

## **NOISY TENANTS WHAT RECOURSE DO WE HAVE?**

It's unheard of to work as a property manager without receiving noise complaints from cranky neighbours.

Noise complaints cover a wide spectrum of grievances, from dogs barking, to party noise at 3am, to a TV being up too loud.

Unfortunately, there is no one answer in how to deal with tenants who are frustrating their neighbours. It is also important to know that a property manager is not responsible for the actions of a tenant, and are not obliged to take action because a complaint has been made. However, when we receive these complaints—we do approach the situation with a plan.



Firstly, whatever the situation may be, we will generally advise the complaining neighbour to attempt self-resolution. If the two parties can talk it out and arrive at a solution amongst themselves, all the better. Remember—as property managers, we aren't obliged to get involved.

If the neighbour and tenant aren't able to reach a resolution amongst themselves, the local council can step in. This is the point at which things can enter a grey area.

When living in a rental property, tenants are obliged to not disturb the peace, comfort or privacy of their neighbours. In other words, the neighbours are entitled to 'quiet enjoyment'. Note that 'quiet enjoyment' doesn't necessarily mean 'not noisy'.

For example, many people would say that a dog barking is grounds for a complaint. However, most councils (including Moreton Bay and Logan) suggest that, for example, a dog occasionally barking when someone walks by the fence is not unreasonable, and not grounds for a complaint.

Similarly, party noise at a rental property is not unusual, as long as the noise is kept to an appropriate level and subsides at a reasonable hour. The context of the event must also be considered—a New Year's party that goes until 2am is not unreasonable.

If a resolution can't be reached, the property manager can request a formal complaint form. If the property is part of a Body Corporate, then the tenants are likely breaching complex by-laws, and should be reported to the Body Corporate for further action.

**It's also useful to remember that if the noisy neighbour was not a tenant, but an owner/occupier, there would be no recourse through an agent or the RTA, and the issue would need to be settled between the neighbours.**



Handling noise complaints is a tricky issue at the best of times, as there is a lot of variance in the interpretation of terms like 'reasonable' and 'excessive'.

In these matters we place a strong emphasis on self-resolution, as quite often, the issues can be resolved by the two parties talking it out.

LEASE

CALENDAR  
DATES FOR  
FEBRUARY

DISBURSEMENTS

Wed 7th  
Wed 14th  
Wed 21st  
Wed 28th

Monthly Statement  
Issued  
Wed 28th

## LEASING REPORT

While many agencies closed for the break over Christmas and New Year's we remained open—showing properties, processing applications, and approving tenants who needed to find a new home early in the New Year.

In fact, we processed a record number of applications for the holiday period—achieving a vacancy rate of ZERO during January!!!

### STATISTICS FOR DECEMBER / JANUARY

**Northside:** 36 properties leased  
Current Vacancy Rate: 0.32%

**Southside:** 20 properties leased  
Current Vacancy Rate: 0.36%

## MOVING ON UP !

This month we're congratulating Kellie on her recent shift into a new role.

After originally joining Solutions as a receptionist and then moving to a leasing role, Kellie has now taken on a role as our Client Liaison.

With outstanding people skills and infectious enthusiasm, Kellie will now be responsible for all the onboarding of new clients.



From tracking new builds to handling paperwork and guiding new owners through our processes, Kellie looks after everything until it's time to hand over to a property manager.

**Congratulations Kellie!**



### MAKING A DIFFERENCE

Laura our Managing Director has been chosen as part of the **REIQ Property Management Chapter Committee 2018-19**

Comprising of 8 members from offices throughout Queensland, the committee acts as an advisory board to the REIQ on all Property Management issues.

This includes training, accreditation, communication with the RTA, and lobbying the government on behalf of investors and agents for fairer legislation.

Laura is looking forward to utilising her experience and knowledge to help make a difference in the industry.