

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

FROM OUR PROPERTY MANAGEMENT TEAM



OUR THOUGHTS ARE WITH THOSE AFFECTED BY THE NATURAL DISASTERS

It has hopefully been a once in a life time experience for many home owners (and their extended families and friends) across the nation in coping with floods, storms and cyclonic winds.

In trying to see any positive in these natural disaster events we have to be proud of the comradeship of many Australians. This was summarised well when Lance Armstrong (world cyclist) said – *“When cyclone Katrina hit in the US, the traffic jams were of people leaving the city, where with the Brisbane floods, it was people trying to arrive to help!”*

Our thoughts and prayers are with all those affected and that they may have the strength and support to overcome the impact of these disasters.

IMPORTANT: This is not advice. Clients should not act solely on the basis of the material contained in this newsletter. Items herein are general comments only and do not constitute or convey advice per se. Every effort is made to ensure the contents are accurate at the time of publication. Clients should seek their own independent professional advice before making any decision or taking action. We take no responsibility for any subsequent action that may arise from the use of this newsletter. **Published by THE PPM GROUP - www.ppmssystem.com**

Dispute Resolution & the Tribunal

Where do you draw the line?

We often comment that our role as a property manager should be changed to people manager.

Managing the property is the easy part of our role as the property cannot communicate with us, dispute issues or become irrational. However, people are very good at engaging in these areas.

Many long-term investment owners (through their own personal experiences) will be aware that when managing properties there is often no black and white clarity to an array of challenges that can arise during all stages of the tenancy.

Although there is legislation that governs the rights and obligations of the tenant and landlord, there is also a wide scope of grey areas.

It is these grey areas that often lead to disputes and frustration for property owners.

As your managing agent it is important for you to understand that we are focused on working in your best interests to maximise your income and optimise capital growth.

There will, however, be times throughout the tenancy where we

will need to compromise during a dispute with a tenant and work towards a win/win situation.

If a resolution cannot be achieved with regards to a grey area, then the only course of action we have is to lodge an application with the Tribunal to seek their direction and orders.



From experience, this can be a risky alternative for property owners, as the decision for the outcome is often based on how the Tribunal member hearing the case feels on the day or interrupts the evidence presented.

When the matter is referred to the Tribunal, the owner of the property is also responsible for the lodgement and hourly attendance costs.

CONTINUED OVER >

IN THIS ISSUE

- Dispute Resolution & the Tribunal
- Smoke Alarms
- Selling Tip for Investment Properties
- Properties Recently Rented



When a dispute does arise it is important to ascertain the dollar value in question, the circumstances and possible outcomes to determine if it is financially viable to pursue the matter. Sometimes it is beneficial to compromise, rather than being focused on just one outcome.

Areas where common disputes can arise:

- Tenant request to break agreement
- Required maintenance needed at the property
- Presentation of the property
- End of tenancy bond disputes
- Rental increases
- Tenancy renewal requests

Should we not be able to resolve a dispute with the tenant you can be confident that we will seek your instructions before taking the matter further. ■

It is our Duty of Care to Save Lives

SMOKE ALARMS

This is an important reminder that it is our duty of care to ensure that the property is safe for the tenant to reside in, to reduce injury, as well as protect the property against damage, which includes ensuring that there are operational smoke alarms in the property.

All properties must have the required smoke alarms present and the batteries must be tested and working.

Associated costs for this service are a tax deduction.

If you are concerned about this process please feel welcome to contact our office. ■



"Darling, I think it might be time to put the battery in the smoke detector!"

Selling Tip for Investment Properties

THE BENEFITS OF FURNISHING THE PROPERTY

When it comes time to sell a property, particularly an investment property, many sellers wonder whether it is necessary to dress and furnish it. The short answer is 'yes' as you are not just selling a home, but selling a lifestyle. If a property is empty, it becomes harder for buyers to envisage how they would utilise each room and may act as a deterrent.



Properly dressing a property for sale also highlights the functionality of each room and eliminates the chance of potential buyers questioning the spaces within the property. A bed, bedside tables and a dresser clearly distinguishes a room as a bedroom rather than a dining area or living space.

The keys to successfully dressing and furnishing a property for sale are to keep the pieces and settings functional (use practical furniture in each space without over crowding the room), neutral (select colours and shades that are classic and consistent), and be considerate of space and size (don't cram a giant sofa into a small living area as it will make the room look smaller).

If you are thinking about selling your investment property, please contact our office and we can assist with guidance and advice on how to get the best possible price in the quickest possible time. ■

Properties Recently Rented!

Keeping you updated on the local rental market

HOUSES:

Grogan Court, Bayswater \$320 pw
3 bedrooms, single carport, 1 bath, large yard

Amesbury Ave, Wantirna \$350 pw
3 bedrooms,

Gresford Road, Wantirna \$350 pw
4 bedrooms, 2 living, 1 bathroom, 1 garage

Gath Court, Rowville \$300 pw
3 beds, 1 living, dbl carport, 2 toilets

Eastwood Crescent, Mooroolbark \$350 pw

3 beds, 1 living, 1 bath, 1 carport

UNITS / TOWNHOUSES:

Scoresby Rd, Knoxfield \$330 pw
3 bedrooms, dbl remote garage, 1 bath, small rear yard

Alma Avenue, FTG \$310 pw
3 beds, 1 living, 1 bath, SLUG plus 1 off street parking



E-Waste Recycling weekend 26 & 27 Feb 2011 Knox City Council

Get rid of your unwanted Electronic Waste on this weekend at Knox Transfer Station. Free for Knox residents.

Have you got old electronic equipment at home just gathering dust? Now is your chance to clear out all your unwanted electronic waste without sending it to landfill. Knox City Council is offering residents an E-Waste Recycling Weekend on 26th and 27th February 2011 to drop off their unwanted items. Items can be dropped off at Knox Transfer Station 251 George St, Wantirna South for free.

Hours open: (8am - 4pm Both Days)
For further information on items accepted please click on the file below titled E-Waste Recycling Weekend 26 & 27 February 2011 found on Knox City Council website www.knox.vic.gov.au

