



**PROPERTY  
INVESTOR**

**NEWSLETTER**

APR-  
MAY 2016

*This newsletter has been designed to keep you updated on what is happening within the industry and our real estate agency*

**HAPPY**  
**MOTHER'S DAY**  
**mum mama mommy**  
**BEAUTIFUL**  
*unconditional love*  
**creative UNSELFISH**  
**LOVE U LOVE U LOVE U**  
**BELIEVES**  
*life patient GENTLE*  
**compassionate**  
**NURTURING**  
*strength DEVOTED*

**COMMUNICATION AND  
KEEPING YOU UP-TO-DATE**

Managing and caring for your investment property is our number one priority in everything we do each day.

Undertaking this task involves a wide scope of activities such as advertising and marketing properties, prospective tenant inspections, administering bonds and prescribed notice forms, rent receipting and disbursements, following up late rent payments, renewing tenancy agreements, processing insurance claims, liaising with body corporates, coordinating maintenance, debt recovery, tribunal/court representation, preparation of paperwork, rental increases, mediating disputes, final vacate management and end of month accounting, just to name a few.

There is never a dull moment in the day of a property manager.

While managing the day-to-day tasks it is equally important that we have an open communication with our tenants and landlords to ensure that all parties are kept informed by way of a telephone call, letter, SMS or email.

As you can appreciate some days can be busier than others, which means, we can have periodic increases in the volume of telephone messages and emails to action. It is our intention to respond to everyone by the close of business. However, if this is not possible we will let you know.

We do understand that most people like quick action, results and responses and this is equally important for landlords responding to our requests.

Areas of importance are taking approval instructions from owners on tenancy applicants, tenancy renewals, rental increases, maintenance and the issuing of notices. If you are contacting our agency with your instructions and a property management team member is out of the office conducting inspections, please let the receptionist know your instructions to avoid the business game of back and forward telephone messages.

If you have any specific instructions that you feel we may not be aware of please take this opportunity to email and let us know.

And finally, if you are going on holidays or have changed your contact details, please let us know in writing. It is important that we are always able to take instructions from owners regarding the property, especially in emergency situations.

We are always here to assist and support you.

P.T.O. >

**LOST AND FOUND**

**Unclaimed super?**

It is a great feeling to find money that you thought you didn't have or lost.

The Australian Taxation Office (ATO) have a dedicated feature on their website to assist you with locating lost super. Visit [www.ato.gov.au](http://www.ato.gov.au) and type 'super seeker' into the search box. There are more than 6 million unclaimed superannuation accounts. Enter your TFN and details and click search.

**We are focused on maximising your rental income and optimising your capital growth**

# Is it better to buy a new property rather than an older one?

There are benefits to buying a new property such as high depreciation deductions, no renovation work needed, lower costs for repairs and maintenance since everything is brand new... but that doesn't mean they are always the best option.

Often you can pay a premium for a new property and if it is part of a large complex or a development it will lack scarcity and have many other similar properties hitting the market simultaneously, possibly causing a drop in the asking rent in the initial stages.

Sometimes (depending on the developer) many new properties can be built on mass production, affecting the quality of the fixtures, fittings and finishes and/or have poor floor plans and room sizes.

Older properties are generally located in more established areas, can be solidly built and provide the ability to add value through renovations. This can lead to strong capital growth, increases to your rental return and depreciation allowances. The choice is always yours.

## CLAIMING FOR DAMAGED FIXTURES & FITTINGS

If a fixture or fitting in a property is damaged by the tenant it is their responsibility to compensate the owner.

Damage could include: stained or torn carpets, ripped curtains, burns in benchtops, cracked tiles, scratched floorboards or holes in walls to name a few.

As your managing agent it is our role to ensure that these costs are met by the tenant.

However, beware! If the tenant disputes the matter and an application is made with the Courts we may not be able to claim the **full cost** of replacement depending on the circumstances.

The courts may take into consideration the age of the fixture & fitting, the current depreciation of the item and if it is fair wear and tear based on the term of the tenancy and how many people were residing in the property.

We will always discuss each individual case with owners and present the facts to allow you to make an informed decision.



## Thinking about buying or selling a property?

If you would like an obligation free appraisal of your rental property or are thinking about buying another investment property, please feel welcome to contact our friendly and knowledgeable sales team.

The property market is rising and you could be pleasantly surprised at the value of your property. ☎ 9800 0700

“I haven't FAILED. I've just found 10,000 ways that WON'T WORK”  
-THOMAS EDISON

## TALK TO THE PROPERTY EXPERTS

### BUYING, SELLING & PROPERTY MANAGEMENT

Call us if you are thinking about buying or selling or know of someone that is 9800 0700

## Properties Recently Rented!

Keeping you updated on the local rental market

### HOUSES

- Ainsdale Ave, Wantirna** \$350p/w  
3 Beds, 1 Bath, Double Carport
- Viewpoint Ave, Glen Waverley** \$530p/w  
3 Beds, 2 Baths, Double Carport
- Flower Street, FTG** \$385p/w  
3 Beds, 1 Bath

### UNITS/TOWNHOUSES

- Renwick Rd, FTG** \$360p/w  
3 Beds, 1 Bath, Double Carport
- Laurel Ave, Boronia** \$345p/w  
2 Beds, 2 Baths, Single Carport
- Scoresby Rd, Knox** \$310p/w  
3 Beds, 1 Bath, Single Carport
- Ashley St, Wantirna** \$380p/w  
3 Beds, 3 Baths, Single Carport
- Boronia Rd, Wantirna** \$385p/w  
3 Beds, 1 Bath, Single Carport

## INVESTMENT PROPERTY OF THE MONTH



### 305/436 Stud Road, Wantirna

2 bedrooms with full ensuite to master and walk in robe, study nook, air conditioners, carport with storage locker, secure bike shed, all an easy walk to Knox City Shopping.