

Top Tips - Common Mistakes Tenants Make

Successful property management comes down to proper tenant selection and also giving the right expectations to your tenant. Many tenants commonly have problems simply because they did not know what was expected of them. When reading them, remember these problems can be greatly minimised if you explain upfront your expectations. We hope you enjoy our next series of tips.

Mistake One - Pets and Damage - Sometimes when we allow a tenant to keep a pet, they do not realise the responsibility and damage that can occur. Young immature dogs just love to chew on anything plastic like irrigation piping and landscaping ground cover plastic. This can cause further problems if plants die because they are not being watered correctly. Allowing young pets inside is also a problem. If they are not toilet trained their urine can sometimes damage carpets as well as give them a bad smell. Always point out clearly your expectations in writing if your tenant is allowed a pet. We have available free pet lease agreements to assist you with correctly informing your tenant.

Mistake Two - Alterations and Fittings - Tenants need to get permission before going ahead and making any alterations and attach any fixtures and fittings. Unnecessary conflict can arise if a tenant goes ahead without your permission, and ill feeling by the tenant can result from having to rectify the issue afterward.

The easy way to avoid this situation is to proactively explain your expectations right when they sign the tenancy agreement- before they take possession! This will greatly reduce the chances of conflict and problems later on.

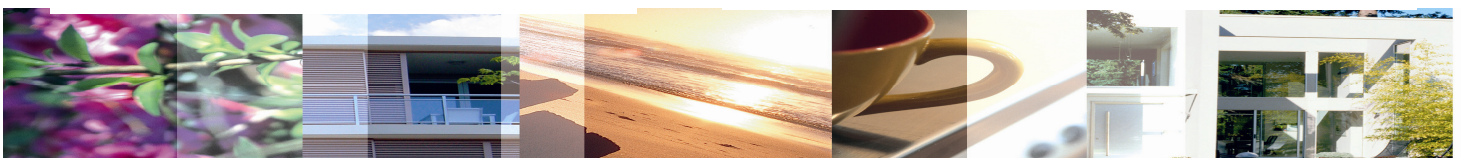
Mistake Three - Break Lease Expenses- When a tenant commits to a fixed term lease they are actually guaranteeing rent to be paid for this fixed time period. If unexpected circumstances arise that result in having to vacate early, the tenant may become upset having been told to continue to pay rent as well as possible re-letting and advertising costs, if they have not been told beforehand.

Explaining at the start of the tenancy their obligation with rent and associated costs so that they have the right expectations.

Rental Market

➤ Properties Leased in September : 18
 ➤ Average Days on Market: 9

➤ Current Vacancy Rate: 0.75%
 ➤ Average Length of Lease: 11.5 months



Mistake Four - Rent In Advance Concept- Confusion can sometimes arise with the concept of paying rent in advance. Some tenants do not understand this which can result in some tenants paying rent late. This concept is easily explained.

If they went to a shop and bought a can of drink, they would not go to the fridge and crack open the can, drink the contents and then pay for it afterwards. No, they would pay for it first and then consume it!

Paying rent in advance means they purchase the time period before they consume it. Explaining this concept properly will ensure a greater chance your tenant will cooperate.

Mistake Five - Temporary Sub-Letting- Problems arise when tenants move out of their property early and assign the tenancy to someone else, usually a friend or relative. They do this because they want to avoid paying 'break lease' expenses. We find that 'sub-letting' has a high failure rate and can result in outstanding rent, damage and big clean up bills.

The message is simple! Explain clearly to your tenant all your expectations before they take possession of the property. Act proactively to reduce problems before they eventuate, rather than trying to deal with it after it has occurred. This is the essence of good practice and proactive property management.

Exciting New Feature - Exclusive to Doyle Spillane Investors

We are always looking for ways to use modern technology to improve the service we provide to our valued clients.

We are currently in the process of introducing a new innovation to provide you with secure 24 hours, 7 days a week access to view your property details including property statements online.

This online service also enables you to email your property manager directly.

To **SAMPLE THIS** new service please visit our website at www.doylespillane.com.au under Landlord Services CLICK on the Owner Login Button. To obtain your user name or password CLICK on the link and follow the instructions.

Provided you have an **email address in our database** you will receive an email with your password.

In the next few weeks correspondence that will include YOUR USER NAME details will be sent to your mailing address or email address (if we have one on our system).

If you have any queries please do not hesitate to contact our Property Management Department Manager Joe lemma on 9981 9403 or email joe@doylespillane.com.au .

IMPORTANT:

This is not advice. Clients should not act solely on the basis of the material contained in this newsletter. Items herein are general comments only & do not constitute or convey advice per se. The newsletter is issued as a helpful guide to clients & is for their private information. Every effort is made to ensure the contents are accurate at the time of publication. We take no responsibility for any subsequent action that may arise from the use of this newsletter.