

PMHQ Investor Newsletter

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SOMETIMES ITS BEST TO DETACH YOURSELF FROM YOUR INVESTMENT PROPERTY!

Property investment has come a long way from the days when a landlord managed his or her own property; door knocked for cash rent and did their own repairs. These days it is an accepted and professional way to build your wealth and income security for the future.

The key to successful property investment is to treat it as a business. This means emotionally detaching yourself from the property.

This may mean ensuring you do not form a *talking* relationship or a friendship with your tenant. Leave this up to your property manager. You never want a tenant using '*but the landlord said*' against your Property Manager. If legal steps need to be taken due to rent arrears, you won't be burdened emotionally by the tenant's circumstances.

If you used to live in, or intend to live in the property that you now call an investment, then realise that a tenant is never going to look after the property the exact same way as you would.

The professional property investor treats it like a business and leaves the hard work to their property manager. At the end of the day, you're purchasing 'peace of mind' by hiring your property manager, so enjoy it!


KEEPING AHEAD IN THE INDUSTRY – CHANGES & ADJUSTMENTS WE INTRODUCE TO YOU!

During 2013 we attended many training sessions, and open forums with like minded business owners, property managers & property management agencies throughout NSW, QLD, VIC, WA & even as far as New Zealand.

The purposes of such training was not only to ensure our PMHQ staff are educated at the very best level, and are up to date with the current legislation; but to also ensure that our office as a whole is functioning and operating like a well oiled machine.

After a few adjustments late last year, we made some changes to our staffing structure and roles within our team. Adam finished with us in September, and we decided not appoint a new Property Manager. It quickly became apparent that we really needed a 'Director of First Impressions' (aka a Receptionist, who will provide Admin Support and train to become a Property Manager). In November 2013 we introduced Kim to our team.

We have developed a 'task based pod structure' and are proud that our office has an amazing & experienced team that love doing what they do.

It was rewarding working through our business to work out what we can do better to service our Investor clients such as yourselves. We share with you some of our important changes. 

IMPROVING OUR SERVICES:

Our New Reception Office Hours:

Monday to Friday
10am to 4pm

Saturday
Open House Inspections and Private Viewings; by appointment only

Sunday
Closed

We have been studying this plan for altered hours for the past 6 months, and the idea was developed & introduced by a fellow agency, Map Real Estate in Victoria.

MAP Real Estate won the 2013 LPMA (Leading Property Managers of Australia) "Property Management Company of the Year" excellence award. They have implemented many new and improved services and run a very systemised office.

Whilst the idea initially sounds like we are going to be available to you for a shorter period each day, that's simply not the case.

We will be in the office as usual; from 9am to 5pm Monday to Friday, but will not accept **incoming calls** for the very first part or the very last part of each day.

By reducing the reception hours slightly, this will enable us to provide you a greater level of service, to ensure all matters are dealt with promptly.

We have implemented a reply policy and will be able to respond to every client within 24 hours (weekends excluded). Clients have adapted and it is working extremely well for MAP Real Estate's business; and we hope that we can adjust and it work well with our team also, especially in regards to our 'ideal week' & time management plan.



Our New office in Brisbane:

We have decided to venture interstate, and are still in the early stages, but we are preparing, and recruiting our new team to work in PMHQ in QLD.

If you own an investment property in QLD & you would like PMHQ to manage your QLD investment property also, please call or email Kelley to 'Express your interest'. We are happy to assist in transition if moving over from an existing agent. 0400 454 531 or kelly@pmhq.com.au

OUR AMAZING TEAM @ PMHQ:

Kelley-Ann Seaton
Director / Owner / Manager
Licensed Real Estate Agent
Opened PMHQ in May 2009



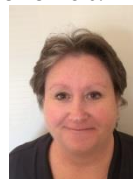
5+ days per week, Mon to Fri, Sat by prior appt
Core focus: All financial matters, Trust Account Receipting and Reporting, Daily Reconciling, Rent Arrears Control, Tribunal, Insurances, Managing Department, Client Liaison, Assisting all staff in any aspect, and Business Manager.

Haley Hawkins
Property Management Associate
Certificate of Registration
Commenced @ PMHQ in July 2010



3 days per week, Mondays, Tuesdays & Fridays
Core Focus: Co-Manages the Central Coast property portfolio; Showing properties, leasing, preparation of documents, Inspection reports, Routine Inspections, All Water Invoicing, Repairs Maintenance, Rent Reviews & Lease Renewals.

Karlene Dillon
Senior Property Manager
Certificate of Registration / JP
Commenced @ PMHQ in April 2011



4 days per week, Mondays thru to Thursdays
Core Focus: Senior Property Manager (during the leasing stage), New property 13 week Defect Reports, Repairs and Maintenance, Routine Property Inspections, End of Tenancy Vacating Inspections, Bond Claims & Admin.

Katie Johnson
New Business & Leasing Manager
Certificate of Registration
Commenced @ PMHQ in Sept 2012



5+ days per week, Mon to Fri, Sat by prior appt
Core Focus: Meeting and Introducing New Landlord clients to PMHQ, Advertising, Open Houses, Private Viewings, Leasing process & documents, Inspection Report & Photos, Tenant Induction, (before they move in). Tribunal & Insurance Claims.

Kimberley Clewett
Receptionist / Admin Support / PA
Certificate of Registration
Commenced @ PMHQ in Nov 2013



5 days per week, Monday to Friday
Core Focus: Director of First Impressions, Meet & Greet Clients, PA / Admin Support to Katie & Karlene, Data Collection, Tenancy Application Forms, TICA Default Database checks, Admin, Filing, Repairs & Maintenance, The Office All-Rounder, and General office duties,