

## FROM OUR PROPERTY MANAGEMENT TEAM



### END OF FINANCIAL YEAR IS HERE

This is a courtesy note to advise our landlords that we will be processing end of year financial statements that summarise the income and expenditure for the investment property. This statement should be retained and given to your tax accountant.

If you have any questions regarding this statement, please feel welcome to contact our office.

It is important to take the time to itemise all of your expenses relating to the property to maximise your return and minimise your tax payable.

*Wishing you a prosperous Financial New Year*

**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.ppmsystem.com](http://www.ppmsystem.com)**

# CREATING WIN/WIN SITUATIONS...

When owning, renting and managing investment properties you are dealing with people's emotions, finances, housing security and general life situations. Owners require peace of mind that the property is being cared for and that the rent is being paid on time and tenants require a home to reside.

In these tough economic times we are finding that pressures and emotions are increasing for everyone. Tenants who have previously been great rental payers are finding themselves in financial hardship due to employment losses or increased expenses, and owners are feeling the financial pressures, which impact on the day-to-day management of the property.

As a result of managing tenant and landlord relationships, there are always going to be the possibility of disputes arising and tricky situations to manage.

In property management we are constantly working towards a balanced relationship to ensure that the tenant and landlord are happy and that their needs are being met.

## TYPES OF DISPUTES

- Complaints over excessive noise or dogs barking
- Lawns and gardens not being maintained
- Final bond payouts
- Property not being maintained
- Failure to provide quiet enjoyment
- Cleaning required
- Unauthorised pets
- Non-approved occupants

If a dispute arises it is important to look at the facts; refer to what legislation states; put yourself in both people's shoes and try to reach a win/win situation.

Our first step is to work with you and the tenant to come to an amicable resolution. Fingers crossed the dispute will be resolved quickly, saving time and money.

If all parties are unable to come to a resolution the matter will need to be referred to the Courts for the magistrate or referee to determine the outcome. In this event there is no guarantee as to who will win.

**Continued over>**

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The orders are determined on the evidence presented and can come down to a personal perspective of the Courts.

It is therefore best for all parties to try and come to a resolution to create a win/win situation. ■

## SPECIAL FEATURE



### BLOCKED DRAINS AND GUTTERS

We are often asked by landlords the question "Who is responsible for blocked drains and gutters at the property?"

It is the responsibility of the landlord/agent to ensure that the property is in good condition.

Generally, if a drain or gutter becomes blocked due to fair wear and tear (e.g. due to tree roots blocking a drain), it is the landlord's/agent's responsibility to deal with the repair.

If a drain becomes blocked due to something the tenant has done (e.g. putting something in the drain), it may be the tenant's responsibility to pay for fixing the problem. ■

### EMERGENCY REPAIRS

This is a reminder to all owners on the process of emergency repairs.

If a repair is considered an emergency and it is not actioned in a timely matter the tenant has the right to organise the repair up to a value of \$1000.00 or an amount as may be prescribed by the regulations. Emergency repairs can be considered as:

- a burst water service or a serious water service leak
- a blocked or broken lavatory system
- a serious roof leak

- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm, fire or impact damage
- a failure or breakdown of the gas, electricity or water supply to the premises
- a failure or breakdown of any essential service for hot water, cooking, heating, cooling or laundering
- a fault or damage that makes the premises unsafe or insecure
- a fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the premises
- any other damage prescribed by the regulations.

It is important that if any work is required at the property to ensure that it is safe and fit for the tenant to reside that it be actioned promptly.

We would like to say a special thank you to the landlords who quickly respond to our requests. ■

### TENANT PERFORMING MAINTENANCE & ODD JOBS

Many landlords think it saves money to have tenants perform maintenance at the property. However, many times it is the opposite and causes difficult landlord/tenant issues. Our agency does not support uninsured and unlicensed tenants to perform work on rental properties as it can be fraught with danger and can often result in dispute. ■



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## Properties Recently Rented!

Keeping you updated on the local rental market

### HOUSES



Cedar Road Casula \$550 p/w

## NEWS



### 100% SALES SUCCESS CONTINUES

Mick Collins & happy owners whose properties both sold over the reserve at auction in 26 days!



Holland Crescent Casula



Ironbark Ave Casula

## ARE YOU LOOKING TO BUY OR SELL A PROPERTY OR DO YOU KNOW OF SOMEONE?

Call us today for friendly advice. We can save you money and provide value added advice to save you money.

