



Property Management Newsletter

October 2018

Insights from the leaders in property management



LJ Hooker is one of the largest managers of investment properties across Australia. Having developed a reputation for property management excellence over the last 90 years, our property managers services continue to provide leading management to landlords wanting to optimise their property portfolios.

LJ Hooker consulted its property managers to find out some of the recurring questions they field in their day to day activities, below:

Who is responsible for carrying out property repairs?

Owners should arrange for repairs to be carried out by a qualified, licensed tradesperson. When your property is managed by an LJ Hooker property manager, they can help you find someone in the area to carry out minor repairs - this is often a more affordable option than finding someone on your own.

While it is uncommon for tenants to request small repairs, such as replacing a light globe, you will want to ensure other repairs - such as replacing tap washers - are carried out as quickly as possible to avoid damage to the property.

What happens if a tenant requests maintenance, but is never home?

In this circumstance, owners - through their property manager - may wish to email the tenant explaining the situation and giving clear notice of a new date and time for the repairs to be carried out.

An LJ Hooker property manager can organise for the officer key to be given to a tradesperson to undertake the repairs if it is difficult for the tenant to be home at certain times.

Enlisting the service of a professional property manager that liaises frequently with tradespeople - such as LJ Hooker - can help you, as there is often a reduced charge for a call-out if work cannot be completed.

Neighbours are complaining about the noise my tenants make. What should I do?

If you have received written advice from the strata managers of the building about the noise your tenants are making, this is a good opportunity to contact your tenant and let them know about their neighbours' concerns.

An LJ Hooker property manager can have a discussion with the tenants with the intention to change their behaviour to avoid more complaints from neighbours. This discussion can be confirmed in written form, advising them that further complaints could result in a breach of their tenancy agreement.



What if the cost of repairs to the property is higher than the bond?

If your vacating tenants have left your property needing repairs that cost more than the bond, you will need to apply for an order to recover the necessary amount needed to carry out the repairs.

Owners should ensure they have proof of the damages, as well as any relevant correspondence or conversations with the tenants.

Depending on your property and the type of damage that has occurred, you may be able to make a claim on your landlord protection insurance policy either before or after a tribunal hearing.

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Celebrate with LJ Hooker



Last month, LJ Hooker turned 90 - but the celebrations continue all throughout spring. Spring is the peak selling season, and the first step in any property sale is for sellers to find out how much their property could fetch in the marketplace, via a market appraisal for a local specialist.

An appraisal also allows a specialist to provide insights into what improvements could be done ahead of listing to increase buyer enquiry and, potentially, attract a premium result.

Until November 30, any owner who has an appraisal of their property will go into a draw to win one of nine holidays valued at \$10,000 each to an iconic Australian destination.

Any person who has a market appraisal receives one entry into the random prize draw. If that person decides to list their property for sale with LJ Hooker between September 20 and November 30, they will receive an additional five chances to win. And if they choose to sell by auction, they will receive another five entries - 11 chances in total, to win a majestic holiday.

For more information, visit 90years.ljhooker.com.au

LJ Hooker Foundation spreads the love

As part of LJ Hooker's 90 Years of Innovation festivities, the LJ Hooker Foundation was delighted to gift its charity partners some much needed equipment and resources.

The LJ Hooker Foundation has donated nine pieces of pediatric equipment to hospitals around Australia. Charity partner, The Humpty Dumpty Foundation, liaises with hospitals in each state to identify gaps in equipment needed which are vital to young children suffering major illnesses.

In celebration of the 90th birthday, the LJ Hooker Foundations and Humpty Dumpty Foundation delivered equipment to:

- Port Augusta Hospital & Regional Health (SA)
- Wollongong Hospital Emergency Department (NSW)
- Perth Children's Hospital, Neonatal Intensive Care Unit (WA)
- Gosford Hospital Special Care Nursery (NSW)
- The Canberra Hospital: Women, Youth and Children's (ACT)
- North-West Regional Hospital, Emergency Department (TAS)
- Sunshine Hospital Western Health, Emergency Department (VIC)
- Royal Darwin Hospital: Women, Youth and Children's (NT)
- Stanthorpe Hospital, Maternity Ward (QLD)

The LJ Hooker Foundation's other charity partner, Cystic Fibrosis Australia is about to embark on a national Mental Health Roadshow. The aim of the tour is to educate carers and families of people with CF on how to manage the mental health challenges posed by the physical condition. The LJ Hooker Foundation is proud to assist in supporting the roadshow as it spreads the important message of mental health throughout the CF community.

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