

## Happy 10th Birthday SOLUTIONS PROPERTY MANAGEMENT

### QCAT TRAINING FOR OUR PMS

Keeping up to date with legislation is paramount for us to provide the best representation to our owner clients. Even property managers with years of experience need to maintain their knowledge and skills through professional external training.

This month our Property Management team attended QCAT (Tribunal) training, held by industry leading educator Stacey Holt of Real Estate Excellence.

The day was jam packed full of vital information on legislative requirements, best practice, and how to prepare our cases to achieve the best chance of success for our clients.

*Some highlights included:*

- *Overview of the RTRA Act and Regulations, highlighting important sections*
- *Laws surrounding delivery of electronic Notices to Tenants*
- *Clarification of Notice periods to minimise risk to owner clients*
- *Review of documentation for submission of QCAT Applications*
- *The QCAT Appeals process*
- *How to use the Breach process to get results*
- *The importance of educating owners and tenants in their legal responsibilities*

We have already started to implement changes in our procedures to ensure we are following best business practice to benefit our clients and protect their investments.



*Northside PM Team  
(from left) Liz, Debbie, Caroline, Carol, Melinda.*



*Renee (Springfield Office Manager) and Laura attended the southside Brisbane session.*

LEASED

CALENDAR DATES FOR MARCH

Wed 7th  
Wed 14th  
Wed 21st  
Wed 28th

Monthly Statement Issued  
Wed 28th

DISBURSEMENTS

OFFICE HOLIDAYS

EASTER  
Fri 30th March to Mon 2nd April

# LEASING REPORT

February was an exceedingly hectic month in the Leasing Department, with a vacancy rate consistently around 0.5% for the whole month!

We processed over 150 applications, meaning that many quality tenants unfortunately missed out on a property.

So if you know anyone who has a vacant property, have them call us! We are confident that we can assist.

### STATISTICS FOR FEBRUARY

*Northside:* 13 properties leased; Current Vacancy Rate: 0.5%

*Southside:* 19 properties leased; Current Vacancy Rate: 0.36%

## Our 10-Year Journey to 'Overnight Success' ...

March 2008—

Solutions Property Management opens small office in Burpengary  
2 staff, 77 properties under management

January 2013—

Complete re-branding, new uniforms, and new website  
Move to larger office in Burpengary  
6 staff, 400 properties under management

October 2014—

Southside office opens in Loganlea with 62 properties and 1 staff

March 2016 -

Corporate office moves to North Lakes  
Southside office moves to Springfield  
Total of 13 staff, 772 Properties under management

Feb 2018 -

Finalists in REIQ Awards 2018 for 'Agency of the Year' and 'Property Manager of the Year'  
Total of 14 staff, approx. 900 properties under management



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