



PROPERTY MANAGEMENT EXCELLENCE
PME SYSTEM TRAINING VIDEOS QLD

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Chapter Folder online/01

PROPERTY MANAGEMENT – AN OVERVIEW

How do I find Queensland legislation?

Motivational video

The use of email in property management

Using and studying the RTRA Act

Chapter Folder online/02

ENQUIRIES, DATABASE AND PROSPECTING

Tenant and landlord surveys

Tips on growing the rent roll – one hour

Chapter Folder online/ 03

PO Form 6

The management agreement – the law and best practice

Chapter Folder online/03

THE MANAGEMENT AGREEMENT

Identifying safety risks in property

Landlord and seller disclosure

Smoke alarms – best practice, law and risk management

Chapter Folder online/04

ADVERTISING AND SHOWING PROPERTY FOR RENT

Advertising and showing the property

Dealing with vacant property

Chapter Folder online/05

APPLICATION FORMS AND PROCESSING

Processing application

Tenancy application processing and best practice

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Chapter Folder online/06
PROCEDURES

TENANCY SIGN UP, RELATED DOCUMENTS AND

Binding a tenant lawfully
Carpet cleaning, pest control and the Act
Entry condition reports
Rental bond requirements
Understanding tenancy agreement

Chapter Folder online/07

RENT PAYMENT METHODS and RENT GENERALLY

Refer to content in chapter 7 for required information

Chapter Folder online/08

RENT ARREARS

Rent arrears – the law and best practice

Chapter Folder online/09

INSPECTIONS AND ENTRY

Entry to rental property – the law
Identifying safety risks in property
Light bulbs, solar panels, pest control, blinds, curtains, telephone lines
Routine inspections – best practice and the law
Significant breaches of tenancy and why I need to know

Chapter Folder online/10

TENANT OBLIGATIONS IN GENERAL

How to complete breach notices
Tenant obligations

Chapter Folder online/11

RENTAL PROPERTY FOR SALE

Rental property for sale and sold

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Chapter Folder online/12 GENERAL BREACHES OF THE TENANCY BY TENANTS

How to complete breach notices

Tenant obligations

Significant breaches of tenancy and why I need to know

Chapter Folder online/13 MAINTENANCE

Identifying safety risks in rental property

Maintenance – the law and best practice

Maintenance best practice procedures

Chapter Folder online/14 BREAK LEASES/Breach of Agreement

Break lease – breach of agreement – 3 x 1 hour videos

Part 1, 2 and 3

Chapter Folder online/15 CHANGES OF SHARED TENANCIES

Refer to content in chapter 15 for required information

Chapter Folder online/16 WATER AND TENANCIES

Water and rental property

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Chapter Folder online/17

LEASE RENEWALS, RENT INCREASES, BOND INCREASES, RENT DECREASES

Lease renewals – best practice and the law

Significant changes to tenancy agreement upon renewal

Smoke alarms – the law and best practice

Chapter Folder online/18

LAWFULLY ENDING A TENANCY

5 reasons a notice to leave can be issued

7 ways to legally end a tenancy

Chapter Folder online/19

VACATES AND VACATING PROCEDURES

5 reasons a notice to leave can be issued

7 ways to legally end a tenancy

Vacate – law and best practice

Chapter Folder online/20

BOND REFUND PROCEDURES AND BOND DISPUTES

Refer to content in chapter 20 for required information

Chapter Folder online/21

DISPUTES IN GENERAL

Refer to content in chapter 21 for required information

Chapter Folder online/22

TENANCY DEFAULT DATABASES

Tenancy database laws

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Chapter Folder online/23 TIME MANAGEMENT

Time management tips for property managers

The use of email in property management

Chapter Folder online/24 FILING, RECORD KEEPING and GENERAL PROCEDURES

Refer to content in chapter 24 for required information

Chapter Folder online/25 FILES NOTES AND FOLLOW UP

Refer to content in chapter 20 for required information

**Chapter Folder online/26 LOST MANagements AND TERMINATION OF
MANAGEMENTS**

Taking over management

Chapter Folder online/ 27 TRUST ACCOUNTING

Trust accounting – AFA Act

Chapter Folder online/28 RTA FORMS – an overview

Refer to content in chapter 28 for required information

Chapter Folder online/29 KEYS AND THE KEY REGISTER

Refer to content in chapter 29 for required information

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Chapter Folder online/30 QCAT – TRIBUNAL

QCAT – what we all must know

QCAT Form 2 – best practice completion

QCAT Form 8 – training video

QCAT forms that all PM's should know

Chapter Folder online/31 – Property Occupations regulations

Property Occupations regulations and property management

What is no longer law – new laws from December 1 2014

Chapter Folder online/32 AGENCY POLICES IN GENERAL

Refer to content in chapter 32 for required information

Chapter Folder online/33 LANDLORD LISTING BOOKLET

The word document can be downloaded at member online folder landlord listing booklet. All that is needed is minor edits to personalise to suit your office, add agency logo and agency information and pdf the file ready for print and or electronic sending to landlords. Ensure the booklet is read thoroughly your agency to ensure best practice recommendations discussed are provided by your office. Download the booklet at folder 33.

Chapter Folder online/34 NATURAL DISASTERS AND RENTAL PROPERTY

Refer to content in chapter 34 for required information

Chapter Folder online/35 TREE AND FENCING LAWS

Refer to content in chapter 35 for required information

Chapter Folder online/36 DRUGS IN RENTAL PROPERTY

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Drug law awareness training video

Chapter Folder online/ 37 POOL SAFETY LAWS

Refer to content in chapter 37 for required information

Chapter Folder online/38 RELEVANT LEGISLATION AND REFERENCES FOR PROPERTY MANAGEMENT

Chapter Folder online/39 Miscellaneous folder (online)

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