

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

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

<https://www.onlineagent.com.au/step2.html>

3. Login to Online Agent

OnlineAgent makes viewing owner's information quick, easy and user friendly.

<https://www.onlineagent.com.au/LogIn.aspx>

PIRATES RAISE HELL! NO CORPORATE WANKERS!

For all you fabulous folk who grace us with your presence at the office, anyone who perused our August newsletter or have seen our Coral Sea cars cruising down the highway, you may be wondering...

"What is with the pirates?!!"

Over the coming weeks we will at a snail's pace expose entirely the in's & out's of the Coral Sea pirate revolution.

For now, ayy matey, what's this all about?

1. We run a tight ship.
2. We sail under our own flag, we set our own rules.
3. We manage every ship (property) as if it was our own!
4. Honesty first, good news or bad.
5. Pirates drink rum, and lots of it!
6. Anyone who sails under the Coral Sea flag, owners, tenants & crew are treated with respect.
7. Pirates raise hell! No corporate wankers!

On Monday the 19th of September is International [Talk like a Pirate day](#) – A day for all you scallywags to release your inner buccaneer, pull out your pirate garments, ya cutless & ya rum!

We will be! Arrrrrr me hartys! (Just something us pirates get up to when we get some spare time.)

If you have appointed a **scurvy bilge rat** to manage your investment property order them to walk the plank!! Sail under the Coral Sea flag and leave ye magpie legged corporate wankers for Davey's grip!



PIRATES
ARRRRRGHHHHH COOL



CORAL SEA DICTIONARY



Coral Sea YAHOO WAHOO education for dummies 101

YA•HOO –noun.

1. When all tenants are up to date with their rent, therefore no tenants in arrears!

WA•HOO –noun.

1. A shout out of joy
2. A sound all the staff at Coral Sea make when all the properties on our rent roll are fully tenanted.
Backed up with a tragic booty shake, tragic levels vary between each staff member.

YA•HOO WA•HOO –noun.

1. A combination of the above, our landlords are very happy and time to go to the pub!

REFERRALS

We love nothing more when owners are so happy they go out and tell their story to friends!

A huge thank you this month goes out to:

- Steve Gardener (again!)
- Mick Conyngham



Steve Gardener chose to spend his referral fee on rum! Just like a good pirate should. Aaarrgh!

What will you spend yours on?

Coral Sea have stepped up to a new dimension of advertising and presentation!

Check out our Youtube Channel for the latest in rental property news, advertising and feature properties.

Coral Sea You Tube Channel

Search TownsvilleRentals, feel free to leave us comments! We always love your feed back!

PROTECTING YOUR INVESTMENT

There is no doubt that letting out your investment property can be very rewarding for landlords with potential for both rental income and capital growth. Within the last decade there has been a strong growth in property prices and solid rental yield for landlords. Recent years have been slightly more difficult in terms of buying property to let but the positive side is that rental demand has remained strong.

The vast majority of landlords have experienced steady rental incomes and a well looked after property with no serious problems. Not such a shabby result given the current financial climate. In a realistic light, there is always a chance that something will not go so smoothly. Let's face it very few investments are 100% safe. A bad tenant (every landlords worst nightmare) can end up in arrears, costly legal fees and even damage to the property that may have to be paid for by the landlord, often with little possibility of recovering the costs from the unwanted tenant.

Whilst it is impossible to guarantee than any tenancy will go well, let's not also forget than every tenant is held accountable for their actions both in the short term & long term, however on the bright side there are insurances available to protect you as a landlord as much as possible.



PROTECT YOUR BOOTY FROM THE HOARDES!

Terri Scheer insurance specialise in landlords insurance, protection and peace of mind for owners of professionally managed investment properties.

Terri Scheer Landlords Insurance products are designed to provide cover for many of the unique risks than can be associated with owning a residential rental property.



What is important to you as a landlord?

Do you have the fully furnished unit with a \$40,000 inventory? Or maybe the recently renovated Queenslander? Regardless of your contents as a landlord it is important to you.

The Terri Scheer Landlord Preferred Policy provides cover for general household contents including curtains, carpets, blinds, light fittings and even furniture left for the tenant's use. These items are covered against loss resulting from:

- Malicious damage by all persons, including tenants
- Deliberate damage by all persons, including tenants after MD
- Accidental damage by all persons, including tenants
- Theft, riot and civil commotion
- Fire, explosions, lightning and earthquakes
- Breakage of fixed glass
- Storm and rainwater
- Water damage (excluding flood)
- Impact damage & leakage of oil
- Fusion - limit of \$2000



THIS MONTH'S STATISTICS

For the geeks:

- For the month of September we maintained an average vacancy rate of 1.5% .
- As of the 13th of September we have 2 properties vacant!
- 99.78% of our tenants are up-to-date with their rent!
- And... 99.19% of our tenants are on lease.



For the laid back owner:

...WAHOOOO!!

For the laid back owner unwind ,chill out money is in the bizank!

Time to:



PROPERTIES RENTED THIS MONTH!

Hermit Park – 4 bedroom 2 bathroom, Queenslander with character. \$450 pw

City – 2 bedroom 2 bathroom executive apartment. \$450 pw

Idalia – 3 bedroom 2 bathroom, tropical style family home. \$460 pw

North Ward – 1 bedroom 1 bathroom quiet & dainty unit. \$230 pw

Railway Estate – 2 bedroom 1 bathroom older style home. \$290 pw

Riverside Gardens – 3 bedroom 2 bathroom fully furnished executive penthouse. \$500 pw

Riverside Gardens – 4 bedroom 2 bathroom chic family home. \$420 pw

Mysterton – 3 bedroom 2 bathroom centrally located, spacious unit. \$300 pw

Or are you the landlord who got forced upon them an unwanted strike of fate? **"Tenants in arrears!"**

We'll make sure you still have income from your property to meet your expenses.

Our Landlord preferred policy will pay for loss of rent caused by:

- Premises being left untenable due to malicious damage to the building and contents for up to 52 weeks
- Absconding tenants for up to 6 weeks rent
- Defaulting payments resulting in eviction of your tenant by a Court Order for up to 15 weeks rent
- Prevention of Access for up to 52 weeks rent
- Failure to give vacant possession for up to 28 weeks
- Death of a tenant under a sole tenancy for up to 15 weeks rent
- Tenant Hardship (when a Court awards your tenant a release from their lease obligation due to hardship) for up to 4 weeks rent

Legal expenses - up to \$5000

Representation costs - up to \$500

Replacement of locks - \$250

Save 5% - [Apply Online](#)

Any landlord who applies online now for their new Landlord Preferred or Scheer Short Stay Policy receives a discount of 5% off their first years premium.

No matter the situation, Terri Scheer has your back.

Jump on their website to become a member or call or email Stella at the office and she will happily arrange the application process for you!

For more information check out the [Terri Scheer website!](#)

Cool huh?



HAPPY CAMPER

"I had been with another Townsville letting agent. They were getting nowhere with renting out my property, while making all sorts of promises and excuses.

Coral Sea, on the other hand were very professional and honest. They had my place rented out within 10 days. I can't recommend them highly enough."

Dr Boaz Gilboa

If any of you are a fabulous owner and are as happy as this vegemite, we would love to hear your feed back! Email through your testimonials to rentals@coralseaproperty.com.au

For more fab testimonials about how great we are check out our website.

www.coralseaproperty.com.au



Pirate humor for scurvy sea dogs, arrr matey!

How do pirates keep in touch?



One pirate said to his fellow crewmate, "Arrrgh, that be a fine looking hook and peg leg ye got for ye'self!"

The pirate replied, "I should think so, it cost me an arm and a leg!"

CHAIRMAN'S MEOW



Through recent discoveries, we have acquired the one and only Chairman Meow's own diary. Over the next coming month we will reveal one at a time Chairman's secrets, plots and crazy cat antics. If you can't wait to see what he has been up to, hop on to our blog which also features more than feline shenanigans, it also keeps you up-to-date with all things property management from increasing capital growth, helpful hints for landlords, funnies, all our monthly newsletters & everything in between.

DAY 854: Dear Diary,

I am convinced that the other prisoners here are flunkies and snitches. All the other un-identified species are always entering and being released from these curious quarters. Why do they receive special privileges? However most of them are always willing to come back.... How very peculiar. They are obviously all not quite right in the head.

DAY 873: Dear Diary,

This bird that hangs outside the clear pane at the front of the quarters has got to be an informant. I observe his communicating with the guards regularly. I am certain he reports my every move. My captors must have him instructed him to taunt me, and have arranged to keep him elevated and separate from me. This means he is safe. For now.....

MEET THE TEAM

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

This month we welcome **Anita Stirrat** as our new leader of the expanding property management team. Anita comes to us after 4 years with LJ hooker. (Sorry Mister Hooker!).

Just like Coral Sea Property Management, Anita is remarkably unique in her own way. Raised by deaf parents, English is her second language and she is an expert at sign language.

Anita will be in contact with all you folks over the coming months to introduce herself and get to know all her new owners and properties. Feel free to give her a call, we're sure she would love to hear from you!



Team Leader:
Anita Stirrat



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



Team Leader:
Anita Aakjaer



Handyman:
Cameron
Murchie

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 Cameron 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:
Chairman of the
Board Chairman
Meow



Principal
Licensee: Shaun
Podbury

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!

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!)