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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 OnlineAgent

To access this service you must create a user login on the OnlineAgent site using the verification code you obtained from Coral Sea Property.

### 3. Login to OnlineAgent

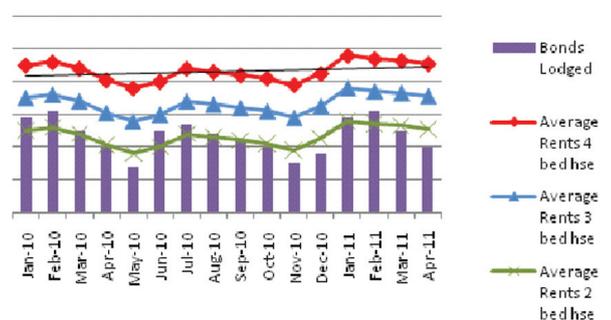
OnlineAgent makes viewing owner's information quick, easy and user friendly.

## A "SECRET" STRATEGY THAT CAN GIVE YOU AN EXTRA \$1500 PER YEAR IN YOUR POCKET, EVERY YEAR...

Discover how the strategic timing of your leases can add \$\$\$'s to your bank account.

Townsville's rental market experiences significant highs and lows throughout the year and this trend has been fairly consistent for over a decade. For owners in the know, this trend can provide some huge benefits. Military and government transfers as well as university and to a lesser extent public service, hospital and mining jobs all have a marked effect on Townsville's supply and demand.

Bonds Lodged v's Average rents



REIQ statistics show (and our own research confirms) that in the months of January and February and to a lesser extent June, July and August - achieved rents can be up to 10% higher than during our weaker months of April, May and November.

This means that just by adjusting your lease to end during these periods of higher demand, according to REIQ statistics, you could be \$30 per week better off for an average 3 bed home. This equates to an extra \$1500 per year in your pocket!

**Many people are unaware there is no legal requirement to accept a 6 or 12 month lease as 'standard'.**

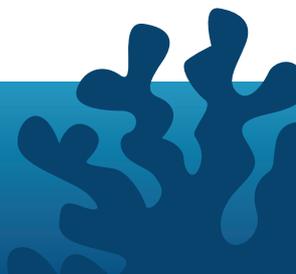
## 'OLD SCHOOL' AGENTS CAN COST YOU MONEY...

Amongst traditional "old school" real estate agents there seems to be a "this is how we've always done it" mentality. **These agents regularly accept 12 month leases in months like November and May compounding an owner's (ie your) losses year after year.**

Whilst we acknowledge you cannot always control when a tenant departs from a property, here at Coral Sea we take a "strategic" approach to all our leases and are pretty brutal when needed to get all our new and existing tenants into leases that fall due only during these high demand months.

By combining our knowledge about these high yielding months with strategically termed leases we are able to consistently provide higher returns to our owners.

Shaun Podbury



## FUNNIES

### Soliciting Donations

A big, burly man visited the pastor's home and asked to see the minister's wife, a woman well known for her charitable impulses. "Madam," he said in a broken voice, "I wish to draw your attention to the terrible plight of a poor family in this district. The father is dead, the mother is too ill to work, and the nine children are starving. They are about to be turned into the cold, empty streets unless someone pays their rent, which amounts to \$400."

"How terrible!" exclaimed the preacher's wife. "May I ask who you are?"

They sympathetic visitor applied his handkerchief to his eyes. "I'm the landlord," he sobbed.

## NEW OWNERS TO THE CORAL SEA FAMILY

### Welcome to:

- Steve Gardner
- Rachel and David Murphy
- Andrew and Kelly Camp
- Tim Pryor
- Tony Panzenbock
- Conrad Thompson
- Adam Stevens

## REFERRALS

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

- Ollie Hastie
- Adrian Bagent

*Ollie chose to spend his referral fee on a new rod*



*What will you spend yours on?*



## THIS MONTHS STATISTICS FOR THE GEEKS

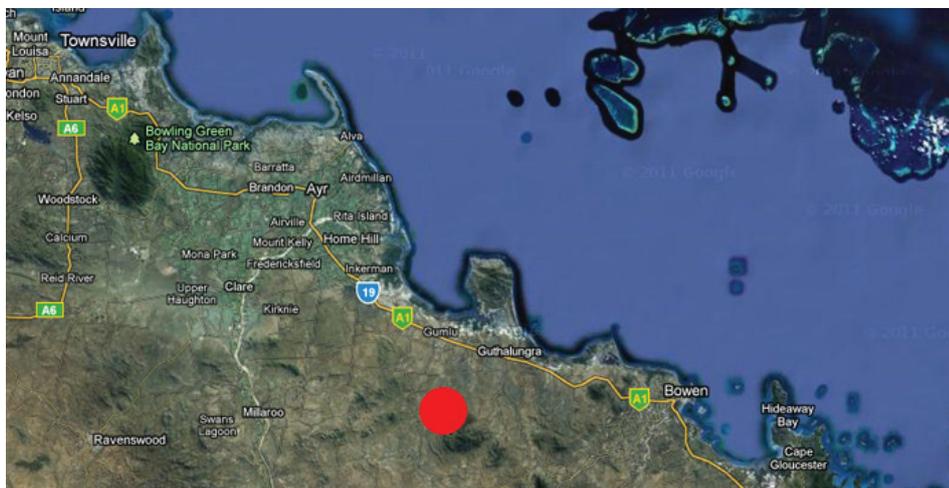
**We maintained a vacancy rate of 0.81% for the month of March**

**As at 19 April 2011:**

- We have 2 properties vacant
- 95.9% of our tenants are on lease and 99.73% of our tenants rent up to date

## FOR THE LAID BACK OWNER

Have a beer its all fine and moneys in the Bank!!



## NEWS

### 5.2 QUAKE HITS NORTH QLD

A 5.2 magnitude earthquake followed by a 4.7 aftershock struck south of Townsville on Saturday 16th April 2011 with reports of buildings shaking as far away as Cairns and Mackay.

A US Geological survey report says the quake struck 124km south-east of Townsville, between Ayr and Bowen, about 3.30pm on Saturday.

The quake hit at a depth of 10km with the USGS receiving reports of the tremor in Townsville, Bowen, Ayr and as far away as Cairns and Mackay.

A preliminary USGS report put the magnitude of the quake of 5.4 but that was later revised to 5.2. Geoscience Australia reports the quake had a magnitude of 5.2..

Smaller aftershocks were felt around the North, with reports of the ground shaking in Mackay a number of hours after the event.

The USGS recorded a 4.7 magnitude aftershock at 5.06pm in a similar location to the original quake.

The Bureau of Meteorology quickly confirmed there was no tsunami warning following the event.

## CHAIRMAN'S MEOW



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!) We will include monthly a few of his favourite musings.

### NOSTRADAMUS – CAT OWNER

Although there have been many famous cat owners, one who stands out is the apothecary and seer, Nostradamus. Recent conspiracy theories on the internet speak of a cat world-domination. Could it be that over 400 years ago Nostradamus already was envisioning such a world?

When asked what his process was for making predictions of the Future, Nostradamus described "emptying my soul, mind and heart of all care, worry and unease through mental calm and tranquility" — This state, no doubt was facilitated by petting his cat, named Grimalkin.

Although most of us don't have the psychic powers of a seer, perhaps, like Nostradamus, we can pick up the nearest kitty and attain a similar calm and tranquil state of being.

**Til next month,  
The Chairman**

## FIVE TIPS FOR KEEPING TOP TENANTS

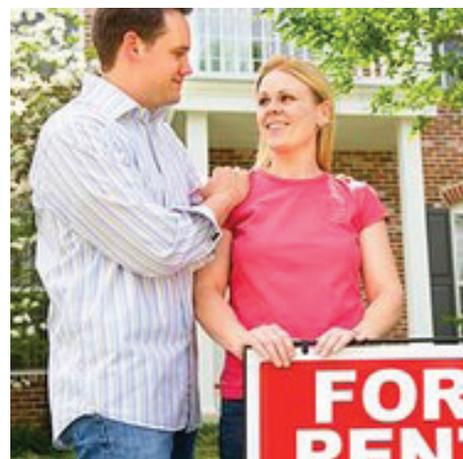
Dream tenants that pay on time and treat your property as if it's their own, along with those you barely know are there except for the regular, timely rental payment you find in your bank account, are worth hanging on to.

As any landlord knows good tenants are worth their weight in gold in any market. Once they're in your rental property, you want to keep them as long as possible. Though changes in life circumstances mean sometimes tenants need to move on from the best of landlords, here are some easy-to-follow tips that will help you keep good tenants in your rental property for longer.

**Be responsive** – be responsive when a tenant, or your property manager contacts you about an issue you must deal with. Do not ignore their calls or tenants will feel neglected.

**Respect their privacy** – Except in the case of an emergency, this means calling in advance to arrange a visit if you need to address some issues with your tenants.

**Go the extra mile** – While tenants' requests need to be reasonable, it's important to keep an open mind when fielding a request for an 'optional extra' from a tenant. Sometimes it's worth



going the extra mile in order to ensure your tenants stay put. This could mean installing an air-conditioner if a long hot summer is predicted.

**Perform regular maintenance** – Perform yearly maintenance to address the matters the tenants may not notice but could be potential problems later on.

**Address problems quickly** – If your tenant calls complaining of a leaky tap or a squeaky door, make sure you address the problems and fix them quickly. Do not wait for the tenants to complain several times before you tend to their issues.

Good tenants are one of the most important factors to maintain great returns from your property over the longer term. By following the tips above it's possible you will save thousands of dollars in advertising and vacancy costs and have happy tenants that renew year after year.

## GREAT PRESIDENTIAL QUOTES

*"One of the very difficult parts of the decision I made on the financial crisis was to use hardworking people's money to help prevent there to be a crisis."*

– George W. Bush, Washington, D.C., Jan. 12, 2009

