



KEEPING YOUR PROPERTY MAINTAINED YOUR PROPERTY MANAGER'S VITAL ROLE IN YOUR INVESTMENT STRATEGY

'Maintenance' can be a negative word to many investors, as it usually means an unexpected financial outlay for no visible or obvious return.



The fact is that investors need to regard maintenance as an 'investment' in their property, necessary to maintain their property's value.

Furthermore, investors should be aware that they are obligated by law to present and maintain their properties to a certain standard (see Section 185 of the RTRA Act).

A Property Manager's role here is crucial. We are responsible for passing onto the owner all maintenance reported by the tenant, plus anything we see at our property inspections.

At Solutions Property Management, we regard this role very seriously. At times, our clients can be given the false impression that we are 'working for the tenants' by reporting these maintenance items; but nothing could be further from the truth. A poorly maintained property can cause financial loss to our clients through deterioration of the property's value, as well as possible compensation claims by the tenants.

In the most serious cases, if a tenant was to become injured due to a neglected safety issue, the financial loss to the owner would be significant – *even if the owner was not aware of the issue.*

Despite this, there are many property managers who simply do not report maintenance to their clients. We know this because when we take over the management of properties from other agents, we often discover a mountain of maintenance issues that are way overdue. Tenants tell us that they had reported these issues but nothing had been done. They assume that the owner of the property had been notified but declined to fix them.

The irony is that once we take over and attempt to have the backlog of maintenance addressed, it can feel to many clients that we are somehow responsible for them suddenly having to outlay money, and we become the 'bad guy'. We often hear the phrases: 'But this never happened when we were with X Agency!' or 'If this was so important, why was I never told before??' The issues were always there – the only difference is that they are now being reported to the owners.

Astute investors understand that every time a maintenance item is reported to them, this is evidence that their property manager is doing her best to help maintain their investment and protect their interests.

These Property Managers are worth their weight in gold.

Some reasons why Property Managers do not report maintenance to their clients:

- They don't like to be the bearer of bad news and are fearful that the client will remove their property
- They lack the expertise or training to understand the importance of having the issue rectified
- Their internal office processes are inefficient
- They look the other way because attending to maintenance takes work

AUGUST LEASING REPORT

August has been a hectic month in the Leasing Department, due to many tenants deciding to move at the end of their lease. Our Rental List has grown, and our Leasing Consultants are out every day, holding viewings.

As a result, we have been inundated with hundreds of applications - many of which have not passed our selection criteria. In busy times such as this, it can be tempting for property managers to cut corners and not do the proper checks, potentially approving sub-standard applications.

However, our team understands that placing low-risk tenants is the first step in a hassle-free tenancy for us and our clients, and no corners are cut. Fortunately, our fabulous online form **ezyAPP** has many built-in automated features, reducing processing times and allowing us to tenant properties quicker. Tenants love it too!

NORTHSIDE: 19 PROPERTIES LEASED
VACANCY RATE 1.06%

SOUTHSIDE: 20 PROPERTIES LEASED
VACANCY RATE 1.41%



SEPTEMBER DISBURSEMENTS

WED 5TH
WED 12TH
WED 19TH
WED 26TH

**MONTHLY STATEMENT
ISSUED:
WED 26TH**



**OFFICE
HOLIDAYS:**

**QUEEN'S
BIRTHDAY**
1/10/18



IDENTITY THEFT — GUARDING YOUR INVESTMENT FUNDS



The use of email in facilitating financial transactions has enabled a new breed of 'Bank Robbers' via identity theft.

One chilling example comes from a colleague of mine who owned a real estate business in a major franchise. He facilitated a property purchase and received an email from the seller's solicitor advising of a change of trust account details for the purchaser to deposit the funds. Fortunately, my colleague picked up the phone to confirm and it was found that the email was fraudulent. Someone had hacked into the solicitor's email account and was having funds redirected into their account. Another office of the same franchise was not so lucky - \$250,000 was transferred into the fraudulent account and lost - and insurance would not cover it.

To protect against such risks, we have a strict policy on changing details such as bank details and email addresses. Before we will update our system, we require a 'Change of Details' form to be completed, signed by ALL owners of the property, and returned to us. For a change of email address, we will also make a call where possible as a final confirmation.

We understand that this procedure may cause some annoyance, but I am sure you agree this is a small price to pay for protecting your income.

Laura Valenti, Managing Director