



ISSUE
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THE INVESTOR

INSURANCE PAYOUTS

WHY CLAIMS CAN BE DENIED

When you turn on the television now, there appears to be an insurance cover for everything from landlord, life, pet, funeral as well as the many general insurance covers such as, professional indemnity, public liability, building, contents, income, and travel insurance, to name a few.

However, what they don't advertise and tell you is the policy's fine print.

So, what happens when you go to make a claim?

The process can be straight-forward, or confusing, overwhelming, challenging and exhausting during desperate times.

Every insurance company must submit an up to date Product Disclosure Statement before any certificate of currency is issued. However, who has time to read and understand the special legal jargon of words or the exclusions or the events covered and not covered, to name a few.

As your managing agent, we are unable to provide financial advice. However, we are here to educate and inform you, 'The Investor', on how to be smarter. Take the time to read the small print/terms and conditions now, before you must make a claim.

If you don't have a current *Product Disclosure Statement*, ask your insurer today for a copy.

Don't get caught. Get smart.

If you have a challenging insurance claim, share your story and tag our third-party publisher #PPM.

We all stand with you.



HOW TO WIN AT AUCTION

With the unpredictable market conditions of property prices elevating to new levels unseen before, more and more property sellers are choosing to auction their property in the hopes of achieving the highest possible price.

If you are considering purchasing a property listed for auction, we want to make your next big day less daunting with our 'How to win at auction' tips.

- Attend and observe several auctions before you choose to bid for your dream home or investment property.
- Speak to friends who have bided successfully at auctions before to ask for their advice.
- Research, research, and research some more so you know of recent property sales.
- Look at the statistics of properties sold compared to the price that the property is listed for sale.
- Attend lots of open homes (Covid circumstances permitting).
- Know what you can afford to pay by getting a pre-approval loan in advance.
- Establish a price limit that you are comfortable paying for the property.
- When the auction begins... bid high, stand firm, and be strong if it is the property you want. Have a mindset of a winner.
- If you find yourself up against the competition and you want the property, then slow down the bidding with smaller price increases or old dollar amount bids.
- Don't be afraid to walk away if the bidding gets too high, as there will always be another opportunity to create and build the perfect property.

OPEN HOUSE INSPECTIONS | TIPS YOU MAY NOT HAVE CONSIDERED

When looking for your next property to buy, it can sometimes become overwhelming with everything that you need to know or do. Yes, the location, price and property inclusions are important but don't forget about the basics.

If you are seriously considering purchasing the property, consider a second inspection if the original walk-through was a quick 15-minute look over.

Tips you may not have considered when inspecting the property:

1. It is okay to take lots of photos to remember and compare properties later.
2. Feel comfortable asking any questions you may have about the property. Don't be shy, as this could be your future home or investment.
3. Be on the lookout for hidden damages, or make sure you get a building inspection report.
4. Check the size of the hot water system and how strong the water pressure is.
5. Check pipes for rust and that the electrics are in good order.
6. Make sure there is enough cupboard space.
7. Be aware of any noises or sounds when visiting and walking around the property.
8. Drive around the neighbourhood and surrounding streets to get a feel of the area.
9. Ensure that you always ask the sales agent, "Is there anything that I should know about the property that I may be unaware of".
10. Always choose independent professionals and inspectors that you have sourced to represent you.

ROUTINE INSPECTIONS | THE RED FLAGS

When carrying out routine inspections, it is essential that we are thorough with our reporting back to you; because we appreciate that we are sometimes your 'lifesaver' in being the watchful eye over your property when you cannot.

Following are our top 5 areas that we prioritise when inspecting your property:

1. Is the property being cared for and well-maintained?
2. Are there any illegal uses taking place at the property?
3. Are there any sub-letting issues taking place at the property?
4. Are there any current maintenance issues needing attention?
5. Are there any future renovation requirements?

In addition to the above, we strongly recommend that you seek professional reports from a pest inspector, a building inspector, a pool inspector (where applicable), a fire and smoke detector/inspector and an electrical inspector.

The safety of your property is our priority.

A FRESH NEW START AND A HAPPY NEW YEAR FROM US TO YOU

To celebrate a fresh New Year
Let's get excited that it's finally here
Being an opportunity to live one
more year

Let's wipe away any tears
Put aside our worries, doubts, and fears
And focus on love, laughter, and cheer
Happy New Year - Inspired by Nev



PM NEWS UPDATE

2021 Rental Yearly Statistics

Link to video: <https://youtu.be/g4EvEGlZjas>

- 7,998 Renter Enquiries
- Conducted 699 Open House Inspections with 1,963 ATTENDEES
- 1,417 Applications processed
- 165 Properties leased
- Average of 31.6 Days on Market
- Average rent price was \$380 per week

SUDOKU COFFEE BREAK

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Fusun Ristic
Director of
Property
Management



SPECIAL EDITION COPY CELEBRATING 20 YEARS OF OUR END OF MONTH LANDLORD NEWSLETTERS

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