



AGENCIES FINED FOR BREACHES OF TENANCY LAWS

Due to an increase in multiple and repeated offences, the Residential Tenancies Authority (RTA) has ramped up its investigations and prosecutions in the past year to enforce regulatory compliance of tenants, property managers and owners.

The extracts below are taken from the RTA website (for the full articles, visit <https://www.rta.qld.gov.au/Newsroom>).

What many property owners don't realise is that they are governed by the same laws as we agents are, and can be fined and convicted for serious breaches of the tenancy laws.

It is important for our owner clients to be aware that as trained professionals, we work with these laws on a daily basis. When we advise them of their responsibilities under the RTRA Act, it is with our best intention of minimising risk of financial loss to our clients.

Recently, we had to terminate a management agreement with one of our clients because he insisted on visiting his property without the proper notice to take care of maintenance.

Feeling that her privacy was violated, the tenant gave notice to leave at the end of the lease, stopped paying her rent, and refused entry to prospective tenants. The owner had little recourse because he had acted against the law, and lost financially.



Qld real estate agency criminally convicted & fined \$10,000 for committing repeated offences under the RTRA Act 2008.

The Richlands Magistrates Court fined the agency for requiring a tenant to purchase carpet cleaning services as a condition of the tenancy agreement, and entering the tenant's home unlawfully, including twice when only the tenant's children were home.

Magistrate Stuart Shearer drew parallels between the unlawful entries and burglary, and criticised the agent's response to the tenant's complaint for entering their home without adequate notice.

The agent served the tenant with a notice to remedy breach on the same day of their complaint.

"A tenant who is properly complaining about unlawful activity by the agency, to then be effectively threatened with a notice that if uncomplained with could see her evicted, is a serious aggravating feature," the Magistrate said.

Townsville real estate agency fined \$8,500 for committing several offences under the RTRA Act 2008.

Offences included unlawful conditions in tenancy agreements that required tenants to have carpets and curtains professionally cleaned at the end of a tenancy.

A penalty of \$6,000 was handed down, with an extra \$2,500 for unlawfully entering into a tenant's home.

Residential Tenancies Authority (RTA) Director of Policy and Stakeholder Engagement Meghan Hibbert said having special terms in the tenancy agreement, such as requiring carpets and curtains to be professionally cleaned is a significant breach of the Act.

"What many people don't realise is that offences under the Act are criminal – they can carry a conviction in addition to a significant financial penalty for companies and individuals," Ms Hibbert said.

JULY LEASING REPORT

NORTHSIDE: 12 PROPERTIES LEASED
SOUTHSIDE: 9 PROPERTIES LEASED
OFFICE VACANCY RATE: 1.17%



Solutions Reaches the Magic 1000!

Solutions has hit a milestone this month, reaching 1000 properties under management!

Growth in a property management business can be a double-edged sword. If not planned and managed carefully, rapid growth can put pressure on resources, resulting in reduction of service to clients.

From the very beginning, we had a clear vision for our company and the standard of service that we want to offer and are very proud of how our service has evolved to be better than ever before.

Most landlords are unaware that many other companies of a similar size are now outsourcing tasks to overseas 'Virtual Assistants' to cut labour costs and improve their bottom line. This is not part of our business model. As we grow, we invest back into our business by purchasing software, developing online solutions, and streamlining processes. We are also able to attract and recruit the best possible talent, working right here in our 2 offices, providing a 5-star personalised service to our Landlord and Tenant clients.

Thank you to our loyal clients and referrers... it's onwards and upwards to our next goal...!!

AUGUST DISBURSEMENTS

WED 1ST
WED 8TH
WED 15TH
WED 22ND
WED 29TH

MONTHLY STATEMENT
ISSUED
WED 29TH



OFFICE HOLIDAYS

'EKKA' SHOW DAY
MON 13TH AUG

