

## 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>

This time we continue our series from the last 2 months, this time it is for Number 3 of:

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

The Third Reality:

**COSTLY MISTAKE NUMBER 3 "I'LL STAY AND SEE IF IT GETS BETTER.."**

### Great Agents Just Want to Look After You.

We find that it is far, far better for all concerned to take over the management of a property when there is still time on the existing lease.

Changing during a lease has great benefits. Your new agent then has time to assess the current tenants, (they may be great tenants badly managed).

Plus it also allows your new agent a sufficient marketing period to help fill your property quickly should your current tenant move on, helping to reduce vacancy time.

Both of these will keep more money in your pocket. And further, your new agent will also be much more vigilant to ensure any outgoing tenant is held accountable and ensure the property is left in good condition.

This one is my all time favourite. I call it "Better the Devil you know." If your local restaurant kept serving up bad meals you'd change in a flash – but owners stay with bad managers year after year and cost themselves **thousands of dollars.**



## THE DANGERS OF WAITING

There is no reason for leaving your change of property managers until the lease ends.

It is fraught with peril, and in most cases will needlessly suck hard-earned dollars out of your wallet.



## 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!

## ONE OF OUR 3 GUARANTEES IS: "WE PAY YOUR RENT"



### Once again Coral Sea Rewards Owner For Their Empty Unit!

Congratulations to Pam for getting her property rented! However.... it took Coral Sea 39 days to rent their property & as you all know we guarantee that if your property is not rented in 14 days that we pay your rent! So we had to put our money where our mouth is!

(Cont.)

The biggest place money is lost from your rental is vacancies. If an agent doesn't think you're important enough to return your phone call you can be pretty sure they aren't returning your current or potential tenants phone calls either.

The results are lost tenants (or prospective tenant) and lots of days vacant.

The Average Townville rental is approximately \$400pw. If it takes the agent 2 weeks to return a call, 2 weeks to process an application and a week to finalise you are **out of pocket a whopping \$2000.** (That's almost \$100 per week on a 6 month lease).

I believe that agents in general have become sloppy and unfocused in dealing with vacancies. In Townsville last year the AVERAGE number of days each rental property was empty was 14.2 days. Many were vacant far longer, and the average was decreased by some areas of high demand (and some good agents bringing it down – WINK!)

This is the one brutally clear message about when to change property



managers. Is it best to pull the splinter out quickly? Or leave it in your finger allowing it to fester, swell, and cause you lots of pain? You can leave it in, put band-aids on it, and take pain killers – but the only effective response is to pull the bloody thing out. This means being a little bit brave in the short term to avoid continuing misery.

IF you are getting bad service, staying where you are **is costing YOU money**, so the longer it takes to move the more you lose!

### The Dangers of Waiting

There is no reason for leaving your change of property managers until the lease ends. It is fraught with peril, and in most cases will needlessly suck hard-earned dollars out of your wallet.

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.

**Every day you spend with poor quality property management is costing you money.**

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.

Good investing,

Crew Member Stella

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



# THIS MONTH'S STATISTICS (FOR THE GEEKS)



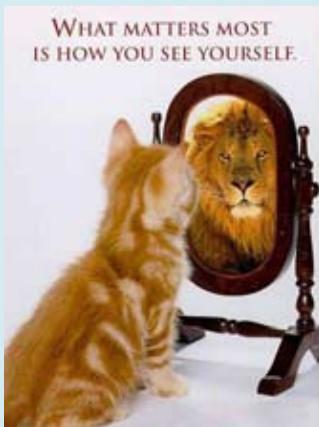
- For the month of August we maintained an average vacancy rate of 98.73%

We have had 4 Yahoo's for the month of August!!

- As of 4 September we have 2 properties that are vacant
- 100% of our tenants are up-to-date with their rent!

**WAHOO!** And... 98.19 % of our tenants are on a lease.

**FOR THE MORE LAID BACK OWNER:**



## NEW OWNERS TO THE CORAL SEA FAMILY

**Our new extremely good looking and talented owners this month are:**

- Terje & Tina Olaussen
- Bianca Hasenkamp
- Brett Thompson
- Karina Gee
- Patrick Ryan
- Jody Herley
- Tracey Retzki
- Anthony Day

**JUST A REMINDER TO ALL OF OUR LANDLORDS OF OUR SPRING AIR-CON SPECIAL THAT IS STILL RUNNING!**

## SPRING SPECIAL AIR-CONDITIONING SERVICE OFFER

**OFFER ENDS 30TH SEPTEMBER 2012**

Spring's 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 \$\$\$\$\$\$?

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 - half the price! Only \$299

We will carry out 2 of the above standard services, one now and one 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!**





## 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.

### Cat Rules

1. Cats enter first. You may follow.
2. Cats get the softest place to sleep. You may choose the second softest.
3. Cats wait while you bow down with their food. Dogs must beg for their food.
4. Cats may wander where they will. Dogs must drag their owner by a leash.
5. Cats may stare at anyone, including kings. Dogs must NEVER stare at cats.

**Til next month, The Chairman**

## MEET THE TEAM

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



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.



Tenant Team:  
Nicole Geissler



Team Leader:  
Rachel Humphris



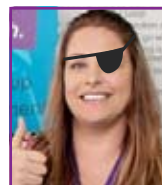
Handyman:  
Cameron Murchie

### 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; Rachel 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.

### Business Development Cell - The Good Lookers

The Business Development cell are the story tellers of Coral Sea. They seek out new landlords to recruit, educate, turning into raving fans and to make them sleep easier at night knowing their property is being taken care of. That's not all. These guys will turn people into such raving fans, you will want to refer and tell our story to anyone who doesn't love us yet.



Angelique Hendriks



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!)