basin Chinchilla manage them. They are always approachable, to either discuss any concerns or suggested strategies to maximise return on investment, they are extremely knowledgeable and professional and always

keep me abreast of changes in legislation. If you are considering investing in the Surat Basin and looking to maximise your return on investment yet maintain peace of mind then I would highly recommend First National Real Estate Surat Basin Chinchilla as your preferred choice in property management, a truly valuable asset every investor should have on their team.

Omar Gutierrez

We would personally like to let you know that your staff have gone above and beyond to help us as investors and nothing was too much trouble, you have a great team. We have passed on our knowledge of the area and have given your business name to our numerous investor contacts. Thank you both again for your kind assistance, we are sincerely looking forward to doing business in the very near future.

Arthur & Debbie

Hello, thanks again for everything you did for me during my stay, you were always so lovely & helpful.

Becca

I want to thank you at First National Real Estate Surat Basin Chinchilla for your professionalism and this wonderful NEW system. The photos as well as the written word are important as I don't have the opportunity to visit. Please convey to the tenant, my Thanks for his diligence in looking after the property, much appreciated by Donna and I. Once again thank you. Have a

great day.

Mark Howe

Hi, Thanks for the report. I have reviewed and very happy with the findings. Also, the PropertyMe portal is easy to access, easy to use and provides the right level of detail I need.

Darren

Persistence pays. The insurer has finally accepted liability and the insurance payout has finally been deposited in our account. Many thanks for your patience and endurance. We could not have done it without you. Kind regards and thanks.

Lee and Nancy

Hello, I appreciate the unit has been a bit of a pain and I am really thankful for your continued efforts getting everything sorted. Fingers crossed it is smooth sailing from now on.

Mark & Paula

Thanks for the comprehensive report. One of the best I've seen.

Greg

Trust is a valuable commodity when investing. I felt from the beginning - almost 4 years ago- that I was on good hands. To this date I still have that same feeling. You ALL are such a good professional people who are easy to deal with... thanks very much for that.

George

And thank you so much for your legendary customer service and acting so quickly on this. If

there is anywhere you need me to post feedback or someone I need to let know how impressive you have been please let me know.

Paige G

Hope this find both of you well. A big THANK-YOU to you two and the team at SBRE again for efficiently managing my rental property in the last four years and then selling it in March.

Eric L

I want to thank you for your professionalism in handling this situation with a positive outcome for all parties.

Mark H

Costa and I would like to thank you all the team for looking after the property over the past years and also for the successful sale of the property.

Costa and Jim R

What can I say but thank you so much. So glad I put my house with your real estate.

David

You have been recommended as the rental agent to go to by many of your renters on the local buy sell swap site! My husband and I are looking to relocate back to the area in early December. We have lived and worked in Chinchilla/Miles in the past and are wanting to come back to the area to slow down and lifestyle change from Brisbane. We look forward to hearing from you.

Emma and Adam

Once again Donna and I would like to thank you for your due diligence. It simply proves, the old adage, "if you want something done, you give it to a busy person.

Mark and Donna

I thank you again for the great work you and your office have provided me over the years.

Jeff

I'd like to say thank you for doing such a great job in managing our properties. We really appreciate the professional way you conduct your business.

Neva

We have always appreciated your prompt and good processes. We realize we have been very fortunate with this sale and thankful to God and your team.

Graham & Barbara

I'd like to say that I have dealt with quite a few real estate agents in the Toowoomba to Miles area over the years and I have been extremely impressed with Surat Basin's customer relations. Everyone I have spoken to have been more than helpful and pleasant to talk and never condescending or seem too busy to talk (like some other estate agents). I was only thinking about that and thought it's some feedback that should be passed on.

Katrina

That's great news, I really appreciate the extra steps you are taking for us.

Tony

We have had 2 properties in Chinchilla for several years and one was managed by Surat Basin. It was managed so well that we recently changed rental agents for the other one and brought it over to Surat. They are quick and efficient, friendly and approachable on all matters. We live on the other side of the country so it is important to have managers we can trust to be our eyes and ears.

Irene

First National Real Estate Surat Basin Chinchilla are at the pinnacle of property management companies of which I have used many in my time. We had our property listed with another company in chinchilla and since listing with Surat Basin it has been a trouble-free process. Their online portal helps managing a property a godsend as it allows you to track all your expenses and invoices in one location. The team led by Pam Moloney are great to deal with and all so friendly to deal with... Keep up the good work.

Daniel

The Surat Basin team have taken care of our portfolio for many years now. They are always professional, act with integrity and have dedicated themselves to working hard during fluctuating property cycles to maintain our financial interests. I do not hesitate to recommend them.

Di

