

PROPERTY MANAGEMENT EXCELLENCE PRIVATE TRAINING 'MENU'

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PRIVATE IN Agency Training “Menu” - Queensland



The following education training sessions and topics below can be delivered to you and your team, at a time, date and venue that suit you. They can also be delivered in a variety such as two or three hours. The choice is yours. If your training and education needs are not listed in the “menu”, please let us know and we will do all we can to accommodate your needs. All education and training sessions focus on risk management, time management, compliance and best practice. Stacey Holt delivers all training services for Real Estate Excellence.

Property Management Excellence (PME)

10-part series for Career Development of Property Managers – three-hour sessions

Choose one or choose the whole series as set out below.

There are also stand-alone education sessions available from page 10.

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PME Course 1	The Foundation
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- What is Property Management Excellence?
- What property managers should be taught when they first start their career
- Understanding QCAT, RTA and the OFT
- Understanding key documentation used in tenancy such as the General Tenancy Agreement and the Management Agreement
- Understanding the legislative duty to the lessor and tenant
- Vital risk management procedures and why
- Landlord disclosure and landlord obligations under the RTRA Act
- Smoke alarms, pools and safety switch laws
- Tips for succeeding in property management
- Time management tips
- Email etiquette
- Using the right language in property management
- Tips on how to study and use the RTRA Act
- Breaches and penalties under RTRA Act and PO Act
- How to find QLD legislation

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PME Course 2

Beginning the tenancy

Focus on compliance, best practice, procedures and risk management

- Advertising and Showing the property
- Tenancy Applications and Processing Applications
- Binding the tenant lawfully upon acceptance
- Declined applications
- Rent payment methods
- Compliance and best practice completion of RTA Forms plus best practice documents at sign up
- Standard terms and special terms
- Contracting outside the Act
- Form 18a (could be REIQ, ADL or RTA, why?)
- Form 1a
- Form 2
- Body corporate

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PME Course 3

Management of tenancies

Focus on compliance, best practice, procedures and risk management

- Maintenance – routine and emergency including law, risk management and procedures
- Appointing Contractors – vital risk management and procedure matters
- Entry provisions, the rules of entry – the law
- Routine inspections - tips on how to carry out and reporting to the lessor
- Tenant breaching the agreement – the law and best practice

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PME Course 4

Management of tenancies – part 1

Focus on compliance, best practice, procedures and risk management

- Break leases
 - Breach of agreement (ending the agreement early by tenant) procedures
 - The law relating to break lease
 - Compensation from tenants
 - When tenants end the agreement early

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PME Course 5

Management of tenancies – part 2

Focus on compliance, best practice, procedures and risk management

- Rent arrears – law and procedures
- Other breaches by tenant procedures and law
- Notice periods for breaches and notice to leave
- Rental properties for sale – the law and procedures
- Water charging - the law and procedures
- Reasons a notice to leave can be issued

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PME Course 6

Management of tenancies – part 3

Focus on compliance, best practice, procedures and risk management

- Change of shared tenancies – the law and procedures
- Subletting by the tenant – the law and procedures
- Lease renewals – the law and procedures
- Rent increases – the law and procedures

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PME Course 7

Ending tenancies and disputes

Focus on compliance, best practice, procedures and risk management

- The ways to lawfully end a tenancy under the Act
- Death of a sole tenant – the law and procedures
- Self-resolution tips for disputes
- Vacates, the law plus tips on how to complete a vacate
- Dispute resolution and the RTA plus bond disputes
- Drugs in rental property

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PME Course 8

Tribunal

Focus on compliance, best practice, procedures and risk management

- QCAT – Tribunal procedures
- QCAT Forms – best practice completion
- Urgent Applications
- Non-Urgent Applications
- Tips on presenting at Tribunal
- Precedent decisions
- Appeals
- Re opening of cases

- What all property managers should know about QCAT

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PME Course 9	New business
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Focus on compliance, best practice, procedures and risk management

This session focuses on what every business development manager and property manager should know. The course is suitable for property managers and BDM's who deal directly with new landlords plus would suit operational property managers who deal with landlords as part of day to day practice. The session includes education and training on the approved PO form, disclosure requirements of the lessor and agency, tips for educating the lessor in future maintenance for their property, termination of managements, handover of files, landlord obligations by law plus the agent/property manager obligations. The main outcomes of the training are to assist all members of the property management department in understanding the law, best practice and risk management obligations of the lessor when they list their property with the agency plus understanding what the agency obligations are. The session also provides tips on winning the business, scripts and more.

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PME Course 10

Trust accounting

The topics covered below are from the [Property Management Excellence PME manual](#) - chapter 27.

- 27.1 General trust account obligations
 - 27.1a Receipting
 - 27.1.1 Printing of receipts
- 27.2 Banking
- 27.3 Mid-month and end of month
 - 27.3.1 Withholding trust monies
 - 27.3.1a Tenant overpays rent and is due a refund of monies paid
- 27.4 What must be printed at end of month
- 27.5 Electronic back ups
- 27.6 Auditing requirements generally

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- 27.7 Bond monies
- 27.8 Accounting to clients
 - 27.8.1 Disbursing client’s funds from the trust account
- 27.9 Unclaimed monies from the trust account
- 27.10 Trust monies in dispute
- 27.11 Changing lessor or other third-party banking details
- 27.12 Reconciliation of the trust account
- 27.13 Reversing trust account receipts
- 27.14 Providing tenants with receipts for rent payments
- 27.15 Request for funds from the lessor to pay for maintenance, renovations, accounts
- 27.16 If the lessor does not pay invoices due to contractors
- 27.17 End of financial year statement
- 27.18 Disbursing bond monies paid to the agency by the RTA

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PME Standalone subjects

- Understanding and completing the management agreement - the law and best practice
 - Clear explanations of all facets of the document (two hours)
- RTRA Act - an overview for new property managers
 - What every property manager must know (three hours)
- RTRA Act - a refresher for the experienced property manager
 - A reminder of the key sections under the Act (two hours)
- The Property Occupations Act, Agents Financial Administration Act and regulations
 - The laws that apply to property managers (two hours)
- Tips on how to 'read and use the Act' easily
 - Hands on practical tips to empower every property manager (two hours)
- Advertising rental property - best practice and the law
 - Includes writing good script copy (half an hour)
- Tenancy Application processing - risk management and best practice
 - Is there sufficient evidence being produced of diligence? (one hour)
- New Tenancy Documentation - best practice completion and the law
 - Form 18a, Form 2, Form 1a plus best practice (2 hours)

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- Tips on how to complete an entry condition report including the law
 - And why this process is so important (one hour)
- Tenancy sign ups (binding the tenant lawfully) - the law, best practice and risk management
 - Including scripts and procedures (two hours)
- Maintenance - routine and emergency – best practice, the law and risk management
 - Could your systems be proven if tested? (three hours)
- Routine inspections - best practice and the law
 - The art of visual inspections and reporting (two hours)
- Tips on how to complete a routine inspection
 - Including follow up where required (an hour)
- Reporting to the client and effective communication
 - “if it is not in writing, it doesn’t exist” (included in all subjects)
- General property compliance matters
 - Smoke alarms, safety switches, pools (one hour)
- Lease renewal and rent /bond increase procedures - the law and best practice
 - Paperwork and procedures (two hours)
- Break leases (breach of agreement by ending the agreement early) – the law and best practice
 - Paperwork and procedures (three hours)
- Appointing third parties (contractors/tradespeople)
 - Contractor appointment forms, qualification and insurance (half an hour)

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- Vacating procedures for lessors and tenants - best practice and the law
 - Tips on successful vacating procedures (one hour)
- Tips on how to carry out a final inspection
 - Negotiation and procedures (one hour)
- Dealing with bond disputes with tenants
 - Self-Resolution, RTA Dispute Resolution and QCAT (two hours)
- Tenancy Databases - the law and risk management
 - Five reasons lawfully that a tenant can be listed on a default database (one hour)
- Rent arrears management - best practice, the law and risk management
 - Notice period and best practice completion of documentation (two hours)
- Rent increases and bond increases - best practice and the law
 - Paperwork follow up and procedures (one hour)
- Responding to tenant requests and effective communication
 - Effective systems that could be proven (included in all subjects)
- QCAT (Queensland Civil and Administrative Tribunal)
 - An overview plus how to present the case to the Tribunal on behalf of the lessor client (three hours)
- QCAT documentation
 - Best practice completion on key forms (two hours)
- Record keeping and risk management reminders and follow up
 - Effective risk management systems (included in all subjects)

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- Time management
 - Daily, weekly and monthly ideal plans (one hour)
- Stop doing property management – start doing management (3 hours)
 - Tips on how to provide more effective and efficient service to landlords and tenants to prevent over servicing, stress, burn out and dealing with matters outside the scope of expertise plus management tips.
- Drugs in rental property (two hours)
 - Procedure and the law
- Q & A – questions that property managers should know the answers too (3 hours)
 - A great interactive question and answer session focused on law and best practice

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Service guarantee

REAL ESTATE EXCELLENCE services come with a satisfaction and service guarantee.
Membership options and the Property Management Excellence (PME) system are also available.
The above-mentioned courses are Queensland focused.
Interstate best practice and risk management training services are available upon request.

Property management business best practice health check services are also available. (Platinum PME member offices only).

Please contact us for more information Stacey.holt@realestateexcellence.com.au

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