



REAL ESTATE - TRAINING - CONSULTING - PROPERTY  
ONBOARDING - PORTFOLIO MANAGEMENT

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MIA DAVIS PROPERTY MANAGEMENT MENTOR &  
TRAINING

**Phone:** 0401 211 600

**Website:** [www.propertymanagementandtrainingbrisbane.com.au](http://www.propertymanagementandtrainingbrisbane.com.au)

**Email:** [mdcreativepm@gmail.com](mailto:mdcreativepm@gmail.com)

**ABN:** 61 472 665 107

**Servicing** East Coast of Australia

SUB-CONTRACTOR  
AGREEMENT

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## *WELCOME*

As a seasoned professional working in the building, landscaping, interior styling & real estate industries for over 25 years, I have a deep understanding of how to manage property portfolio tasks and responsibilities effectively and efficiently to provide exceptional productivity, service and client satisfaction above all.

I have the expertise to provide support in all aspects of property management, including process and policy development, email creation, conflict negotiation, problem solving and nurturing client relationships.

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## PERSONAL CONDUCT

I will consistently endeavor to provide high quality service and represent your Company/Agency brand in the highest regard.

The following daily conduct is my guarantee to your company:

- Always demonstrate professionalism and integrity.
- Conduct all business in an ethical, legal and business manner.
- Communicate transactions in line with relevant Acts and Legislation.
- Perform duties in alignment with Company/Agency policies and procedures.
- Always perform duties within best practice guidelines.
- Contribute to a safe and happy work environment.
- Provide superior levels of customer service both internally and externally by demonstrating support, respect and friendliness.
- Perform duties while under the jurisdiction of your Company/Agency with a clear and conscious mind and not be under the influence of illicit drugs, alcohol or any other controlled substances.
- Personal calls and email will be kept to a minimum during business hours. Business emails remain the property of your Company/Agency.
- No social media publications will be entered into unless prior consent is provided by your Company/Agency
- Under no circumstances will access to your Company/Agency network be provided to/for any outside party.
- All business information learned during the contract will remain confidential.

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## ***ROLES & RESPONSIBILITIES***

Below is an overview of the various property management tasks I can assist with:

- ✓ EMAIL & PHONE COMMUNICATION RESPONSE
- ✓ ARREARS, BOND & PART PAYMENTS
- ✓ TASKS & CHECKLISTS
- ✓ MAINTENANCE & VENDOR MANAGEMENT
- ✓ ENTRY & EXIT INSPECTIONS
- ✓ LEASE RENEWALS
- ✓ BANKING REQUESTS
- ✓ ONLINE LETTING PROCESS
- ✓ APPLICATIONS & NEW TENANCY SIGN UPS
- ✓ VACATING TENANCY PROCESSES
- ✓ BREAK LEASE PROCESSES
- ✓ CHANGE OF TENANCY REQUEST PROCESS
- ✓ TERMINATION OF MANAGEMENT PROCESS
- ✓ CHANGE IN MANAGEMENT PROCESS
- ✓ CREATING & ISSUING SMOKE ALARM WORK ORDERS FOR NEW TENANCIES
- ✓ PROCESSING BILLS & INVOICES
- ✓ CUSTOMER SERVICE & CLIENT SATISFACTION
- ✓ CONFLICT NEGOTIATION & COURT ATTENDANCE
- ✓ ONBOARDING NEW ACQUISITION CLIENTS AND PROPERTIES
- ✓ POLICY & PROCESS DEVELOPMENT
- ✓ DEDICATED TRAINING & MENTORING (as per business proposal and contract if required)

*\*\*\* Please note, I don't participate in out of office tasks for routine inspections and open home inspections \*\*\**

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## *WHAT IF SOMEONE DISAGREES WITH ME?*

I pride myself on providing respect, excellence and professionalism every step of the way!

I always strive to be a better person than I was the day before and hold myself accountable should I fail to meet the expectations of others.

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## SHOULD A DISPUTE ARISE

Should a dispute or grievance arise about a matter of my personal conduct or time within the Company/Agency, the grievance should be attempted to reach a resolution point within the workplace by:

- Meeting with the appointed supervisor to discuss the issue. The supervising manager and sub-contractor must make reasonable efforts to resolve the grievance. If the issue involves another member of staff, we will (if authorised) raise the grievance with those concerned.
- If the matter is not resolved at said meeting, I retain the right to terminate services immediately with an account settlement payment due as per the original agreement.
- Until the grievance is resolved, work shall continue normally in accordance with the customs and practice existing before the dispute or grievance arose. If the training consultant is not satisfied with the outcome after discussion with the Human Resources representative or other members of the Company/Agency higher management, the training consultant may choose to discuss the matter with external sources to seek a resolution in accordance with the Fair Work Trading Act for your state of operation.
- **Non-Work-Related Issues** - We acknowledge that sometimes matters unrelated to work will arise and no matter how much we personally try to isolate their effects, parties may require time to address attitude and/or enthusiasm for work and how they relate to other colleagues in the organisation, so they are not personally affected.

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## ***SOCIAL MEDIA & PERSONAL BRAND PROTECTION***

While I respect that social media is sometimes required to promote a Company/Agency Brand, I do not consent to my personal image or details being disclosed for social media, marketing or advertising purposes pertaining to the Company/Agency unless prior approval is sought.

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### **SOCIAL MEDIA POLICY**

I do not authorise the use of personal images on social media platforms used for activities completed for the Company/Agency, this extends to activities outside of normal operational hours and observed by individuals employed on a permanent basis within the Company/Agency.

Failure to respect the use of personal images and privacy may result in further action being taken to protect personal interests.

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### **PROTECTING MY PERSONAL BRAND**

My personal brand is the unique value proposition that I offer, whether it is to your Company/Agency, your clients, your peers, or your network. It is the impression that I create and maintain through my online and offline presence, my communication style, my achievements, and my reputation.

A strong personal brand can help me advance my career, grow my business, or build my influence. However, my personal brand is also vulnerable to external threats, such as negative feedback, misinformation, plagiarism, or cyberattacks.

Any activities or services I provide under contractual agreement are to remain confidential. Positive referral of services only is permitted which are reflected in a manner to boost positive, brand awareness, credibility, trust and authority. I offer the same in return.

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## ***TIME PERMISSIONS & SUPPORT***

Access to shared computer sharing is required to showcase training modules and power point presentations (*Example: large screen television or projector screening*) for the purpose of my training and mentoring program only.

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### **TIME PERMISSIONS**

**START:** 9:00 AM each business day

**FINISH:** 4:00PM each business day.

**BREAK TIME:** 30 minutes for lunch.

**OUT-OF-OFFICE APPOINTMENTS:** Will be determined and accounted for as required within the allocated timeframe.

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### **INVOICING FOR WORK COMPLETED**

The hourly rate is \$60 + GST per hour and invoiced as per timesheet provided as per the terms below:

- **9:00AM to 4:00PM** - \$60 + GST per hour
- **5:00PM to 8:00PM** - incurs a 15 % surcharge
- **8:00PM to 9:00PM** - incurs a 20% surcharge

Individual tax and superannuation are the responsibility of Mia Davis and will be paid in accordance with Australian Tax Office requirements.

Time sheets are 'Monday to Friday' timeframe with an invoice submitted by the end of the week by 6:00 PM Friday for client approval due before Tuesday 5:00 pm. Payment due by 5:00 pm Wednesday.

### **PAYMENT DETAILS**

**ABN:** 61 472 665 107

**MIA DAVIS**

**BSB:** 633 123

**ACCT:** 210 606 711

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## ***PRIVACY NON-DISCLOSURE***

To perform such duties where business information is accessed to complete the roles and responsibilities expected of your Company/Agency, this information remains confidential and sole property to the Company/Agency.

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### HOW DO WE USE THIS PERSONAL INFORMATION

We use client information to fulfill any instructions placed through your Company/Agency (including processing payment information to complete tasks required).

Additionally, we use this information to:

- Access Company/Agency preferred software to perform property management tasks as per your Company/Agency policies and procedures.
- Communicate with clients on behalf of your Company/Agency.
- Screen requests for potential third party involvement (ie Property Valuations)
- Assigning vendors required to complete authorized maintenance for the clients' property.

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### CONFIDENTIAL INFORMATION

All discussions that you have with my person will be kept private and confidential. Your details will always be kept private and confidential.

To assist in this, please do not discuss my contract details with any other company employees, this includes my agreed payment and training terms.

## MIA DAVIS PROPERTY MANAGEMENT &amp; TRAINING CONTRACT

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***ACKNOWLEDGE AND SIGN***

I, \_\_\_\_\_ hereby acknowledge and agree to the terms and provisions outlined herein on behalf of \_\_\_\_\_ *(enter Agency/Company name here)* and have established individual expectations for a specified period as agreed upon by below signed Property Management Consultant & Trainer.

I acknowledge, agree and accept the payment terms outlined herein.

Extension of contract is by mutual agreement between the Agency/Company and below signed Property Management Consultant and Trainer.

Additional payment terms are to be invoiced weekly at completion of each week service has been completed.

X

\_\_\_\_\_  
Company/Agency Managing Representative

Date Signed: \_\_\_\_\_

X

\_\_\_\_\_  
Mia Davis  
Property Management Consultant & Trainer

Date Signed: \_\_\_\_\_