

# PROPERTY MANAGEMENT EXCELLENCE PRIVATE TRAINING 'MENU'

[www.realestateexcellence.com.au](http://www.realestateexcellence.com.au)

**All sessions presented by Stacey Holt**

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## PRIVATE IN Agency Training “Menu” – Queensland

Presented by Stacey Holt (Real Estate Excellence)



The following education training sessions and topics below can be delivered to your team at a time, date and venue that suit you. They can also be delivered in a variety of ways, such as two- or three-hours sessions. 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 separate Career Development of Property Managers sessions – three-hour sessions (from page 2 to 13)**

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

**There are also stand-alone education sessions available from page 14**

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## PME Course 1 – Property Management Excellence and the ‘secret’ to success

- What is Property Management Excellence?
- The secret to property management success
- 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
- 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, study and apply 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 – what is required under the RTRA Act
- Declined applications – what to do and why
- Rent payment methods and the Act
- 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 by-laws

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## PME Course 3 – Inspections and maintenance of rental property

### 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 and 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
- Drugs in rental property awareness, including contamination and meth testing

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## PME Course 4 – Management of tenancies – Operational Management Part 1

### Focus on compliance, best practice, procedures and risk management

- Break leases (there is no such thing as a break lease)
  - The three ‘types of break lease’ tenants
  - Breach of agreement (ending the agreement early by tenant) procedures
  - The law relating to break lease and why there is no such thing as a break lease
  - Excessive hardship
  - Rent arrears and break lease
  - Compensation from tenants for ending the agreement early
  - Tips on educating the lessor on the law

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## PME Course 5 – Management of tenancies – Operational Management 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
- Water charging - the law and procedures
- Reasons a notice to leave can be issued

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## PME Course 6 – Management of tenancies – Operational Management 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
- Rental properties for sale – the law and procedures



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## PME Course 7 – Ending tenancies, vacates and disputes

### Focus on compliance, best practice, procedures and risk management

- The ways to lawfully end a tenancy under the Act
- How to lawfully gain possession of a property at end of tenancy
- Death of a sole tenant – the law and procedures
- Self-resolution tips for disputes at end of tenancy
- Tips on how to carry out a vacate
- Negotiating with tenants’ tips when they do not leave the property the way it was found
- Carpets and pest control disputes
- Dispute resolution and the RTA, plus bond disputes

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### PME Course 8 – Tribunal - QCAT

#### Focus on compliance, best practice, procedures and risk management

- QCAT – Tribunal procedures
- QCAT Forms – best practice completion of QCAT Form 2 for urgent and non-urgent applications (two case studies examples)
- The meaning of urgent applications
- The meaning of Non-Urgent applications
- Tips on preparing and presenting at Tribunal
- Precedent decisions and appeals
- What all property managers need to know about QCAT

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## PME Course 9 – New business – growing the rent roll

### Focus on compliance, best practice, procedures and risk management

- The Property Occupations Act and property management
- PO Form 6 – the management contract agreement best practice completion
- Best practice documents that should be used for new business
- Landlord disclosure requirements
- Agency disclosure requirements
- Property Occupations regulations and property management
- Scripts and tips for winning the business
- New business tips for growing the rent roll

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## PME Course 10 – Trust accounting

**Chapter 27 TRUST ACCOUNTING** – The chapter and contents of chapter 27 of the [PME manual \(part of the PME system\)](#) are provided as part of this session.

27.1 General trust account obligations

27a Lessor monies and trust monies expenditure

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

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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

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

27.11a Lessor wants another name on the management agreement (maiden/married name)

27.12 Reconciliation of the trust account

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- 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
- 27.19 Trust and non-trust money
- 27.20 Refunding fees when management is terminated
- 27.20a Tenant paying rent past hand over date of terminated management
- 27.21 Drawing lessors' monies from the trust account – law and best practice
- 27.22 Disbursing insurance claim payouts and charging commission on loss of rent

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## Standalone Property Management session topics

- 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)

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- New Tenancy Documentation - best practice completion and the law
  - Form 18a, Form 2, Form 1a plus best practice (2 hours)
  
- 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



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- 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)
- 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)
- Drugs in rental property (including meth testing and contamination)
  - The law, risk management and best practice
- 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

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- 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)
- 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.
- 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).

### Disclaimer

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