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REAL ESTATE

Journal

NOV 2015

VOL 66/11

Above and beyond

**Rich Harvey reveals what
motivates him to achieve**

Awards glitz and glamour

All the 2015 Awards for
Excellence winners

Property management mastery

12 steps to building
a stellar career

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2015 Woodrow Weight Award winner Rich Harvey reveals what inspires him to go above and beyond.

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Expanding REI Forms

One of the most time-consuming parts of being a real estate professional is ensuring agency agreements and forms are completed correctly. The task we have set ourselves with REI Forms Live is to make your life easier.

REI Forms Live is, without doubt, the leading online real estate agreements and forms product on the market. Since its launch in March 2010, REINSW has invested considerable resources in the product to ensure it keeps up with advances in technology, meets the day-to-day practice needs of agents and has the most comprehensive and accurate agreements and forms in the market.

We now have more than 1,250 member agencies using REI Forms Live in NSW. This number continues to grow as members embrace the easy-to-use, always available, fully-compliant benefits of this flagship product.

Integrations

Since its launch, REI Forms Live has been bolstered by the introduction of many integrations. The CRMs that now integrate directly with REI Forms Live now include Agentbox, Console, MyDesktop, Palace, PropertyMe, REI Master, REST Professional, REX and Sherlock Software. More integrations are on way from APX, Aro Software, CoreLogic and RealOz, as well as 1Form and realestate.com.au.

These integrations, along with REI Forms Live's core functionality, positions it as an indispensable tool for agents.

Making your life easier

Our aim is to make agents' lives easier and to eliminate the opportunity for errors. We want

to give agents the security of knowing that their agreements and forms are completed compliantly. This alone saves time and money for everyone, including the consumer.

Ultimately, our vision is that REI Forms Live will provide members with an additional revenue stream through commissions earned via integrations with goods and services providers relevant to the transaction they are associated with.

It is necessary for us to be constantly reinventing our services and utilising technology to the maximum extent to be as efficient and productive as possible. We have the best product in the market from a compliance and technology perspective, and our growing integration campaign adds significantly to this offering.

Starting out in NSW, REI Forms Live is now a national product and is supported by REI ACT, REI NT, REI Q, REI SA, REI T and REI WA. Nationally, REI Forms Live has assisted in the creation of more than 6.5 million agreements and forms to date.

There are some very exciting initiatives and opportunities ahead and we look forward to updating you on this in the future.

Tim McKibbin
REINSW CEO

BEHIND THE SCENES



REINSW MO'S OF EXCELLENCE

The hairiest month of the year is upon us, thanks to the online fundraising campaign Movember. This Movember, the male staff members of REINSW will be participating in what has been dubbed the "REINSW Mo's of Excellence."

"We do this not to show our virility, but to raise money for charity – specifically for men's health issues such as prostate cancer, testicular cancer, mental health and physical inactivity," REINSW General Manager Peter Griffin said.

To donate to the REINSW Mo's of Excellence, visit moteam.co/reinsw-mo-s-of-excellence



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An eye to the future

As his term as REINSW President draws to a close, Malcolm Gunning reflects on what has been achieved over the last two years.

I have always believed that REINSW needs to grow and evolve in order to remain relevant to members, and meet their needs and expectations. What our members wanted from us 20, 10 or even five years ago, is vastly different to what they want from us now. We need to ensure that we are relevant.

My term as President has been about embracing and welcoming change, and striving to make things better for members and the profession. REINSW must be *the* voice of the real estate industry, and the last two years have seen us step up our efforts to ensure this is the case.

REINSW is here for the long haul and is committed to helping members embrace the future. Our number one focus is to better understand your needs so we can partner with and support you in creating a more robust profession, industry and marketplace.

At the end of my term as President, I am proud to report that our commitment to succeed has been unwavering and I would like to thank the Board for their efforts. I would also like to extend my thanks to the entire team at REINSW, who work together to provide the very best services to our profession.

It has been with absolute pride that I have served my term as President and I look forward to assisting the new President and Board in the coming two years.

A handwritten signature in black ink, appearing to read 'Malcolm Gunning'.

Malcolm Gunning
REINSW President

A new era of collaboration

Our industry is the engine room of the state's economy. It is one of the biggest revenue generators for the state, but to date has simply not been accorded the attention and respect it deserves by the NSW Government.

But in a pleasing development, the new Minister for Innovation and Better Regulation Victor Dominello has demonstrated a real desire to work more closely with us to achieve real change. REINSW has been asking the government for some time to reshape and improve communications between the profession and the regulator. We have always wanted to work cooperatively with them, so together we can create a better regulatory environment.

We welcomed the creation of the Real Estate and Property Division within NSW Fair Trading. The new division has responsibility for all real estate and property functions, including industry regulation. Fair Trading Assistant Commissioner Andrew Gavrielatos has been announced as the head of the new division.

Fair Trading has also established the Real Estate Reference Group. REINSW is part of the reference group, which provides us with a platform to work closely with the Minister and Fair Trading to achieve the best outcomes for consumers and the profession. This signals a new era of collaboration.

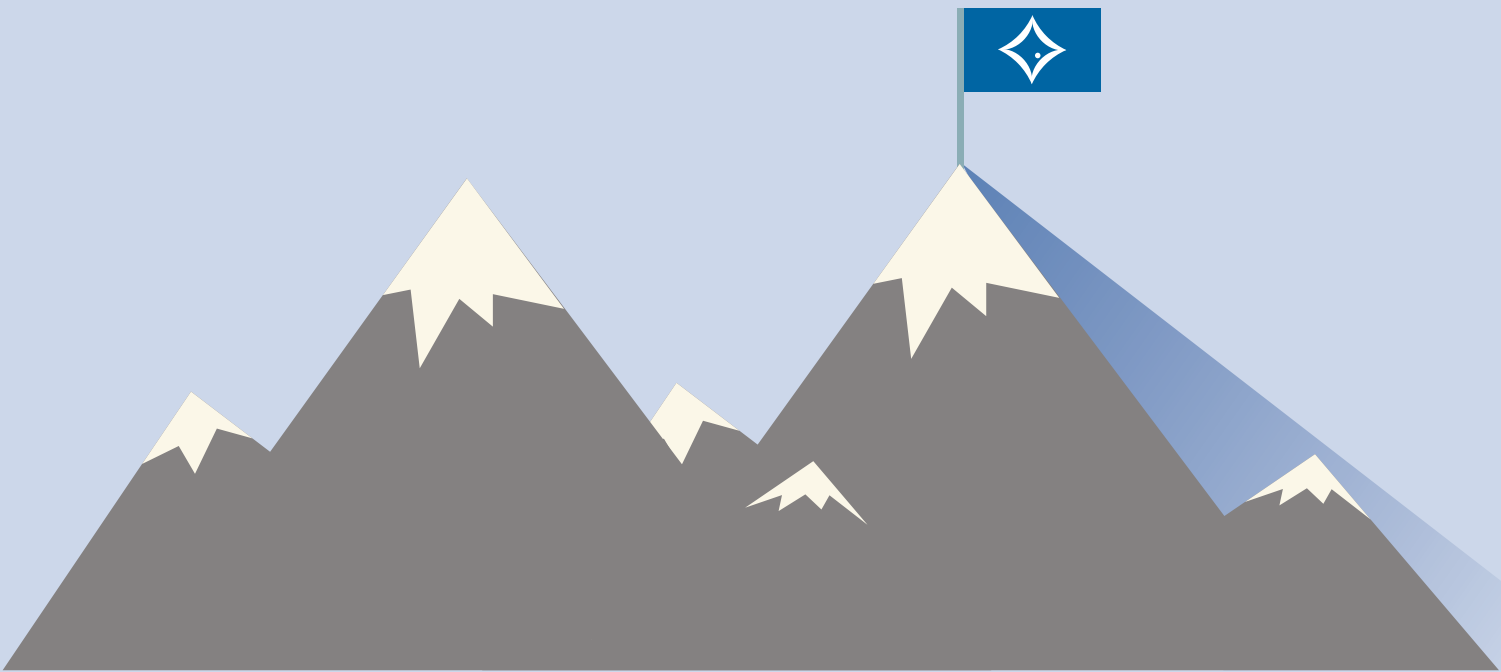
By working together through this reference group, we can tackle the issues facing our profession and embrace necessary reforms to achieve the best outcomes. It shows that the Minister and Assistant Commissioner are committed to working with us.

Taking control of our destiny

REINSW believes that the future of the real estate industry lies in us taking control of our own affairs. It is essential that appropriate education and professional standards are in place. This can be achieved under a partial self-regulation model where REINSW would take a greater role in helping agents understand what their obligations are and how to comply with them, rather than Fair Trading attempting to regulate the industry at the point of service delivery.

Our proposed model provides for a suite of interlocking services that will collectively increase professional standards, conduct and compliance with the regulatory environment. The cornerstone of its success will be dramatically increasing education requirements for entry into the profession and ongoing professional development.

By policing our own industry we will be able to handle the issues before they damage the profession. REINSW's participation in the reference group is a positive step toward achieving our goal of partial self-regulation and we are pleased with the government's positive response to our proposal.



Fighting the good fight

Our membership numbers continue to grow. REINSW now represents the vast majority of agencies in NSW, which means that more agents than ever before have access to the industry's best resources.

We're using this strength to lobby the government. We believe that we are able to lobby the government so effectively because of the credibility we have earned. Over the past 12 months, REINSW has further established itself as the reliable, credible and informed industry voice for real estate and agency practice in NSW.

Regarding any and all real estate matters, REINSW is called upon to provide informed comment and opinion to both government and media. We're contacted every day by television, print and radio journalists to provide comment on real estate issues. We're also widely consulted on issues such as a taxation, planning, infrastructure and social housing, with the government calling us directly for feedback.

We're using this momentum to put pressure on the government to review real estate practice and lift standards in NSW.

So when it comes to essential industry resources, and lobbying and consultation with government, REINSW is the spokesperson and go-to organisation for the whole industry and will continue to ensure that your interests are represented at every level.

Leading from the top

From the outset of my term as President, we identified the need to realign the way the Board of Directors functions and how, as a group, we can best serve members. The Board now operates differently than it did two years ago. Acknowledging that REINSW has a strong management team in place, the Board has lifted its gaze from day-to-day operational matters and now focuses more on the issues that have a significant impact on members. The shift in focus has allowed the Board to become innovative and more agile in the way it responds to matters.

The Board has also had a keen eye on governance and the way in which it operates now represents best practice from an industry association point of view. This is underlined by the fact that the Board has undertaken a comprehensive and long overdue review of the REINSW Constitution. The redrafted constitution now meets contemporary standards and positions the structure within which REINSW operates to respond to future requirements. The redrafted constitution will be tabled for approval at the upcoming State Conference on Friday, 27 November 2015.

Working for the industry

Upon winning the Prime Ministership in September, Malcolm Turnbull spoke about the Australia of the future as a nation that is agile, innovative and creative. He challenged people to see that the disruption that is being driven by changes in technology can be our friend if we are agile and smart enough to take advantage of it.

This sentiment rings true for the real estate industry, which is just beginning to embrace the myriad of opportunities open to it that are enabled by new technologies. Agents who embrace this future will reap the rewards.

REINSW is committed to securing the future fitness of our industry. The first REINSW Industry Summit was held in 2013, and was followed up in 2014. Now in its third year, the Summit provides an open forum for industry leaders to voice their opinions on the issues, challenges and trends impacting the industry and profession.

The Summit is vital for our profession and plays a critical role in shaping how REINSW will move forward. The REINSW Board is focused on working toward achieving real outcomes in the areas identified by the delegates. By working together, we can ensure that agents are positioned for the future, ready to meet the challenges and embrace the opportunities. ♦

Residential tenancies review underway

A statutory review of the *Residential Tenancies Act 2010* is now underway, with tenants and landlords being encouraged by NSW Fair Trading to have their say.

In anticipation of the review, the REINSW Property Management Chapter Committee formed a dedicated sub-committee in June 2015 to identify those areas in the current legislation requiring reform. The sub-committee has sought input from members and will consider that input as part of their overall review of the legislation. Once the sub-committee have completed their assessment, a report will be provided to form the basis of REINSW's submission.

Upon announcing the review, NSW Fair Trading Commissioner Rod Stowe underlined the importance of revising the act.

"Whether you're a renter or a landlord everyone needs residential tenancy laws that are balanced, modern and flexible," Mr Stowe said. "Over 800,000 NSW households live in rental properties and it is important that the state's tenancy laws are working as intended."

The discussion paper can viewed at fairtrading.nsw.gov.au. Submissions on the discussion paper can be made until 29 January 2016.



Sydney tops real estate investment list

Sydney attracts the highest proportion of real estate investment in Asia Pacific, according to JLL's *Investment Intensity Index*. The Index compares the volume of direct real estate investment, over a three year period, to the economic size of a city.

Dr Megan Walters, Head of Research, Capital Markets, Asia Pacific said that Australia and New Zealand are represented well in the Index.

"They are the most transparent real estate markets in Asia Pacific, due to attributes such as good market data availability, fair transaction processes, high standards of regulatory, accounting and corporate governance," she said.

Dr Walters also said that cross-border investment can be thanked for Australasian cities being pushed to the top of the list.

"The share of cross-border investment is above the regional average in most cities in Australia, New Zealand, together with Tokyo, as they have few government restrictions relating to foreigners buying assets."

Top 10

1. Sydney
2. Auckland
3. Melbourne
4. Brisbane
5. Tokyo
6. Hong Kong
7. Taipei
8. Singapore
9. Adelaide
10. Perth

New Contract for Sale of Business

The new 2015 Contract for Sale of Business has been released by REINSW and The Law Society of NSW.

The contract has been updated in order to incorporate changes to legislation, as well as to reflect common practice.

While existing copies of the 2014 edition may still be used, REINSW and The Law

Society will no longer be producing this edition of the contract.

The 2015 Contract for Sale of Business is only available in electronic format via the Electronic Contract for Sale (ECOS) portal at ecosnsw.lawsociety.com.au/business, where a summary of the main changes is also available.



Off-the-plan reforms a must

Minister for Innovation and Better Regulation Victor Dominello has announced that the NSW Government is considering reforms to the *Conveyancing Act 1919*.

The reforms will allow only the purchaser to rescind off-the-plan contracts. The reforms will also require a vendor who terminates a contract under a sunset clause, and resells the same unit, to pay damages to the purchaser equal to the difference on the sale price between the two contracts.

REINSW President Malcolm Gunning said the proposed reforms will benefit consumers.

"The current legislation allows developers to take advantage of a fast-moving property market that has exceeded expectations in recent times," Mr Gunning said.

"The issues facing consumers need to be fully explored and the legislation amended to ensure they are protected financially and emotionally. Purchasing a property is a huge commitment and sunset clauses in their current form can see consumers exploited.

"We applaud the government for their proactive response to this issue," Mr Gunning said.



Sydney property boom about to end

Domain economists have called time on Sydney's property boom in the Domain Group *House Price Report* for the September quarter.

According to the report, Sydney experienced the lowest quarterly growth rate in more than a year and a half. The median house price in Sydney rose 3.2 per cent over the three months to September 2015, which is the lowest quarterly rate of growth recorded since March 2014. That's down 7.7 per cent in the previous quarter.

Domain Senior Economist Dr Andrew Wilson said this was "clearly a sign that the Sydney boom is over". "It's better than a halving of the June quarter results," he said.

Sydney's median house price was \$1,032,422 in September – up 21.7 per cent over the previous 12 months. Nevertheless, the extraordinary price levels seen in the harbour city during the last three years are clearly receding, Dr Wilson said.

New strata title laws a major step forward

NSW Parliament passed long awaited reforms to the state's strata laws on 28 October 2015, which recognise the modern and future needs of those living in apartments.

"Today more than two million people live and work in strata," Minister for Innovation and Better Regulation Victor Dominello said. "The new laws will cater for the needs of 21st century strata living."

REINSW President Malcolm Gunning agreed, pointing out that the new laws are a major step forward for those who live in strata schemes.

"Strata laws were in dire need of reform and we congratulate the Minister on getting these reforms across the line," Mr Gunning said.

"On 1 July 1961, the world's first strata scheme was registered in NSW and today the amendments to existing laws reflect modern apartment living. They are designed to protect consumers, enable them to more easily dissolve a strata scheme, improve community living, enable collective sale and renovations and also cover issues like parking.

"These reforms will allow for the regeneration of many areas that have older style and outdated apartments that suffer from things like concrete cancer. This is a step forward for NSW and the two million people living or working in more than 75,000 strata schemes across the state," he said.



Underquoting law reforms passed

Under amendments to the *Property Stock and Business Agents Act 2002*, agents will be required to provide written evidence of their estimated selling price to the vendor, which must also be stated in the agency agreement.

REINSW President Malcolm Gunning said the reforms were important for consumers and agents, and will ensure that professional standards are met.

"The reforms bring clarity and surety to the real estate industry," he said. "We support this legislation that will require agents to be much more accountable in the determination of current market values and provide transparency to those seeking to make a purchase.

"These reforms are a step forward for the real estate industry and are in line with our goal of stamping out poor agency practice.

"We are working with NSW Fair Trading to prepare agents for the new laws."

Under the amendments, agents will be required to provide written evidence of their estimated selling price to the vendor, which must also be stated in the agency agreement.

When it comes to marketing a property, an agent must not quote a figure less than their estimated selling price provided in the agency agreement. The estimated selling price can be a single figure or a price range. If a price range is used, the highest price must not be more than 10 per cent higher than the lowest price.

Advertisements and representations that say "offers over", "offers above", or any similar statement, will also be prohibited. Agents will be required to keep a written record of every statement of price they make to buyers, prospective buyers, vendors and prospective vendors.

Independent review to examine pool laws

Despite two 12-month extensions, REINSW is still not satisfied that sufficient resources have been made available to ensure that property owners are able to comply with new swimming pool compliance requirements by 29 April 2016.

"We have been voicing our concerns for some time and we are pleased that the NSW Government has commissioned a review of the laws," REINSW CEO Tim McKibbin said.

The *Independent Review of Swimming Pool Barrier Requirements for Backyard Swimming Pools in NSW* is assessing whether the regulatory framework can be further simplified and whether adequate resources are in place ahead of the commencement date. REINSW has lodged a submission to the review.

"REINSW's preferred approach is for all pools to be compliant," Mr McKibbin said. "However if the government proceeds with the sale and lease arrangements, then it needs to consider the time it takes for pool owners to obtain quotes from certifiers, materials to be ordered and contractors to be arranged to carry out remediation works, as well as arranging for the certifier to return to complete their assessment.

"The fact is that 95 per cent of pools fail their first compliance assessment and it takes an average of three inspections to achieve compliance.

"With that in mind, and having regard to the limited number of certifiers currently available in NSW, the timing of conveyancing and leasing transactions will be severely delayed if the sale and lease arrangements commence on 29 April 2016. This will have a detrimental impact on the market.

"REINSW believes the way to minimise these effects is to commence the lease provisions as planned on 29 April 2016, but defer the sale provisions for 12 months," he said.

You can view a copy of REINSW's submission at reinsw.com.au/submissions



Ask the Helpline

Q. What are an agent's obligations with licences and certificates?

It is very important that all licences and certificates are current at all times in order for you to be able to act as, or carry on the business of, a real estate agent and to legally operate your business.

Current licences and certificates must be available and accessible at all times for inspection by NSW Fair Trading.

Licences and certificates are required to be renewed annually, after 12 CPD points of learning are completed. While NSW Fair Trading send out renewal reminders, it is your responsibility to ensure that your licence or certificate is current. Not receiving the notice is not an acceptable excuse.

It is the responsibility of all Licensees to ensure that not only their licence is current, but also the licences and certificates of all their employees.

If your licence is not current, there is also the possibility that this may affect the cover of your professional indemnity insurance.



CONTACT THE HELPLINE

Contact the REINSW Helpline for unlimited professional guidance and advice when you need it on (02) 9264 2343 or email helpline@reinsw.com.au



LOBBYING

Find out about all the lobbying work REINSW has been conducting on your behalf and have your say on the big issues affecting the industry at reinsw.com.au/lobbying

WE WANT TO HEAR FROM YOU

What question would you like the Helpline to answer? Send us your suggestions and questions to journal@reinsw.com.au

Sales successes

A strong passion for the industry, the ability to relate to the experience of buying and selling property, and staying grounded are the key attributes Adam Denina accounts to his success in sales.

BY ADAM DENINA
Director at Starr Partners Parramatta

My career in real estate started with a little bit of luck. At 17 years old, straight out of high school, I went to TAFE to study network engineering and hated it – lasting only that first day.

My dad told me that if I wasn't going to continue studying it was time for me to work, and that there was a job opportunity at a real estate agency as a renting consultant. Without any other real passion, I decided that real estate was the right way to go.

“ I am not a guy for mediocracy, and this isn't just a job for me. ”

Sales focus

After a little while working as a renting consultant, it was time for a different challenge. My move from the property management area of the business into sales came at a time where my boss was away for six weeks, and two of our sales guys left the business. I was thrown into the deep end, moving into a sales assistant role to support the team – and haven't looked back since.

The move into the sales team felt right from the get-go. My previous experience

as a renting consultant was a brilliant stepping stone into sales. Today, all sales agents in our offices move into their roles this way, and we use it as an entry level requirement to join our sales team.

During my first year in sales, I won the Rookie of the year award at Starr partners, and have been one of the top 10 selling agents of the franchise ever since. After a few years in sales, I went on to buy a third of the business and now act as one of the Directors of Starr Partners Parramatta.

Keeping it simple

The best advice I have ever been given is to be sure to stay grounded and humble, because people don't like to deal with egos, they want to deal with people. At the same time, I am not a guy for mediocracy and this isn't just a job for me.

All my sales agents own property, because within our offices we believe in order to be a great agent it is important to know the process and be able to relate to the client by having the same experience themselves. It is an invested interest.

The piece of advice I would give to anyone who is wanting to transition into a sales role, is to keep it basic. Essentially, we are sales agents and it is important that we don't complicate things. So when times get tough, take it back a notch instead of adding one and go back to what has worked for you in the past. ♦



ADAM DENINA SHARES HIS ADVICE ON WHAT IT TAKES TO BECOME SUCCESSFUL IN SALES.

Don't expect success to happen overnight. Keep your expectations in check. Everyone thinks that they will make \$1 million in a day. Being successful is a long term goal and you have to work hard at it to build up your database.

Get used to rejection. It's a common occurrence in the industry. This is the only job you'll do that will get you rejected 100 times a day or more. If you can't handle the rejection, then this industry won't work for you.

Have a true passion. It may sound corny, but it's true. If you don't have a passion for the industry you won't become successful, it just won't work.

VOX

How has the booming residential market impacted the commercial market?



NIK VEJDANI
Sales Manager at First
National Real Estate
Chatswood

We are all well aware of the growth in the residential market, and although it is hard to put a direct link between the two, the commercial market has seen a big increase in owner occupiers rather than tenants. I believe this is driven by the ability for individuals and companies to borrow more, due to historically low interest rates and increased borrowing capacity available on residential properties through the booming residential market. This has also impacted commercial lease rates, which have gone up because of reduced supply of commercial properties. This in turn makes paying off a commercial mortgage cheaper than paying the rent, which of course is very attractive to business owners.



MARCEL ELIAS
Licensee at LJ Hooker
Commercial
Silverwater

The commercial property market has been a direct beneficiary of the booming residential market. Directly intertwined industries such as scaffolding and formwork, concrete production, glass importation, kitchen manufacturing, aluminium and steel suppliers, and more, all of which are essential to residential development, have also seen a significant uplift in trade and supply. This has led to an uptake in commercial space. We do not see any change to current trends within the short term, due to the sheer volume of residential construction either underway or planned. This has forced commercial property occupiers to be innovative and forward thinking in order to cope with an unprecedented level of demand.



PETRA CROKER
Sales & Leasing
Consultant at Fourwalls
Commercial

Office and industrial property in Newcastle and the Hunter Region is comfortably in the slipstream of renewed interest in a revitalised CBD. The city is tagging along behind the residential boom happening in some of the other capital cities. Rising values are back in the news again and it coincides with the rejuvenation of Newcastle. It all adds up to increased confidence in the business sector and the companies servicing this increase in population. The financial services and health services are growing as well. The services sector and some government and institutional sectors have also grown, and this has stabilised and reduced the negative effect of a low mining sector. There is a great deal of confidence in Newcastle and the region.

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GOING ABOVE



WINNER OF THE 2015 WOODROW WEIGHT AWARD FOR OUTSTANDING CONTRIBUTION TO REAL ESTATE AGENCY PRACTICE, RICH HARVEY, SPOKE TO THE *JOURNAL* ABOUT WHAT MOTIVATES HIM.

BY TINA LIPTAI

Surprise. Shock. Amazement. These are the words Rich Harvey used to describe his initial reaction to hearing his name announced as the recipient of the 2015 Woodrow Weight Award. "I couldn't believe it, but then I felt honoured and very thankful," he explained. "There are so many fantastic people in the industry who have won this award, really big names that have done great things, so to be counted among them is incredible.

"This award is also great recognition for buyers' agents and also recognises of the importance of buyers. We have lobbied hard to get recognition. I think it's a coming of age for buyers' agents and the industry as a whole."

Chosen by REINSW President Malcolm Gunning, the award recognises the recipient's outstanding achievement in real estate practice and contribution to REINSW. "Rich Harvey has made a substantial contribution to bettering real estate practice. Buyers' agents are a very important part of the property industry and Rich has been a driving force behind lifting the profile and credibility of buyers' agents within the industry and in the wider public," Mr Gunning said.

"Many people engage the expertise of well-credentialed and experienced buyers' agents to help them purchase a property. Rich exemplifies the best of this area of practice. He tirelessly worked to ensure buyers' agents are recognised legally, to the point where they are now named on the front page of the contract for sale. This was a substantial effort, considering the conservative nature of the Law Society and contract law."

Beginnings

After finishing school, Rich completed a Bachelor of Economics at Macquarie University and began work as a Parliamentary Liaison Officer for the New South Wales Minister for Transport.

AND BEYOND

He later completed a Masters in Environmental Economics and worked for the New South Wales Environment Protection Authority with a focus on Sydney's water and air pollution control.

"I didn't really have a clear vision for what I wanted to do. I did enjoy what I was doing, but I always had a fascination for property," Rich said. He would read books about property every morning on the train to work. Then he began attending seminars and training in his spare time, and eventually started investing.

"When I was investing just for myself, I would see people walk into a house and within a few minutes decide to buy it with no due diligence," Rich explained. "It was then that I saw a niche in the market to help buyers, by working as a buyers' advocate."

After gaining his Real Estate Licence, Rich worked for a developer for a short time. Like most worthwhile ventures, Rich's success in business didn't come easily. He made mistakes along the way, but put all that experience to good use and started his own business, propertybuyer, from home in 2001.

Buyers' advocate

When he started out in real estate, Rich knew that what he really wanted to do was to help people. Though he was excited by opportunities the industry offered, the public perception of real estate agents and the industry as a whole made him hesitant.

"I think most people will agree there is a big trust bridge to build with public perceptions in the industry, especially showing that buyers' agents are truly an advocate for the buyer," Rich explained.

"People who buy homes are often inexperienced. It is not something they do very often, but it's a huge investment and I wanted to help those people. I wanted to show them what to look for and use my experience to give them the information they need to make an informed decision for themselves.

"It's definitely a growth industry, especially as people realise more and more the value of using a professional," he added.

Lessons learnt

Over the years, Rich has received a fair amount of advice but the pearl of wisdom that has been the most useful was to not be afraid of change. "It was quite a leap of faith leaving a 'safe' government role to start my own business. There was a fair bit of uncertainty that comes with it, but it has paid off and none of it would have happened if I was afraid of change or let the fear of 'what if' affect my motivation," he said.

Keep investing in your education, have excellent systems and processes in place, and always look for ways to keep improving are keys to Rich's success too. But without a doubt the best advice Rich would offer anyone is to listen.

"Listen to the real need of the client. Not just what they say to you, but also the unspoken needs. A lot of people don't really

know what they are looking for, but once you start showing them properties and listening to what they say about them, that's when clients start to reveal their actual needs," he explained.

"You really need to fully understand the client's motivation for buying a property to help them achieve their goals. As a buyers' agent, your biggest motivator needs to be helping people to achieve their goals and you can only do that when you listen and understand what they want."

Achievement, awards and accolades

Since opening his own agency in 2001, which has now grown to 12 employees, Rich has enjoyed many great moments in his career.

"I love seeing a happy client. It's very satisfying. Helping people make good decisions for their family home and helping investors to build their nest egg is a great achievement. It's hard work, but then when you see you have helped someone find their ideal property and achieve their dream, it's a great feeling and very rewarding," he said.

But by far, Rich's most significant achievement is building a successful business without sacrificing his family life.

"Having great family support along the way is my greatest achievement. Of course it's hard sometimes, but to have my wife and two sons with me every step of the way is what I am most proud of. I see a lot of people sacrificing their family and relationships for the sake of their job, but family has always been a priority for me over profit," he said.

Besides being named the 2015 Woodrow Weight Award recipient, Rich said winning a National Telstra Business Award in 2007 was a career highlight.

"It's the pinnacle business award in the country and I have my wife to thank for entering it. Winning that award was just phenomenal. It was a good platform for raising awareness of buyers' agents and opened up a lot of other opportunities."

Rich is also President of the Real Estate Buyers Agent Association (REBAA), the peak national body exclusively representing buyers' agents in Australia.

Looking to the future

Always motivated to help others and never content to rest on his laurels, from the moment he received his first REINSW Award for Excellence Rich felt a responsibility to make a contribution to the industry.

As Chair of the REINSW Buyers' Agents Chapter Committee, Rich said the importance of being recognised on the contract for sale is something the committee had discussed and worked towards for many years. Now, his focus is working with REINSW to lobby for tighter regulations around training and education requirements for licensing and qualifications for buyers' agents in the industry.

Rich will also be working to build on the success of his business. ♦

excellence



CELEBRATING THE INDUSTRY'S BEST

REINSW members from across the state descended on Sydney on 8 October 2015 to celebrate the achievements of their peers at the REINSW Awards for Excellence Gala Dinner.

Awards were presented in 21 categories, recognising members for their innovation, expertise and contribution to the industry.

"All the finalists reflect outstanding professional expertise, talent and skill," REINSW President Malcolm Gunning said. "And our

winners exemplify the highest standards of service and innovation that continue to drive the real estate industry in NSW from strength to strength."

"From those just starting out in their career to some legends of the real estate industry, the 2015 winners of the Awards for Excellence are deserving of the highest honour that we can bestow."



1. AUCTIONEER
JESSE DAVIDSON
auctionWORKS

2. BUYERS' AGENT
RICHARD HARVEY
propertybuyer

3. COMMERCIAL AGENCY – SMALL
L.J COLQUHOUN DIXON

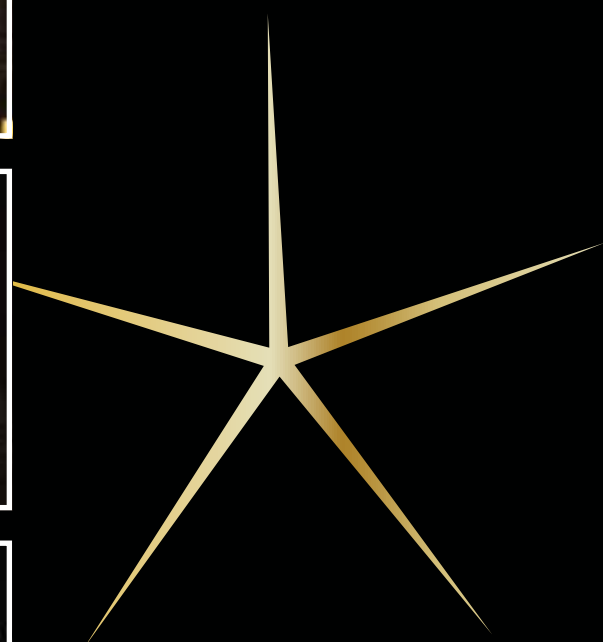


One of Australia's largest commercial property portals, commercialVIEW delivers an extensive range of commercial properties to secure results for consumers.

4. COMMERCIAL AGENCY – LARGE
CBRE

5. COMMERCIAL PROPERTY MANAGER
NATHAN CHEHAB
CBRE

6. COMMERCIAL SALESPERSON
KYMBAL DUNNE
Knight Frank



Media partner



For all the photos from the night, head to the REINSW Facebook page www.facebook.com/REINSW



7



8



9



10



11



12



13



14

7. CORPORATE SUPPORT

LETIA OAKMAN

Fitzpatricks Real Estate

8. DIGITAL MARKETING

DI JONES REAL ESTATE



With an average of more than 3 million visitors each month across web and mobile, realestate.com.au is the leading property resource in Australia.

9. HOLIDAY & SHORT-TERM RENTALS AGENCY

ATKINSONS REAL ESTATE

10. INNOVATION

LAING+SIMMONS



Rockend provides innovative, reliable and easy-to-use software for businesses in the real estate industry.

11. JOHN GREIG OAM COMMUNITY SERVICE

BRUCE MCLACHLAN

McLachlan Partners



REI Super is the superannuation fund of choice for those working in the property sector. As an industry fund, REI Super pays no commissions to financial advisors and provide a 'lifetime of difference' to fund members.

12. PROPERTY MARKETER

MECHLENNE DOUAIHY

Merc Real Estate

13. REAL ESTATE AGENCY – SMALL

ATKINSONS REAL ESTATE

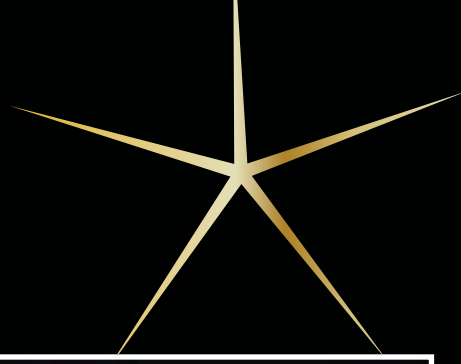


Property Safe has created a robust industry leading solution to identify and report on safety hazards and ensure that agencies are in complete control of every maintenance task in their portfolio.

14. REAL ESTATE AGENCY – LARGE

MORTON





**15. RESIDENTIAL PROPERTY MANAGEMENT TEAM
FITZPATRICKS REAL ESTATE**



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Smoke Alarm Solutions is Australia's leading smoke alarm maintenance company, providing comprehensive yet cost-effective solutions for their clients.

**16. RESIDENTIAL PROPERTY MANAGER
EDITH BYRNE
No Bull Real Estate**



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**17. RESIDENTIAL SALES TEAM
MCGRATH ESTATE AGENTS – PARRAMATTA**



**18. RESIDENTIAL SALESPERSON
CATHY BAKER
Belle Property Killcare**

RealCover

Created by real estate agents, for real estate agents, Realcover understands your business and provides tailored solutions to your professional indemnity insurance needs.

**19. RISING STAR
ALEX MIRZAIAN
CBRE**

**20. RURAL MARKETER
PETER DRUITT
Peter Druitt & Co**



**21. YOUNG AGENT
JAMES WILLING
Sutton Anderson**



With Commander, agents can access great business phone, mobile and internet products at competitive rates, with the added benefit of receiving a monthly rebate off their bill.



REQUIREMENTS FOR FIRST HOME BENEFITS

Agents deal with first home buyers regularly, so it is important for agents to understand how first home benefits work.

The NSW Office of State Revenue (OSR) is responsible for administering grants, duty concessions and exemptions under the *First Home Owner Grant (New Homes) Act 2000* and the *Duties Act 1997* to eligible first home owners.

When it comes to first home benefits, in order for first home owners to be eligible to receive these benefits, there are certain requirements. The most important is that an applicant must commence occupation in their home as their principal place of residence within 12 months after settlement and must occupy the home for a continuous period of at least six months.

Common errors identified

The OSR has identified some common errors made by first home benefits recipients. These include:

- First home benefits recipients leaving the property vacant for at least six months while undertaking renovations and claiming they occupied the property as their principal place of residence.
- First home benefits recipients occupying the property with a third party (i.e. tenant) under a residential tenancy agreement. This means the

landlord (i.e. the first home benefits recipient) does not have permission to reside and therefore will not satisfy the residence requirement.

- First home benefits recipients being unaware of what constitutes occupying a property as their principal place of residence. Generally, living in a property on a 'temporary or transient' nature will not satisfy the Chief Commissioner that they have met the residence requirement.

Prosecuting evasion and fraud

The OSR investigates and prosecutes serious matters of non-compliance by:

- conducting extensive data matching with third parties to ensure applicants comply with the requirements;
- investigating suspected cases with a view to prosecution;
- instigating prosecution action against applicants who deliberately provide false and misleading information and persons who may assist them with any fraudulent activity;
- initiating prosecution action for failure to comply with formal notices requesting information.

Statistics – 2014–15 financial year

Over the course of the 2014–2015 financial year, there were 306 First Home Owner Grant investigations completed, resulting in 181 recipients who were required to repay \$1.9 million in grants, including penalties.

There were also 149 First Home Plus and First Home—New Home duty investigations, resulting in 123 recipients who were required to repay \$1.7 million in duty, including penalties.

Compliance line

Anonymous disclosures can be reported to the Compliance line by calling 1800 806 592 or emailing compliance@osr.nsw.gov.au. Confidentiality is assured.

For further information, go to osr.nsw.gov.au



Office of
State Revenue



BY IAN GRACE

Director of Ian Grace
Business Training

Surveying your customers – it's a must!

To give great customer service, you need to know what your customers need, want, expect, deserve and demand. How do you find that out? The very simple answer is to survey your customers.

In the electronic age we are in everyone talks about how important it is to give genuine, excellent customer service in order to generate and maintain healthy profitable business.

I am always dismayed in my sessions when virtually everyone admits they don't survey their customers, or occasionally they may have done it just as a one-off.

I've had the good fortune to work with, and research, some of the best in the world and invariably they all have one thing in common – an ongoing survey program.

How to begin

Now, it is important to understand that surveying customers doesn't just mean those who will spend money with you. First, you need to survey your most important customers – your staff and work colleagues. As a result, once you have discovered their wants, needs and problems, then satisfied and solved them, they will be 100% happy, committed and supportive.

You can then survey your customers with a survey program. The results can be quite amazing and sometimes immediate. As an example, a group I was working with in Victoria, achieved 50 new property managements purely by sending out a survey. Their customers thought "no one else has done this, so these people obviously care (and that is the key word to all genuine customer service), so we'll give them our other properties to manage as well". How powerful!

Beginning the survey program

It is really important to not just rush out and do a one-off survey, and then not communicate the results with anyone. Doing so will mean that the survey hasn't achieved its purpose.

My suggested steps to follow for a successful survey are:

- 1. Send the survey out to customers.** Try something along the lines of: "We would like to give you the best customer service possible, and to do that we need your advice/help."
- 2. Once you have received the responses,** thank your entire database for their feedback and suggestions, not just the respondents.



It is really important to not just rush out and do a one-off survey, and then not communicate the results with anyone.



3. Promise them to advise the outcome and give the exact date. This is so important! If people have been surveyed for a purpose and they never find out what happened with the results, they will lose interest.

4. Reply. Be sure to give the outcome/results before the date originally given.

5. Advise them of the next survey and give an exact date. This way they will be able to advise you if service has improved as a result of their suggestions, making them an integral part of the whole process.

6. Send the next survey before the date given. Begin the correspondence with: "As promised ..."

The added benefit along the way is that you are building a perception that you can be trusted and will always keep your promises. Those two little words, "as promised", are very powerful.

Another powerful initiative is to survey your suppliers and treat them as if they were your customers and not the other way around. Again, the results can be quite incredible. Once you start treating your suppliers as 'suppliers for life', their intense loyalty gives you a whole new database of potential customers with them and all of their staff – and of course the people they speak to as well. ♦

To view Ian's video about how to effectively survey your customers, visit youtu.be/gTEVqzqP-gE



BY GARY TRIGANZA

Property Manager
at Miles Felstead Realty

Be a property management master

These days property management is about more than simply managing a tenancy. With so much to do every day, property managers require a very specific skill set to be successful in a competitive and ever-changing industry.

Being a property manager is a career. Our industry provides property managers with ample opportunities for growth and continuous learning, as well as the chance to work with a wide range of people of different ages, backgrounds and circumstances on a daily basis.

The great thing about being a property manager is that the job is always changing, so new challenges are always coming your way. I know many property managers who have been in the game for decades and are still learning new things as the profession adapts to changes within the industry.

Whether you are just starting out or are a veteran in the field, there are a set of key skills that you need to be successful and have a long and flourishing career.

Here is my 12-step approach to becoming a true master of property management.

1

Know your legislation

Knowledge is power, so make sure you tell your landlords about your extensive and up-to-date knowledge. This is one of the primary reasons they will engage you to manage their property. After all, if your landlords know just as much – or even more – than you do, then why would they hire you?

2

Communicate effectively

The key to great communication is to start by listening. Listen to everything your landlords, tenants and tradesmen say, even if you don't necessarily agree with their view point. They not only expect to be heard, but they also need to be heard.

3

Be organised

Be accountable and responsible for your actions, including making sure you are always punctual for all of your appointments, staying on top of your portfolio and associated tasks, and returning all phone calls and emails you receive in a prompt manner. It may sound like a simple thing, but you will be surprised how often calls and emails remain unreturned for longer than one business day.

4

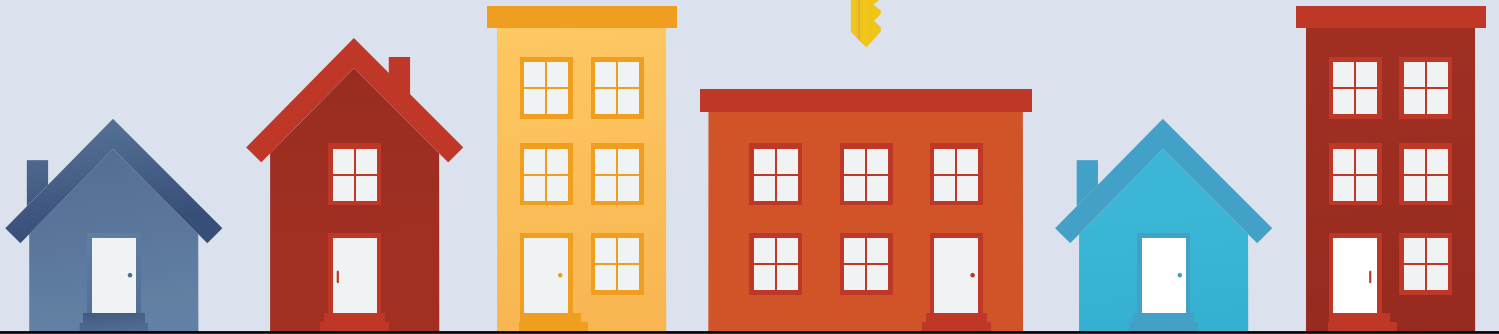
Make wise decisions swiftly

It is important not to dawdle with decisions, especially if you have ample knowledge of all the applicable legislation and the situation needs to be dealt with in a timely manner. Also, don't procrastinate or delay completing any tasks tomorrow that could be done today.

5

Solve problems

Conciliate effectively in order to resolve any disputes sooner rather than later. It is also important to be sure to remain in control of the situation in order to endeavour to solve the problem.



6

Treat all people with respect

As in all aspects of life, it is important to treat others how you wish to be treated. It is amazing how many of those 50/50 tribunal decisions could potentially have gone your way if you had simply acted diligently throughout a tenancy. Just good luck? Hardly. Remember, an owner needs a tenant and a tenant needs an owner for there to be a transaction. You can't have one without the other, respect is vital.

7

Be prudent in your tenant selection

By taking the time to select quality tenants, your arrears will be in better shape. Quality tenants mean that your landlords will receive their funds on the due date, or even in advance. It also means that the property will be better looked after, which is a benefit for all in the long run.

8

Follow up

Be sure to allow for regular time during your working day to follow up tenants for arrears, landlords for instructions and tradesmen for maintenance. If you follow up everyone you need to on a daily basis, your tasks won't stack up and you avoid doing things at the last minute.

9

Use reminders

A great way to make your internal systems more efficient is by using reminders. Reminders can help you to make sure that you are reconciling your key register often, and ensure your tradesmen have the right insurance and licences. You can also utilise your calendar diary to record tasks such as rental increase reviews and periodical inspections.

10

Enjoy your time away from the office

There are bound to be times when urgent decisions need to be made outside of office hours; this is a general requirement of most professions. But you can avoid burning yourself out by knowing when to call it a day, rather than constantly working long hours. Also, be sure to manage your annual leave effectively. It's there for rest and recuperation, as well as indulging your bucket list!

11

Have an effective outlet for stress management

I regularly see property managers show up to work highly stressed each day; they are completely stressed out before they have even sat at their desk to begin the day. It isn't healthy. That's why it is so important to have a healthy outlet for stress management. Everyone is different when it comes to relaxing and taking a break. Try a new hobby, participating in sport, volunteering your spare time to a worthy cause, joining a gym, trying yoga, or just simply reading. It's not worth being stressed and unhappy all of the time. A calm property manager, is a more efficient property manager.

12

Smile

We spend countless hours at our desks as well as at our managed properties. A large portion of our lives are spent doing our job. So if you have a passion for property management – embrace it and show it! ♦

Gary Triganza is the 2013-2015 REINSW Property Management Chapter Chair.

Time Savings = Money in Your Pocket

How it is now

It's time to challenge manual repetitive tasks in property management that can be easily automated.

Think about this. The average rent toll size across Australia is now over 340 properties in size and on average each property has around 5 maintenance jobs completed per year, creating 1,700 jobs for your team to process.

Using current legacy trust systems it takes an average time of around 30 minutes to record and complete each task, which is around 850 hours spent each year handling mostly mundane tasks that most property managers don't enjoy doing.

The annual cost to your business to handle maintenance alone with 340 properties would thus, be around \$30,000 (\$35 per hour) and with 700 properties, around \$61,000. That's a big chunk of the income generated from Property Management fees.

How it can be

Award winning Principal and Property Manager, Tennille Mugridge of Home Specialist Property Management in East Gosford NSW put it quite simply;



"Using Maintenance Manager we can far more easily and efficiently manage every maintenance task in properties under management. The system provides an exceptional automated

reminder system, works with our Trust system and keeps a concise audit trail of every communication and note, to ensure better protection for our business. Communicating with Landlords, Strata, Tenants and all our Trade Suppliers has never been easier. The team at PropertySafe are also professional and very helpful." Tennille Mugridge- REINSW Member

Workflow Software Solutions

Maintenance Manager by PropertySafe (a REINSW major partner) has re-defined property maintenance and it is the industries leading fully mobile, workflow software that puts maintenance control in the palm of your team's hand 24/7.

Simply put, handling maintenance that can take in excess of 30 minutes using manual processes that are subject to multiple points of failure, can now be completed more professionally and accurately in Maintenance Manager in less than 3 minutes, as the platform provides more effective capturing, documenting and processing of all tasks plus completes automated reminders to all parties including Landlords, Tenants, Trade Suppliers and Strata bodies.

In addition advanced KPI reporting is available for the principal or senior (to view on a smartphone, tablet or computer) regarding PM team performance and the auto creation of comprehensive audit trails (for Tribunal) are other benefits of the platform.

The Nuts And Bolts

If a 25-27 minute average saving can be made for every maintenance task completed the annual operational cost savings are very substantial.

Annual Cost Savings (Estimated)

Rent roll of 340 properties	\$26,500
Rent roll of 700 properties	\$53,130

Andrew Cox- National Marketing Manager for PropertySafe said;

"Maintenance Manager is part of the PropertySafe risk mitigation strategy designed to help reduce the chances of successful legal damages claims against agents relating from both; tenant injuries and the mishandling of maintenance tasks. There are fantastic operational cost savings, enhanced customer service to landlords and tenants and Property Managers spend so much less time on mundane, repetitive tasks."

Agents can enjoy all the benefits of Maintenance Manager with NO ONGOING COST when included with the free PropertySafe report recommendations to Landlords.

For information or to organise a no obligation demonstration

call: **1300 155 888**

visit: www.propertysafepro.com.au or

email: info@propertysafe.com.au



Maintenance
Manager

Expert expectations

To avoid liability, it is important to be diligent during inspections and proactive in your documentation of any issues that arise.

BY NANCY RAINBIRD
Claims & Compliance Manager
at Realcover



Property managers are not experts in every field. They are not builders, engineers, plumbers, electricians or anything of the sort, yet are expected to be able to determine when repairs are needed to a property.

For this reason, it is important for property managers to disclaim to owners that they are not experts and that they can only determine the need for repairs if they can visually identify an issue.

Realcover sees many claims stemming from the inadequacy of notes made by property managers during the course of all inspections. Even though you may not be an expert, it is essential to ensure that you make detailed and comprehensive notes that are regularly updated to cover all your bases.

What could go wrong?

In a recent case brought to Realcover, an owner claimed that their property manager should have picked up on structural problems associated with a balcony. The owner also believed that the property manager should contribute to the costs of repairing of the balcony, as the issues were not identified during inspections.

In this instance, the property manager made detailed notes regarding all correspondence with both the owner of the property and the tenants after routine inspections. These notes indicated

that there was no way that the property manager could have known that the balcony was poorly designed.

What could have further assisted the case of the property manager is if they indicated to the owner and tenant that while there were no issues identified during the inspection, there is only so much that the property manager is able to recognise.

Avoiding liability

Property managers are not experts, so at Realcover we suggest that this fact is made clear to your landlords when submitting your inspection reports. Here is an example of a disclaimer you can include in your inspection report:

“This property inspection report is a visual one carried out by (insert agency name). It does not include the moving of furniture, lifting of floor coverings, inspecting the interiors of roof spaces or under flooring, or tenants goods or other belongings.

In particular, (insert agency name) staff are not qualified to assess the structural aspects of areas such as staircases, decking and balconies, or ensure that plumbing, electrical or gas fixtures or fittings, smoke alarms, swimming pool safety barriers (and associated fittings), asbestos, window locks, paint and glass and so forth comply and operate in accordance with applicable building/

council codes and/or laws and regulations.

(Insert agency name) recommends that all Landlords' have regular inspections carried out by suitably qualified, licensed and insured contractors and experts in the appropriate areas when necessary.

(Insert agency name) also recommends that all Landlord's hold adequate insurance, including landlords insurance.” ♦

DISCLAIMER

While care has been taken in preparing this article, and the information in it has been obtained from sources that Realcover believe to be reliable, Realcover does not warrant, represent or guarantee the accuracy, adequacy, completeness or fitness for any purpose that the article may be used. Realcover accepts no liability for any loss or damage (whether caused by negligence or not resulting from the use of this article.

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REINSW members are eligible for a substantial discount off Realcover's standard professional indemnity insurance premium (excluding charges).



BY MATTHEW JENKINS
General Manager at
Bannermans Lawyers



Avoiding disputes

It is common for disputes to arise during strata meetings, but there are steps strata managers can take so that the best possible outcome for all is achieved.

We are constantly being told how many people live in strata schemes. Currently a quarter of the population of greater Sydney lives in strata schemes and it is anticipated that by 2040 this figure will rise to half of the population.

With such a large number of people living and owning in strata properties, disputes in strata schemes are common. Add into the mix the diverse backgrounds of these people, cultural differences, the differing interests of owner-occupiers and investors and differing levels of knowledge, and you have a recipe for conflict.

Strata managers are more knowledgeable when it comes to meeting procedures and strata compliance than other attendees at meetings, and are often looked upon to meet these disputes.

Strata managers should approach disputes with caution and in most cases take on a role akin to a mediator/facilitator and not a decision maker. Ultimately, it is a democratic system and the decision making should be left to the owners by way of a vote.

Before meetings

Strata managers should consider the following prior to any meeting:

- Review the agenda to anticipate any disputes or contentious motions.
- If a problem is likely to arise in the meeting, consider obtaining advice prior to the meeting. This can prevent issues becoming larger than need be and prevent subsequent legal proceedings.
- If it is likely there will be threats, intimidation or violence consider appropriate safety measures, such

as security guards or secure premises. If it occurs at the meeting consider voting to adjourn the meeting.

During meetings

Strata managers should keep in mind the following points when attending meetings:

- At the outset, structure the meeting to ensure that it runs smoothly and on time.

- Treat people with respect and more often than not, you will receive respect in return. Be aware of cultural issues, especially if it appears that someone could lose face.
- Be impartial. Acknowledge that a strata meeting is a democratic process and act accordingly.
- Take the emotion out of the dispute and be clear to discourage yelling, name calling,

5 MOST COMMON STRATA DISPUTES

Disputes in strata schemes often arise where owners and/or occupiers are not aware of their rights or responsibilities when living and owning in strata. From our experience, the five most common disputes arise out of the following:

- 1. Large expenditure** – where the owners corporation is considering a large expenditure, such as an upgrade of lifts, balconies or remedial works. Owners, who have not been involved in the process, either due to complacency or being left out of the decision-making process, often become disgruntled when large special levies are raised.
- 2. Unauthorised works** – where an owner is not aware of what is lot and common property and undertakes work to the common property without the necessary approval from the owners' corporation.
- 3. Pets** – disputes regarding pets can arise where owners or occupiers keep pets in contravention of the scheme's by-laws, where the owners' corporation seeks to enforce by-laws or where groups of owners wish to amend the scheme's pet by-law.
- 4. Noise** – very common disputes between owners and occupiers due to an owner or occupier making too much noise due to music, a change in flooring, loud parties etc.
- 5. Parking** – parking in visitor spaces or on common property can lead to disputes regarding parking, especially where owners or occupiers are inconvenienced.

finger pointing, bullying or intimidation. If any of these occur, consider moving a motion to adjourn the meeting.

- Allow each party an opportunity to speak and limit interruptions from the floor. Try not to interrupt the speaker, unless it is to get the discussion back on track. Redirect any enquiries through the Chairperson.
- Set boundaries for people speaking on the issues. If it is likely that the dispute will be a lengthy one, ask the owners how many people would like to speak to the meeting and perhaps limit the length of time allocated; e.g. five minutes per person. Then be strict in making sure owners adhere to their allotted time.
- Suggest options to resolve the dispute. If the parties cannot come to an agreement, try suggesting any options available.

- If a resolution is achieved, have the owners agree on the next steps. If they are unsure of the next steps, make suggestions.
- If an amicable solution to the dispute is reached, advise the owners' corporation on how to implement that solution. If it is not in your area of expertise, advise the owners' corporation on a suitable person to assist.

Next steps

Sometimes a satisfactory resolution of the matter cannot be achieved. For instance, one owner may wish to keep a large dog in their unit in contravention of the by-laws and seeks the owners' approval. The owners may not want to provide that approval. In situations such as these, it is the strata managing agent's role to allow the parties to be heard and direct the

owner's corporation to proceed with a vote (provided that it is a motion that has been placed on the agenda).

Similarly, if the dispute is in relation to a meeting procedure, once parties have been heard, a vote should be taken on the way to move forward. Although strata managers are well versed in meeting procedures, unless you are sure of the correct procedure a vote should be recommended.

Once a vote has occurred, do not enter into any more discussion of the issues. Remind the parties that they have been heard on the matter and a vote has been taken.

If a party is still aggrieved, you could advise them of their further options, such as mediation with NSW Fair Trading or adjudication and tribunal proceedings in the NSW Civil and Administrative Tribunal. ♦

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Stephen Francis
Mob: **0418 223 933**
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Training calendar

DECEMBER 2015

1 – 3 Dec • SYDNEY
You and the Law Essentials ●
(9.30am-4.30pm)

7 Dec • SYDNEY
The NEW Contract for Sale ●
(9.30am-1.30pm)

10 Dec • WEBINAR
Strata Law Reform:
Things to Get Ready For ●
(10.00am-11.00am)

15 Dec • TAMWORTH
Underquoting
Information Session ●
(10.00am-12.00pm)

3 Dec • SYDNEY
Setting up a New Business –
Finance and Compliance ●
(9.30am-1.30pm)

8 Dec • ALBURY
Underquoting
Information Session ●
(11.00am-1.00pm)

14 – 18 Dec • SYDNEY
Certificate of Registration
Course ●
(9.00am-5.00pm)

16 Dec • COFFS HARBOUR
Underquoting
Information Session ●
(10.00am-12.00pm)

7 – 11 Dec • SYDNEY
Certificate of Registration
Course ●
(9.00am-5.00pm)

10 Dec • ORANGE
Underquoting
Information Session ●
(10.30am-12.30pm)

14 – 16 Dec • SYDNEY
People Management
Essentials ●
(9.30am-4.30pm)

17 Dec • BYRON BAY
Underquoting
Information Session ●
(11.00am-1.00pm)

JANUARY 2016

11 – 15 Jan • SYDNEY
Certificate of Registration
Course ●
(9.00am-5.00pm)

18 – 21 Jan • SYDNEY
Property Sales Essentials ●
(9.30am-4.30pm)

20 Jan • SYDNEY
Underquoting
Information Session ●
(11.00am-1.00pm)

27 Jan • SYDNEY
Effective Conflict Resolution ●
(9.30am- 1.30pm)

11 – 13 Jan • SYDNEY
List & Market Property
Essentials ●
(9.30am-4.30pm)

18 – 22 Jan • SYDNEY
Certificate of Registration
Course ●
(9.00am-5.00pm)

21 Jan • NEWCASTLE
Underquoting
Information Session ●
(11.00am-1.00pm)

29 Jan • SYDNEY
The Nuts and Bolts of
Residential Tenancies Act ●
(9.30am-1.30pm)

14 Jan • SYDNEY
The Ultimate Sales Plan
Exposed ●
(9.30am-1.30pm)

19 Jan • WEBINAR
How to Gain New Clients ●
(10.00am-11.00am)

FEBRUARY 2016

1 – 5 Feb • SYDNEY
Certificate of Registration
Course ●
(9.00am-5.00pm)

11 Feb • WEBINAR
Coming Up With New
and Innovative Marketing
Strategies ●
(10.00am-11.00am)

18 Feb • CASTLE HILL
Underquoting
Information Session ●
(11.00am-1.00pm)

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Click on Course Schedule
in the Training menu.

3 Feb • SYDNEY
Trust Accounting Refresher ●
(9.30am-1.30pm)

15 – 19 Feb • SYDNEY
Certificate of Registration
Course ●
(9.00am-5.00pm)

22 – 25 Feb • SYDNEY
Trust Accounting Essentials ●
(9.30am-4.30pm)

8 – 12 Jan • SYDNEY
Property Management
Essentials ●
(9.30am-4.30pm)

15 Feb • SYDNEY
Tribunal ●
(9.30am-1.30pm)

22 – 26 Feb • SYDNEY
Certificate of Registration
Course ●
(9.00am-5.00pm)

9 Feb • CAMPBELLTOWN
Underquoting
Information Session ●
(9.00am-11.00am)

15 Feb • SYDNEY
Strata Law Reforms: Changes
to AGM Procedures ●
(11.30am-1.30pm)

23 Feb • WEBINAR
Updates and Trends of Real
Estate in 2016 ●
(10.00am-11.00am)

10 Feb • SYDNEY
Coaching and Mentoring ●
(9.30am- 1.30pm)

24 Feb • SYDNEY
Underquoting
Information Session ●
(9.00am-11.00am)

COURSE KEY

- Certificate of Registration Course
- CPD Series
- Real Estate Essentials Series
- Industry Briefing



Walking for a cause

More than 1,000 CBRE employees joined forces to raise \$250,000 for charity as part of CBRE's flagship Walk For A Wish event.

On 16 October 2015, CBRE staff across the country concurrently walked 10 kilometres through capital cities in CBRE's signature Walk For A Wish event.

Now in its sixth year, the event raises funds for charities including beyondblue, the Starlight Children's Foundation and UNICEF.

CBRE surpassed its \$200,000 target, raising \$250,000 and taking the event's fundraising total to over \$1 million since its inception.

In Sydney, the Walk For A Wish event started in Martin Place before travelling through Double Bay, Rushcutters Bay and eventually finishing at the North Bondi Surf Club.

"The ongoing success of this important initiative is testament to what can be achieved when people pull together to unify around one goal," Ray Pittman, CBRE's President and CEO for Australia and New Zealand, said.

"Walk For A Wish provides our staff an opportunity to contribute back in some way, while proudly displaying the strong

“
Walk For A Wish provides our staff an opportunity to contribute back in some way, while proudly displaying the strong philanthropic spirit that exists within our business.”

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Following staff feedback in 2014, Walk For A Wish, which had previously supported Starlight Children's Foundation, was extended for the first time to include two additional charities.

"Our staff were asked to provide feedback on the charities they would like to support. Starlight, beyondblue and UNICEF are close

to many people's hearts, which is evidenced by the outstanding result of this year's event," Mr Pittman added.

Representatives from the three charities attended the event, taking the opportunity to address CBRE staff and extend their gratitude for their outstanding fundraising.

To assist with fundraising efforts, a live auction was held. Items including a cricket bat signed by Brad Haddin, a Choices Flooring St Leonards gift voucher and a Jarryd Haynes 49ers jersey raised an additional \$2,000 for the charities. ♦

YOUR STORY

We want to hear your stories!

If you, or a member you know, supports a charity or works generously in the local community, please help us share the story. Email the *Real Estate Journal* Editor at journal@reinsw.com.au



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