

## IN THIS EDITION.

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## ONLINE AGENT

Did you know you could be viewing your statements online in 60 seconds?!!

Online Agent makes viewing your statements quick, easy and secure. All access to the website is restricted through a verification process.

- View investment property details
- See information on property inspections and maintenance tasks
- Download monthly statements

All it takes is 3 easy steps

### 1. Receive agent verification

(this code is listed on the bottom of your monthly statement)

### 2. Register with Online Agent

(click here)

To access OnlineAgent you must create a user login on the OnlineAgent site using the verification code you obtained from your real estate agent.

(this code is listed on the bottom of your monthly statement)

### 3. Login to Online Agent

(click here) <https://www.onlineagent.com.au/LogIn.aspx> OnlineAgent makes viewing owner's information quick, easy and user friendly.

Hi Folks,

Over the next three months I'd like to take a look at what I believe to be:

## THE 3 BIGGEST, NASTIEST, AND MOST EXPENSIVE MISTAKES PROPERTY OWNERS MAKE WHEN CONSIDERING CHANGING PROPERTY MANAGERS...

### COSTLY MISTAKE NUMBER 1

**It is hard/difficult/stressful to change agents.**

The signs have been there – possibly for years. The reasons you chose your property manager might have been decayed by one example of waste after another. You have turned a blind eye to how long it takes for your property to get new tenants, to how you only ever seem to talk with “assistant property managers” who seem to be just out of high school, and to how it has become accepted that arrears, being out of lease, and vacant properties are “acceptable”.

**Like pulling out a splinter – waiting does not help!**

Deep down you know that it is time to move to a new manager. But. Isn't it sort of messy? Is there going to be a lot of fuss and ill-feeling? Often owners put up with far more poor service for far too long – because they think that changing agents is tough.

And this is one of main reasons that agents with poor service and inadequate systems continue to be in business. Property owners simply refuse to change – until finally it is one straw too many. Owners “put up with it” – because they mistakenly believe it is hard to change agents.

**Here is the First Reality:** Poor managers lose listings all the time, as a landlord you just don't hear about it. They expect it, and when they lose a listing they hardly notice. There is not usually any angst, or fuss, and the transfer usually goes with drama.

**Here is the Second Reality:** The second reality is that the transfer to a new agent is completed by signing just 2 simple documents. That's it. It's that easy. There is no fuss, no scene. Your new manager politely contacts the old one, they send some files, done.

### DID YOU KNOW THAT THE TRANSFER TO A NEW AGENT IS COMPLETED BY SIGNING JUST 2 DOCUMENTS.

Most professional agents provide a FREE transfer service and take care of all the details including transferring bonds and rental payments. Easy peasy!



# NEW OWNERS TO THE CORAL SEA FAMILY

## Welcome to:

- Wally and Christine Geissler
- Tameem Khader
- Toula Cassimatis
- Diane Nochevan

## REFERRALS

We love it when our owners are so happy with our service they tell a friend. Thanks go this month to:

- Dave Morris
- Cliff Horne

*David chose to spend his referral fee on a trip to the footy in Brisbane and a large hangover.*

*What will you spend yours on?*



(Cont.)

There is no requirement for you to lift a finger, your new agent will contact your old agent and organise everything for you.

Remember that it is YOUR responsibility as property owner to ensure that your managers are consistently getting the best return on your assets, and to continually re-assess them to ensure they don't drop the ball and cost you money.

I have attended many property investment seminars both as a guest and as a speaker and I'm constantly surprised by the number of investors prepared to put up poor returns and sub standard service. Your property is an investment, the same as your superannuation and shares, and by taking a little time and making the hard decisions now, you'll enjoy the benefits when you really need them.

### SHAUN PODBURY

Next month we will look at:

## COSTLY MISTAKE NUMBER

2

**Why is it NOT usually better to change property managers at the end of a lease.**

### Links

[www.coralseaproperty.com.au/blog](http://www.coralseaproperty.com.au/blog)



## THIS MONTH'S STATISTICS FOR THE GEEKS

**For the month of April we maintained a Vacancy Rate of 0.86%**

**As at 16 May 2011:**

- We have 3 properties vacant
- 94.74% of our tenants are on lease and 99.12% of our tenants rent is up to date.

## FOR THE LAID BACK OWNER

Time to go chill out on the beach in Bali!  
Money is in the bank!





## HAPPY CAMPER

*In 2003 I purchased a block of 8 units from a local Townsville real estate agent. The selling agent assured me the rents were at fair market rate and that I should leave the units with their rental department to manage. Instead I moved the rental property to Coral Sea and within 18 months they had moved most of units up by \$40 to \$50 per week! (That's nearly \$20,000 per year)*

*I have several other properties throughout Australia and I wish my other property managers would take a leaf from Coral Sea.*

**DAN C., NEWCASTLE**

## GREAT PRESIDENTIAL QUOTES

I know we shouldn't but we just love George Bush! He is such a great supply of easy laughs.

**"I have opinions of my own, strong opinions, but I don't always agree with them."** – George Bush

**"I have learned from mistakes I may or may not have made."** – George Bush

**"Trees cause more pollution than automobiles."** – Ronald Reagan

## STOP PRESS! POOL SAFETY NEWS

This month we have had notification that the grace period for pools will come to an end following the extension from cyclone Yasi and the Qld Floods.



- The grace period ends on 8/7/11
- All pools need to be registered with government before this date ([www.dip.qld.gov.au](http://www.dip.qld.gov.au) – pool safety register)
- Unfortunately agents are not permitted to do this so the owner will need to complete the eform (it only takes 5 mins but the fines are \$2000.)
- TRIGGERS – new leases, rent increase, lease renewal – for periodic tenancy there is a 5 year timeframe before the certificate is required, but pool must still be registered.
- Certificate has 2 year life – but doesn't have to be renewed until there is a trigger.

Advice to hand suggests if the pool is not compliant we are not permitted to rent the property. It also states no renewal or rent increase can be put in place until certificate is completed and then new lease can be negotiated.

We can make all the necessary arrangements to ensure your pool meets the requirements. If you need us to arrange a certificate for you or any further advice call or email Anita in the office. [maint@coralseaproperty.com.au](mailto:maint@coralseaproperty.com.au)

## PLEASE SIR, CAN I HAVE SOME MORE?

**Do you have another investment property?**

And who do you know who would like to experience exceptional property management service?

### 3 REASONS TO TELL YOUR FRIENDS TO CHECK US OUT..

1. We specialize in residential property management. We don't get distracted by the buy/sell stuff that other property managers let reduce their effectiveness.
2. Because we measure our activities that produce the best results for our landlords on a daily and even hourly basis - so get results - predictably.
3. Because we will take the fuss and stress out of getting your properties humming along nicely.

We take care of details, and get things done for you. If you want- we can take care of everything.



### CHAIRMAN MEOW SAYS:

**"I may be an egotisti-cat - but no one can beat our revenue stats."**

So whether sipping cocktails on a beach in Bali or skiing the Alps you can sit back, relax and know that your property is in the safest hands, as we manage each property like we own it.



## CHAIRMAN'S MEOW



## THINGS TO LEARN FROM THE CHAIRMAN

- 1) Make the world your playground.
- 2) Whenever you miss the sandbox, cover it up. Dragging a sock over it helps.
- 3) If you can't get your way, lay across the keyboard till you do.
- 4) When you are hungry, meow loudly so they feed you just to shut you up.
- 5) Always find a good patch of floor to nap in.
- 6) Nap often.
- 7) When in trouble, just purr and look cute.
- 8) Life is hard, and then you nap.
- 9) Curiosity never killed anything except maybe a few hours.
- 10) When in doubt, meow.
- 11) Variety is the spice of life. One day, ignore people; the next day, annoy them.
- 12) Climb your way to the top, that's why the curtains are there.
- 13) Chill out, be the Zen master.

Til next month,  
The Chairman

## MEET THE TEAM

### TIME TO PUT NAMES TO FACES, AND MEET YOUR WONDERFUL CORAL SEA TEAM!



Team Leader:  
Tracey Van  
Den Berg



Owner Team:  
Stella Rose

#### Owners Team - The Protectors

The owners go-to contacts in the office. These ladies work hard to ensure all of our wonderful owners sleep well at night, and know that their properties are in the safest hands.

#### Tenant Team - The School Teachers

These guys keep our second most important asset happy. After selecting our favourite few from our many applications, they spend much of their time educating our fabulous Coral Sea tenants on how we need them to behave in order to graduate to excellent tenant status. They teach them all about paying their rent on time, keeping properties beautiful and helping with any needs they have during their tenancy.



Team Leader:  
Verena Evans



Tenant  
Team: Nicole  
Geissler

#### Maintenance Team - Team Fix It!

The maintenance cell is the contact point for all your maintenance needs. Repaints, carpets, pest inspections or just a simple garden tidy up or a leaky tap; Anita and Chris ensure all your properties are kept in Tip Top shape and your tenants stay safe and happy so we can renew their leases year after year.



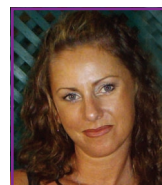
Team Leader:  
Anita Aakjaer



Handyman:  
Chris Peat

#### Marketing Team - The Converters

The sales cell primarily focuses on business development. Rebekah does seem to spend an inordinate amount of time socialising (so much so we actually think there's two of her) but in between times her team is in the business of bringing more wonderful properties and happy owners into our Coral Sea family.



Team Leader:  
Rebekah Peat



Rebekah  
Peat's Twin

#### Management Team - The Boardroom

Our fearless leaders. We're not actually sure what these guys do but it seems it involves lots of lying around the office and demanding attention! They take all the adulation without appearing to do any of the work (maybe they are just great time managers). Sounds like a great job if you can get it!



Team Leader:  
Chairman of the  
Board Chairman  
Meow



Principal  
Licensee: Shaun  
Podbury

For the uninitiated **Chairman Meow** is our office cat. He seems to spend his days lazing in the reception area greeting all and sundry and demanding pats and attention before swiping at an unsuspecting ankle or tiptoeing across a computer keyboard in the middle of any important task. He is the Chairman of the Board and lets it be known his word is law. (especially if his claws haven't been clipped!)