



PROPERTY INVESTOR NEWSLETTER

July 2015

PROPERTIES RECENTLY RENTED

HOUSES

Adelaide

2 brs, modern, stunning views,
South side of the city
\$600 p/w

Norwood

Large modern 3 bedrooms,
2½ bathrooms
double underground carpark
\$700 p/w

North Adelaide

Private & pretty Georgian
style set on 2 levels
\$480 p/w

Mitchell Park

Affordable rent!
3 bedrooms + large yard
\$260 p/w

Seaton

Fabulous large townhouse
\$420 p/w

UNITS/TOWNHOUSES

Hampstead Gardens

2 bedrooms, fully furnished
\$310 p/w

Torrensville

Small group, 2 bedrooms
\$295 p/w

MISTAKES THAT MAY LOSE YOUR TENANTS



Tenants are crucial to maintaining your cash flow ("rent"), but some landlords can make some simple mistakes without realising it.

There can be a price paid for treating tenants poorly. They can become unhappy and disgruntled tenants during the tenancy, causing potential issues if the property was to be placed on the market for sale; difficulties with access for routine inspections as well as the inspections required to re-let the property when the tenant gives notice.

Based on our experience and feedback received these are the top complaints we hear from tenants...

Not treated with respect

It is important when speaking with tenants that we treat them fairly, show empathy and compassion, but firmly when required.

No action (or slow action) to maintenance and repairs

This is often the number one complaint. While we understand that attending to maintenance in some circumstances can take a little longer than expected, it is important that all parties act promptly to resolve any issues.

Lack of communication

Honest and regular communication can be the best remedy to ensure that everyone is updated and aware of what action is being taken.

Excessive rent increases

We do undertake regular rent reviews in accordance with the market to ensure that we are maximising the income. However, we have experienced some landlords who want to increase the rent without attending to needed maintenance and repairs.

IMPORTANT: Clients should not act solely on the basis of the material contained in this newsletter. Every effort is made to ensure the content is 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.



Kathy Dodd

IN THIS ISSUE

- Properties Recently Rented
- Mistakes That May Lose Your Tenants
- Referral Offer
- Informal Agreements
- What our Clients are saying



Jo Cullinan

INFORMAL AGREEMENTS

Just a friendly reminder to landlords to be careful of entering into verbal agreements with tenants without the knowledge of your property manager.

There is a minefield of legislation and compliance issues that must be adhered to, to protect all parties.

As your managing agent we kindly ask that we liaise with your tenants on your behalf.

CULLINAN PROPERTY MANAGEMENT ARE PROUD TO BE ASSOCIATED WITH THE FOLLOWING COMPANIES:



REFERRAL OFFER

Do you know someone looking for a Property Manager?

We will give you a \$200 David Jones, Myer Voucher or CASH should you refer someone and the property is signed for full management.

We have paid out over \$5,000 in referral fees in the last 12 months.



WHAT OUR CLIENTS ARE SAYING ...

"Thank you for your assistance in this rental project. You did a fantastic job and were a pleasure to work with. I would have no hesitation in recommending you to another landlord."
Regards, B Graham (LANDLORD)

"I would like to sincerely thank you for all the help you've provided in the past few weeks. My unit was leased on the first open and you finalised all details promptly, without fuss and communicated with me the entire time. Your professionalism, reliability and caring nature is very much appreciated and will highly recommend you to anyone requiring a property manager."
Thanks again, Marisa (LANDLORD)

"Thank you for finding such great tenants ...again! I always have great confidence when you tell me that you would put the tenants in your own property and you are always right. I have recommended you to a number of friends as a property manager who is authentic and professional."
Thanks again, M Hammond (LANDLORD)

"Thank you so much Jo, my son is also very impressed with you and was telling the other accountants at work. Rest assured when they buy properties they will go with you."
K Garbas (LANDLORD)

"Thank you for all your work in securing us the property at Fisher Street, Magill. You are a wonderful and accommodating agent and you have made this transition very comforting for me and my family as we have never rented before."
Mr PD (TENANT)