

# harris V.I.P landlord club

We are introducing a new "VIP Landlord Club" to show our appreciation for clients who have been with us for more than 10 years, or who have 5 or more properties managed by us.

V.I.P Landlord members will have the opportunity to enjoy exclusive member benefits throughout the year.

If you believe that you qualify please email Judith on [judithm@harrisp.com.au](mailto:judithm@harrisp.com.au) or phone the office to speak with Judith personally on 8334 2700.



We look forward to hearing from you soon!



# darwin rentals number one

Darwin is now the most expensive Australian capital city in which to rent residential property, according to RP Data's June Quarter Rent Review, and Adelaide is the cheapest.

The report found that the median advertised rent for the capital city now sits at \$520 a week, overtaking Sydney which sits at a median advertised weekly rent of \$460.

RP Data researcher and report author Cameron Kusher said over the past five years, capital city rents increased at an average annual rate of 7 % for houses and 7.9 % for units.

Over the last 12 months however, rental rates have climbed 2.9 % - well below the long term growth average.

While Mr Kusher attributed the recent rental growth slump to an inactive first home buyer market, he said the slump would not be a long term trend.



# harris referral gifts for 2011

You can now choose one of the following gifts when you refer someone to us for rental management!!!



\$100 Target/ Coles/Myer/ Mitre 10 Voucher



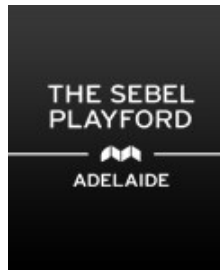
OR



2 x 1 Hour Professional Massages

(Located in Stirling)

OR



2 x Gold Class Movie Tickets

Marion Megaplex Event Cinema



OR

1 Night for 2 at the 5 star Sebel Playford Hotel.....

Including 2 full buffet breakfasts, King Bed (subject to availability), complimentary morning newspaper, full use of the health club.

OR

1 Night for 2 at the 5 star Rendezvous Hotel.....

Including 2 full buffet breakfasts, King Bed, a quality bottle of champagne in your room, valet parking, plus full use of the gym and pool facilities!

OR



A Case of 12 Quality Mixed Wines....

(courtesy of Wines for Less)



conditions apply

# harris property management

july 2011 issue 7

## introduction of new systems – from paper statements to email!

Our aim is to provide high-quality rental management for your investment property, while ensuring our hard working property management staff maximise their time on professionally managing your property for you. Currently your Property manager is spending almost a full day at the end of the month, with end of month duties, finalising paying your accounts, chasing rents to have them out that day, folding and enveloping statements to post out to their landlords, and helping to make sure they all get posted at the post office to arrive to you in the quickest possible time.

To improve our time management, for you and your tenant, we will now be introducing a new system of **emailing all statements out at the end of the month**. What this will mean for you is that your statement will reach you faster, we will be helping to cut down on paper and printing (helping the environment), your property manager will be available to spend more time actually managing your property, and it will be a much more effective way for us to operate.

The emailing of all monthly and end of financial year statements will be included in your monthly administration fee. Copies of accounts will now be kept in the property file in the office, and will no longer be posted or emailed out with end of month statements. If at the end of financial year time you would like copies of your yearly accounts for that financial year period, they can be provided to you, on the condition that the property manager is given a minimum of 30 days notice prior to EOF year, and there will also be an additional cost to the landlord of \$55 for copies of any accounts made at this time. All accounts will then be archived and kept for up to 7 years after that end of financial year, at which point they will be destroyed. Please note that all your accountant needs to see at the tax time, is your end of financial year statement, (not copies of accounts) which we will still be providing for free.

You should receive your first emailed statement at the end of August. If we don't have a correct email in our system for you, we will be in touch soon to enquire which email address you would like us to use. It will be the landlord's responsibility to make sure your inbox is kept empty enough to receive your end of month statement. Please also note that if you are not receiving your emailed statement, to check your "Junk Items", as it may be in there.

We are currently working on several different ways of emailing out our end of month landlord newsletter, which you will now receive on email instead of in the post.



## from the team..

This year has been an exciting year for me in regards to my career, with the milestone of 20 years' service with Pam & Bruce and also being named the LPMA Corporate Support Person of the year for the second year in a row. To the many clients who sent emails or telephoned me in April following these exciting achievements, a big thank you.

My role has changed within the Company many times during the past 20 years and for the past 14 years I have held the role of Office Manager. Most importantly, I am the person responsible for rent receipt from your Tenants, payment of accounts to Creditors and the person who ensures that our Landlords receive their statement and funds at the end of each month. If you should have a query in regards to your statement and you are unable to contact your Property Manager, please feel free to contact me.

When not at work, I am the very proud and busy mum to a 15 year old daughter. Amy is a very committed Netballer and my time is kept busy with dropping her to training during the week and travelling around the State on weekends to the many carnivals she participates in.

From Sue & Toni as your first point of contact at Reception and Amanda as Administration Assistant to our Property Managers, I am extremely proud to be a member of a talented team, who provide the back end support to our very busy office.

Every day brings different and varied challenges and I look forward to many more years of service to our many clients.



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