

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.

It is important for you to understand that we as your managing agent 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 interprets the evidence presented.

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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. ■

Reminder:

If you have **Terri Scheer Landlord Insurance** this is due to be paid at the end of March.

**MAKING
REAL ESTATE
WORK FOR
YOU**



With all the devastation and bad news lately it reinforces the need to be prepared. No one can foresee the future.

Please take the time to check that your insurances are current and that you are covered as comprehensively as you can.

Check that your insurances provide the cover that you think they do. If in doubt make the time to contact the insurance company you have chosen to trust.

Building Insurance

**DO YOU HAVE IT ?
CAN YOU AFFORD NOT TO?**

Landlord Insurance

**DO YOU HAVE IT ?
DO YOU NEED IT?**

With everything that has happened over the past few weeks it brings home how important it is to have Landlord Insurance.

If you do not already have it we highly recommend you consider it. There are multiple companies that offer it but please check out what you are getting for your premium and that you are fully covered for the things you really need.

With the high job losses on the coast lately this landlord insurance brings reassurance that you are covered should your tenants have to leave unexpectedly and are unable to cover the rent until a new tenant is found. A lease does not help if they have no income no matter how good the tenant.

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 free to contact our office. ■



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

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HAVE YOU CONTACTED THE OFFICE TO UPDDATE ANY CHANGES TO YOUR CONTACT DETAILS

If you don't let us know we can't keep in touch....

Please remember to give the office a call if you are going away on holiday or having health issues, etc, anything that may make contacting you a problem. That way we as your managers can deal with any issues quickly rather than delay a solution while we are waiting for a response.

This helps us to look after your investment property better....