



ISSUE
OCT – NOV
2020

THE INVESTOR

2020 LANDLORD CHECK

Before we know it, Christmas will be here. Unbelievable! Where has the year gone? Less than 55 days to go.

While many of us may feel like 2020 has been a year lost in space, this is a reminder to not forget about your landlord checks.

As your managing agent we have a duty of care to work in your best interest; to keep you updated and informed; to maximise your income; and work towards optimising your long-term capital growth.

Equally, as a landlord, you have a duty of care to your tenant/s to provide a fit and safe environment for the tenant to reside.

QUICK LANDLORD CHECK...

Do you have landlord insurance? Many insurance providers have re-opened their insurance policy options again, so now is the time to act.

Keep your property safe and make sure you organise an annual pest control inspection for white ants and schedule your smoke alarm and pool inspections if applicable.

All costs are tax deductible.



THE MINDSET TIPS WE NEED TO SURVIVE THE OTHER SIDE OF COVID

The ups and downs of 2020 have impacted us all in different ways. We are all going to look back on this time and have our own story to share.

The good news is, as the weeks pass, there is hope that we are moving forward step-by-step, as we become confident and more stable in our thinking process that we are getting on top of COVID.

However, as we start to move forward, it is important that we take a moment to reset our mindset.

COVID has changed, controlled, impacted, unsettled and caused the largest global disruption in our history and for many, even when COVID has gone, we may still need time.

So, we want to encourage you to take the time now, to think about and start planning for the future.

How are you going to come out the other side?

TIPS TO SURVIVE THE OTHER SIDE FINANCIAL MAPPING

For those who are relying on mortgage deferrals or government support relief, start now in mapping out a recovery plan, as it can be easy to fall into the trap of thinking 'the support will always be there'.

FOCUS ON THE FACTS

It is often 'the uncertainty' that causes the stress and anxiety. Many economists are very positive in saying that overall, the property market is stable.

Try not to let your mind wonder to the fearful uncertainty asking, how long will this continue for? Will COVID return?

Take the time to switch off the news and focus on the facts. How is the market performing? What is the current vacancy rate? What are the average current rents? What are the average sales?

What can you control right now?

Continued >

Happy
WORLD
TEACHERS' DAY

30 OCTOBER

If you know a teacher...
help celebrate

THE MINDSET TIPS TO SURVIVE... Continued

RESET

There are two-sides to every story. Why are some landlords coping with little effect and others are onset with panic? Some leading experts have shared that landlords who are feeling extremely nervous during these times, may have been taking too much risk or were already financially over-committed. While landlords who aren't feeling much change, could probably afford to be more resilient, placing them in a position of opportunity.

There is also an alternative explanation, that the nervous landlords have simply been paying more attention to the headlines, which is not a good idea, given that today's uncertain environment is tailor-made for negative thinking. Every challenge in life is a time of reflection and a time to reset.

If you have any questions, concerns, hesitations or just want reassurance during difficult times, our expert team is here for you. No question is too big or too small. We are here to help you build your property portfolio, wealth and confidence.

HELLO... THE TENANT JUST CALLED WITH ANOTHER ISSUE!

Last week the oven stopped working and this week it is a leaking toilet. Sometimes it may feel like we don't understand how you feel as a landlord, but we want you to know that we do, more so than you think.

As your managing agent we receive many emails and telephone calls every day from tenants who are struggling to pay the rent, complaining about neighbour noise, a barking dog and then there are the never-ending requests for maintenance to be undertaken.

It is our role to manage every tenant situation (on your behalf) to work towards reducing your stress and hassle in having to deal with the minor details. We understand your frustrations. We understand that finances are tight sometimes. We understand that you can be under pressure.

Our focus is always to please our landlords and achieve a win/win outcome.

However, please understand that times are challenging for everyone at the moment and we must act and work within the law when communicating with the tenant.

When a tenant contacts our agency requesting maintenance to be carried out, we are trying to balance our property management role of providing the tenant with a safe property that has everything in a clean, working condition, while also taking into consideration the financial aspect and protecting all parties from the risk of litigation or legal action.

If a tenant reports dry rot in a front step, a loose thread in the carpet, an uneven outside paver or a pool fence lock not working, as a landlord you could be held liable for any slip or fall injury, if we do not act in a timely manner.

When we telephone, email or provide feedback, it is because we want to protect you.

Sometimes it can be helpful to put ourselves in the other person's shoes.

How would you feel living in a property if?

- There was mould building up all over the ceilings
- The stove or oven stopped working
- Coachroches started appearing out of nowhere
- The toilet cistern at night would not stop making a noise
- There was a possum in your roof keeping you up at night
- The pool filter, dishwasher, dryer or air-conditioner stopped working

As landlords, we may feel frustrated by tenant maintenance requests (as they often happen at the worst possible timing) but how would you feel if you were the tenant?

RISTIC NEWS!

133 APPLICATIONS RECEIVED

6 PROPERTIES LEASED

AVERAGE DAYS ON MARKET: 34.7



GET TO KNOW OUR TEAM!

meet **Nadine**

Job: Senior Property Manager

Favourite emoji? 🍷

Favourite holiday destination? Venice - Italy, loved

getting lost in the winding streets ☺

Beyonce or Taylor Swift? Beyoncé!

Met anyone famous? Nope

Worst fashion trend? Short spiky hair with a Mullet

Favourite drink? Malibu & Coke

Hidden talent? I hold the unofficial Guinness

record for 'most marshmallows fit in closed

mouth'

If you had to give up one of your 5 senses

which one would it be? Smell

Superpower of choice? Teleportation!

Describe Ristic in one word: Home



SUDOKU COFFEE BREAK

Every row & column, and 3X3 box, must contain the numbers from 1-9

9								4
			9			1	5	
			6					
			8					
1				3	5		6	
3					7			
2		8		7				3
	6				9		4	
7	9	1						8



Fusun Ristic
Director of
Property
Management