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### MESSAGE FROM THE PRINCIPAL

2018 has started with a flurry of new properties for sale and many new buyers to the market. Our seller's are taking on board our Property Styling advice and seeing instant results. Today's buyers want to walk into a home and say wow, soon after they sign a contract for extraordinary money purely based on presentation - not the properties features.

Times have changed and Property Styling works!!! Who would of thought strategically placed plants and furnishings that don't come with the sale of the home would add an extra \$10,000 to your sale price. Want to know more - call in and talk to our friendly team.

#### **Craig Mendoza**

*Principal/Licensee*

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0439 990 701

(07) 3282 9877 – Option 2s

### REFERRALS APPRECIATED

As the majority of my business stems from Client and Customer referrals, I welcome and appreciate your referrals. If you know of a family member, friend or colleague who is considering selling their home or looking to appoint a new property management team, I can provide them with an obligation free Comparative Market Analysis which will assist them in their decision making & process.

If you do, please don't hesitate to contact on me on 0439 990 701 or [craig.prd@bigpond.com](mailto:craig.prd@bigpond.com). I'd be delighted to help and will appreciate your referrals!



## ENTER THE YEAR OF THE DOG

What do these people have in common:

George W Bush Jnr; Bill Clinton and Donald Trump? Not just American Presidents – they are also all born in the Year of the Dog.

February 16, 2018 marks the start of Chinese New Year and the Year of the Dog in the Chinese Zodiac. Chinese New Year is traditionally celebrated with Lion dances, fireworks and family feasts and it is a great time to explore and visit the China Town areas that can be found in nearly every city in the world.

The Chinese Zodiac system is based on 12 animals rotated on a recurring 12 year cycle. The 12 animals have high relevance for the Chinese – 6 are animals who are considered their main domestic animals and the other 6 are those that are revered and loved. Each animal is said to have certain attributes and traits that are then prevalent in those that are born in that year. Characteristics of dogs are purported to be independent; sincere; loyal and decisive.

Rat	-	Wisdom	Ox	-	Industriousness	Tiger	-	Bravery
Rabbit	-	Caution	Dragon	-	Strength	Snake	-	Flexibility
Horse	-	Forging Ahead	Goat	-	Unity	Monkey	-	Changeability
Rooster	-	Being Constant	Dog	-	Fidelity	Pig	-	Amiability

Contrary to popular belief, the year of your Chinese zodiac is actually unlucky for you, but you can avoid this bad luck by wearing something red that has been given to you by an elder.

So people born in the year of the Dog, better start looking at their wardrobe!

Anyone born in 1922; 1934; 1946; 1958; 1970; 1982; 1994 or 2006 is a Dog. If this is you take note:

Your lucky numbers are said to be 3; 4 and 9.

Your lucky colours: green; red and purple

Other famous “Dogs” include:

Mother Teresa

Winston Churchill

Elvis Presley

Steven Spielberg

Justin Bieber

Jennifer Lopez

Madonna

Ellen de Generes

Michael Jackson

So remember – drink in the atmosphere, enjoy the food and festivities and practice saying Gung hay fat choy! (Wishing a happy and prosperous Year).



## FAIR WEAR AND TEAR

Our Residential Tenancies Act's refer to "Fair Wear and Tear" with regards to the handing over of a property by the Tenant at the conclusion of a tenancy. There are many definitions available for Fair Wear and Tear so what do you go by?

There are many Tribunal cases each year in all states across Australia with regards to the conclusion of a tenancy, many of these focus on the condition of the premises.

It has been deemed by many jurisdictions as well as Tenant's unions that Fair Wear and Tear is defined as 'damage that occurs during normal use or something that happens due to aging'.

This can also be left open to interpretation.

The best suggestion in this situation is to ensure that at the commencement of a tenancy that both Agent/Landlord and Tenant are in agreement about the condition of the property.

At the conclusion of the tenancy any discrepancies should be dealt with promptly and negotiation take place. It is never completely certain who will win if a case is taken to the Tribunal in this situation.

Remember that mediation is available in many states across Australia if you need some assistance in the negotiation process.

## CLEANLINESS IS NEXT TO GODLINESS

The age old dilemma; my definition of clean is different to the Tenant's definition.

Not a week goes by that an Agent/Landlord does not hear the words "But it was cleaner than when I moved in".

There are many different standards of cleanliness in society and we cannot enforce our own views on people. However at the conclusion of a tenancy there must be an agreement that the property is returned to the condition that it was given to the Tenant minus Fair Wear and Tear.

You can have argument after argument about the differing opinions on cleanliness, however the fact still remains 'Clean' is any area or item that cannot be enhanced with a cleaning product'. This definition was given to me by a trainer when I first entered the Property Management Industry and it has stuck with me ever since. It is hard to argue with the logic behind this statement.

The best way to ensure the condition of the premises at the conclusion of the tenancy is to give some parameters when Notice is given or received. Give the exiting Tenant a copy of your Agency cleaning checklist, even highlight those general items that are usually forgotten ie Door tracks, Oven and Fans. You can also give the Tenant some tips if you have noticed some issues at a prior inspection. Don't let the situation get worse and even harder to control if you can work with the Tenant. As an Agent/Landlord you don't want to take their bond and if that quick little extra note on a cleaning checklist or a quick email after an inspection will stop the arguments at the conclusion of a tenancy will help, why not take that extra time, it will save your headache later.

## OFFICE ACTIVITY THIS MONTH

We regularly track our Agency activities and results via monthly performance indicators. These indicators are also a great way for you to follow the rental market activity, particularly the fluctuation in activity month by month, which shows trends, seasonal supply and demands and marketing success. You may find the following information of interest!

ACTIVITY : Number of:	MONTH OF JANUARY 2018
Prospective Tenants inspecting available Rentals	140
Tenancy Applications Received	60
Properties Rented	18
Hits / enquiries on our website	930

## Calendar of Events



### February 2018

15<sup>th</sup> February 2018

Mid Month Processing

28<sup>th</sup> February 2018

End of Month Processing

## Contact Us

We have listed our contact details below so you can update your records and for easy contact with our office. Due to the nature of our roles in Property Management, staff are frequently with Clients and Customers, or at properties.

As it is important to us that we are available to you, if you would like to meet with a particular team member we recommend you contact our office via email or phone and arrange an appointment. We find this works well as it minimises inconvenience to you.

Phone: (07) 3282 9877

Fax: (07) 3282 9577

Email: [rentals@prdipswich.com.au](mailto:rentals@prdipswich.com.au)

## Connect

Please like & follow us on social media.

