

# Property Investor Report



## Water usage

### Your Questions Answered

#### Why the need for a new procedure??

The inherent challenge in charging tenants for water is that the dates which the Council reads the meters do not correspond with the tenant's lease dates.

As we can only charge tenants for the amount of water consumed during their tenancy, we need to take our own readings and calculate these charges independent of the Council readings.

Many agents will take readings at the start and end of the tenancy and calculate total water usage for the entire tenancy—but what if the tenants remain at your property for a few years? The tenant will be hit with a large water invoice, and you will have to wait to be reimbursed.

Charging your tenants for water throughout the tenancy makes the bills smaller and more manageable for the tenant. It will also make the tenant more aware of the water they are consuming and encourage them to use less—which ultimately is the result we all want.

Laura Valenti  
Solutions Property Management

#### Can I charge tenants for Water Usage?

Your property will fall under one of 3 categories:

**1. Tenants DON'T pay for water.**

This is common for units which are not separately metered.

**2. Tenants pay for EXCESS water.**

This is the case for most houses.

**3. Tenants pay for ALL water.**

This is only possible if your property complies with strict conditions. (This would have been discussed with me upon signing your management agreement. Properties built after Dec 2007 should automatically comply. Older properties need to have a 'water audit' performed to enable us to charge the tenant).

#### How are my Tenants Charged?

If your property is in category 2 or 3 above, we read the water meter during our routine inspections. You will see these readings on your inspection reports. We then transpose this reading onto our running sheet and calculate if and how much the tenant is due to pay. We issue an invoice giving the tenant one month to pay.

#### How do I receive payments?

When we perform our rent disbursements, the payments will be credited to your rent account. At the end of the month, we will post a copy of the invoice with your statement to show you how the figure was calculated.

#### What happens if the Tenant doesn't pay?

If the tenant doesn't pay before the due date, we send the tenant a Notice to Remedy Breach, which remains on the tenant's file. If the tenant still does not pay we refer to it at the end of the lease. If the tenant wishes to renew the lease, we insist on payment before any discussions on lease renewal will begin. If the tenant leaves the property, we will take the amount owed from the bond.

#### What do I do when I receive my Rates Notice?

Please pay your rates notices as per usual. You do **not** need to send us your rates notices unless there is a major discrepancy between the reading on your rates notice and our routine inspection report.

## Leased in July



ADDRESS	DETAILS	RENT	
David St, Burpengary	1-bed townhouse, SLUG	\$260	(decr \$10)
Michael David Dve, Warner	2-bed duplex, a/c, carport	\$280	(new)
Woodrose Rd, Morayfield	3-bed townhouse, a/c, SLUG	\$280	(decr \$5)
Daintree St, Bellmere	4-bed ensuite, a/c, DLUG	\$310	(new)
Daintree St, Bellmere	4-bed ensuite, a/c, DLUG	\$330	(new)
Bauhinia Ct, Morayfield	4-bed ensuite, a/c, DLUG	\$330	(same)
Michael David Dve, Warner	3-bed duplex, ensuite, a/c, DLUG	\$340	(new)
McCorley Ct, Caboolture	4-bed ensuite, DLUG, lge living areas	\$340	(same)
Tylah St, Kallangur	4-bed ensuite a/c, DLUG	\$370	(new)

### Calendar Dates for August



#### Disbursements

Mid Month-  
Fri 14th Aug

End of Month-  
Mon 31st Aug

#### Office Holidays

Show Day  
(Moreton Bay  
Region)  
Mon 10th Aug

## Investment Opportunities

As you are aware, we specialise in Property Management and do not handle real estate sales.

We do, however, have relationships with investment groups which are offering some investment opportunities with excellent returns. If you would like to know more please contact Laura at the office on (07) 3888 0098 or email her at: [laura@solutionsproperty.com.au](mailto:laura@solutionsproperty.com.au)

## Introducing our new Letting Officer

We are pleased to announce our new Letting Officer, Carla Banks.

Carla is responsible for all aspects of leasing your property—from advertising to holding inspections to signing up new tenants.

Carla has worked in property management since 1990. She describes herself as a “People Person”, and uses her skills to get a ‘feel’ for tenants whom she shows through properties.

Carla thrives on the thrill of matching the perfect tenant for your property.



Carla is working Tuesdays to Saturdays, which means that she is available to show prospective tenants through properties on Saturdays.

This is another step towards providing our tenants and landlords with a superior service.