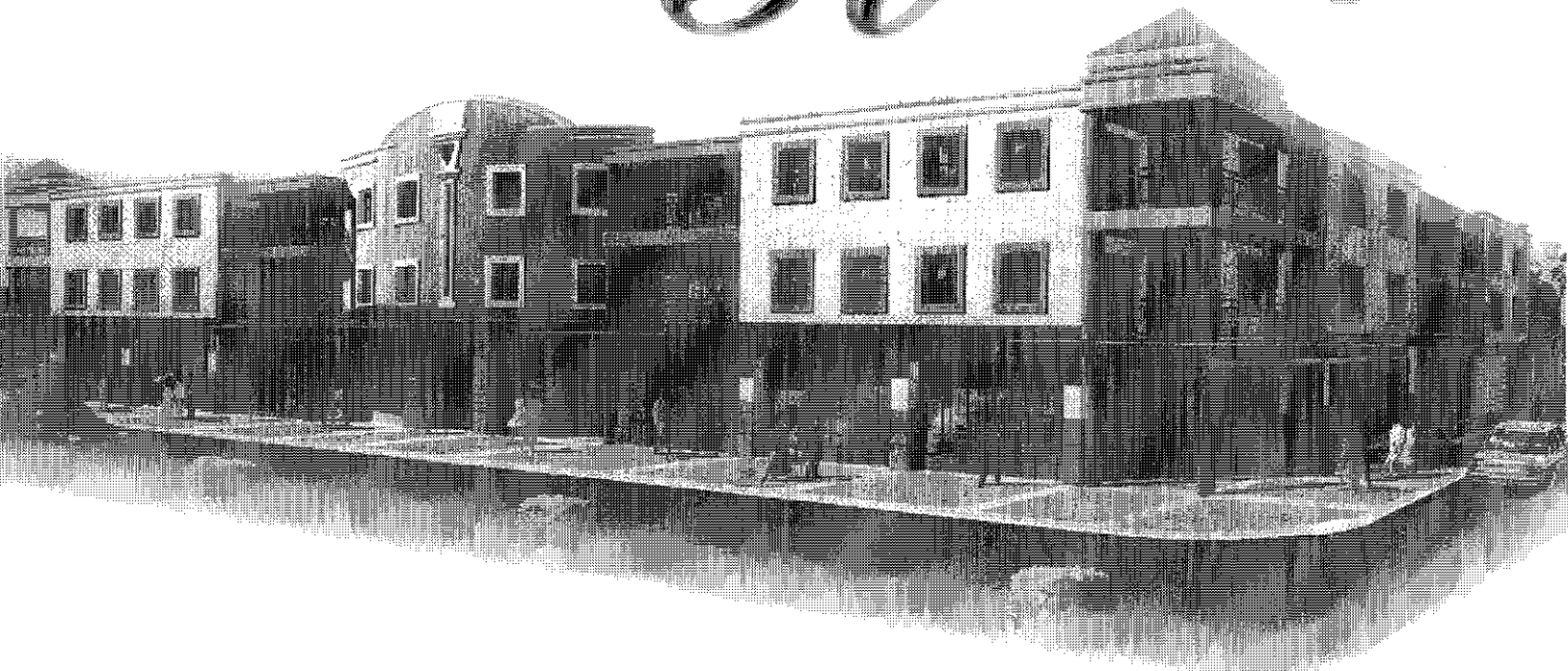


LEAH JAY



# ► RENTAL Roundup ►



NEWSLETTER ► Volume 5 ► Issue 1 May 1999 ►

## ► Where's IT GONE?

*The last six months that is!*

We can't believe that it's that long since we made the move to Tudor Street.

As you might imagine, it has taken time to settle in but we now feel right at home.

Any concerns we may have had have been put to rest. The greater exposure has raised awareness and our enquiry rate has increased. It's also been fabulous having many of you call in and say hello. If you haven't yet, make a point of it next time you're passing.

## ► Back TO ADELAIDE!

We had the pleasure of living in Adelaide for a short time in the mid 80's, so I was really

looking forward to returning last month for the first time.

The occasion was the annual National Property Management Convention, held from 22<sup>nd</sup> to 24<sup>th</sup> April.

As it turned out, I didn't get a chance to take in any of the sights because the agenda was very tight. The topics were contemporary and relevant and the presenters, in the main, knowledgeable and entertaining. Key note speaker was Ita Buttrose, who spoke about goal setting, while a series of workshops dealt with specific operational issues, such as the GST (see below).

I did take note of the representative from the region; there were two other Hunter businesses in attendance. It's our strong belief that to stay at the leading edge, you have to engage in training and development

at the highest level. To that end, staff are also encouraged to continue upgrading their skills.

## ► The GST

At this moment, the fate of the GST is unclear with the Democrats and the Government still 'talking'. Forecasting the outcome is pointless but if there is a compromise reached, so that the GST is introduced, then there is unlikely to be any amendments to proposals affecting this industry. In the event that the Government has its way, we plan to organise an information evening for owners, so that all relevant issues can be explained.

In essence, we will become a collector for the Government. Residential rents will not be subject to the GST but owners will not be

# WINNER

## of the Real Estate Institute Award for Excellence

able to claim GST credits, which will result in higher input costs.

So, expenses that will attract GST include:

- Insurance
- Repairs and maintenance
- Clearing and gardening
- Accountants and solicitors fees in regard to property
- Travel costs to attend inspections
- Agents commissions
- Council rates – initially reported as not being subject to the GST but the legislation did not include council rates as being exempt.
- Strata levies may also be subject to GST.

As with most proposed legislation, it won't be until it takes effect that we'll be able to truly measure its impact. The consensus appears to be that property prices will increase and eventually rents will do the same as the market reflects the pressure. It may take time and will not be consistent across the board, as leases expire at different times. We will be working to shift some of the burden. Given that all owners are in the same situation, there is likely to be concerted upward pressure on rents.

We'll of course inform you of developments and details of information evenings.

### ► NO HARM IN TRYING

It's not altogether uncommon but it still causes us to shake our collective heads.

This week, a reasonably dressed type filled out an application for tenancy; well spoken and rather assertive; neatly written out details... unemployed of no fixed address and without a single reference. *BUT* still he was dumbfounded that his application was unsuccessful. Could not, for a moment, understand why! We, of course, deal with all applicants with respect and close heed to anti-discrimination laws, but our job is to minimize the risk of loss to owners. While we're on the subject, here's a few examples of...

### ► Unlawful DISCRIMINATION

- An elderly couple being refused a house because it is assumed they will not be able to care for the property.
- Carrying out regular inspections of units rented by young people but not doing the same with older tenants.
- Asking an aboriginal family for references and not asking the same of non-aboriginal families.
- Charging a higher bond for a group of people with intellectual disabilities.....

The list goes on, and on! We'll provide further examples in future newsletters.

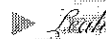
And we, as agents, are obliged to refuse to accept discriminatory instructions from owners. Both of us are liable for actions under the circumstances.

### ► A Name TO THE CHEERIE VOICE

The happy greeting that you encounter when contacting us comes from our receptionist, Amy-Marie Williams. Amy joined us a couple of months ago as a trainee and has commenced a Diploma in Business Studies (Real Estate) at TAFE. Amy was an excellent HSC student a few years back and is really excelling in her current studies. On top of that she has a wonderful disposition and inherent willingness to help out. (And she doesn't mind watching the odd movie either!).

### ► Market MATTERS

'Patchy' is probably the best way to describe the market in March and early April but since then it has tightened considerably, so that vacancy levels have returned to their more traditional levels.



Suite 3, 74-84 Tudor Street, Hamilton 2303 • PO Box 106, Hamilton • ACN 069 994 921

Phone (02) 4965 3153 • After Hours (02) 4961 5017 • Fax (02) 4965 3163

Mobile 0418 492 851 • Email [lcshjay@jaypm.com.au](mailto:lcshjay@jaypm.com.au)