

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>

WHAT MAKES THE DAWN COME UP LIKE THUNDER? COURAGE!

Some of you may have seen the controversial story featured not long ago on Today Tonight and that has got the Real Estate industry buzzing. The Braveheart-like tenant who went head on with the corporate's and went running into battle sword in hand to fight for justice and won!

And it was all over a few small issues!

Shortly after moving in the tenant had established lawns and gardens, did extensive amounts of cleaning and re-screened the property (sounds like an A-Class tenant to me) the tenant then alerted the rental agency of some unsafe pavers and an unlockable roller door.

They didn't attend to these issues. Apparently they have better things to do. After the tenant discovered the agency were in breach of her contract the tenant decided to take matters into her own hands and head to court.

Guess what? She won! Ten thousand buckarooonies!

And the agency and the landlord had the pleasure of going halves! Bet they felt pretty stupid when they had to cough up \$5000.



ONE THING WE ALREADY KNOW IS... PIGS WOULD FLY BEFORE THIS HAPPENED AT CORAL SEA.

The agency attempted to play the blame game on the landlord but apparently hiding behind an indemnity clause doesn't get you off scott free.

In plain English, the rental agency threw their hands in air, and said the landlord didn't give them authority to carry out their repairs. Sorry guys – Just shot

yourself in the foot. You don't need permission to carry out emergency repairs. Thank the Lord that we have the coolest owners on the planet that want the best for their rental properties!

A big thank you goes out to all of owners, who have great trust in Coral Sea and let us keep our heads above real estate water.. and to keep showing the world that you don't have to be a wanker to be in real estate!



Shaun Podbury

www.coralseaproperty.com.au/blog



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!

NEW OWNERS TO THE CORAL SEA FAMILY

Welcome to:

- Maureen & Mike Borello
- Rick & Michelle Dunst
- Boaz Gilboa
- Mike Besanko
- Tracey Moore
- Lori Weightman
- Peter West
- Sonya Barnes
- Roger Taylor
- Tina Moir-Bussy
- Kris Hendle

SPRING SPECIAL AIR-CONDITIONING SERVICE OFFER

SPRING SPECIAL AIR-CONDITIONING SERVICE OFFER.

Summers on the way and were just weeks away from all those dirty dusty air cons being fired up. Dirty air-cons can cause costly faults and leave your tenants hot.

Did you know with periodic maintenance of your air-conditioning units they will be less likely to breakdown, have a longer life span, increase your tenants comfort and cost less to run and saving you \$\$\$\$\$money\$\$\$\$\$?

We've joined together with the guys at Townsville Air-

conditioning to bring you this fabulous special for Coral Sea landlords.

Option 1: Standard Pre Summer Service \$199

- Cleaning of air filters
- Checking of systems gas charge
- Cleaning of condenser coils
- Test and flush condensate drains
- Test unit operation and efficiency
- Clean air grills
- Check controls for correct operation

If required, a condition report noting any future maintenance requirements will also be compiled.

Option 2: Summer Super Special Double the Service (2nd one half the price!) only \$299

We will carry out 2 of the above standard services, once now and once in mid-summer to ensure your A/C stays in tip-top condition.

As an added bonus if you choose Option 2 we will carry out one full clean on the internal evaporator coils, reducing algae and bacteria build-up and ensures your air-conditioner runs efficiently. This service is normally valued at \$165 - absolutely free of charge!

Save \$\$\$\$\$\$!

Conditions: These prices are for up to 4 air-conditioning units at the same premises. Additional a/c units at the same premises incur an additional \$59.00 each. Ducted systems incur an additional \$59.00. Note this service does not include any re-gassing of the units. This is an additional charge and will be reported and quoted if required.

For any further information please contact Paul on 0447 771 116
Townsville Air-Conditioning "Keeping Townsville cool!"

THAT'S SO... COOOOL!



HOW NOT TO STAY COOL



THIS MONTH'S STATISTICS (FOR THE GEEKS)



- For the month of October we maintained an average vacancy rate of 0.56%.
- As of the 7th of October we have 3 properties vacant
- And...99.88% of our tenants are up to date with their rent
- 99.59% of our tenants are on lease

WAHOO!

FOR THE OWNERS AS CHILLED AS A CUCUMBER:

HAVE A FROSTY

...the money is in the bank!
OH MY WORD! WHAT AN OFFER!



HAPPY CAMPER

"What fantastic news! Once again you secured a tenant in record time! I am just so... impressed with you guys (just wished I had know about you a lot earlier). Please personally think those involved and particularly 'Bob' who regularly called me twice a week (I still can't get use to all your proactiveness!!). Thank you so much, your great efforts are very, very much appreciated."

TRISHA HOWES

TRADIE OF THE MONTH!

DRUM ROLL PLEASE... IT'S STEVE!!!!!!!!!!!!!!!!!!!!
.... OH NO WAIT, THAT'S JASON...from Smoke Alarm Solutions.

Even though we sometimes don't get his name right, he is one of our favouritest tradies! And he maintains those smoke alarms like no one we have ever seen. Ooooh yeah! He apparently doesn't like doing much, but he likes to drink! And because he is so awesome, we decided to fuel the habit! Happy drinking Jason!



Steve Jason

PROPERTIES RENTED THIS MONTH

- Pimlico** – Cute & cosy 3 bedroom, 1 bathroom home \$370P/W
- South Townsville** – Dainty & Tranquil cottage style home \$320P/W
- North Ward** – Fully furnished 2 bedroom, 2 bathroom centrally located unit. \$415 P/W
- North Ward** – Brand new executive style unit 3 bedroom, 2 bathroom. \$450 P/W
- Kirwan** – 4 bedroom, 2 bthrm brand spanking new home. \$430 P/W
- Pimlico** – Close to everything! 2 brm, 1 bathroom unit. \$230 P/W

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: **Ross Goldsack**

*Ross chose to spend his referral fee on steak, boobs, beer and footy**

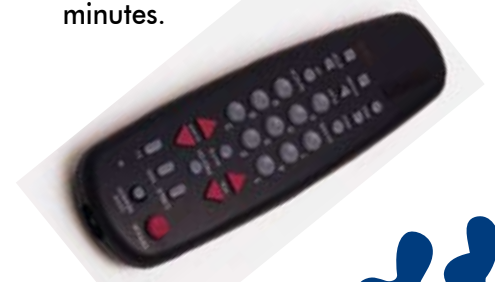
What will you spend yours on?



*May not actually be true.

5 WORDS WITH DIFFERENT MEANINGS

- THINGY** (thing-ee) n.
Female: Any part under a car's hood.
Male: The strap fastener on a woman's bra.
- COMMUNICATION** (ko-myoo-ni-kay-shon) n.
Female: The open sharing of thoughts and feelings with one's partner.
Male: Leaving a note before taking off on a fishing trip with the boys.
- ENTERTAINMENT** (en-ter-tayn-ment) n.
Female: A good movie, concert, play or book.
Male: Anything that can be done while drinking beer.
- FLATULENCE** (flach-u-lens) n.
Female: An embarrassing byproduct of indigestion.
Male: A source of entertainment, self-expression and male bonding.
- REMOTE CONTROL** (ri-moht kon-trohl) n.
Female: A device for changing from one TV channel to another.
Male: A device for scanning through all 375 channels every 5 minutes.



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 793: Dear Diary, GIVE AND LET GIVE

No one would argue, times have been a bit stressful over the last couple of months.

People often ask me, usually whilst paying their pat tax: "Chairman, you are always on the job, so how do you stay so chill-axed?"

My answer: "Giving."

Yes, it's true! I find myself giving ALL the time.

I 'give' when I let people cuddle me.

I 'give' when I let people scratch my ears.

I 'give' when I let people play with me.

Give, give, give and it will bring me...uh you much joy.

**Til next month,
The Chairman**

MEET THE TEAM

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

This month we welcome the amazing and fabulous **Angelique Hendriks** who is our new Business Development Manager. Angelique comes to us with years of sales experience, and in a past life she was a hairdresser! Angelique also comes from the wonderful land of Holland and it is ever so fun her teaching us phrases in "Hollandish". Like Coral Sea, Angelique is incredibly unique in her way, and a fabulous edition to the team! Always feel free to give her a call at the office and say hello! She would love to hear from you.



Angelique Hendriks



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!)