

Newsletter – January 2017

OUR NEW BRAND NAME

We operated in the past as Jupiter Realty. We became part of the OneAgency brand in July 2016 and have since been operating as OneAgency Jupiter Realty under the same management and Licensee in Charge.

The OneAgency brand is widely known and respected in the Real Estate industry in Australia and New Zealand. Today we are among 110 Offices and 339 Agents operating under this brand across Australasia. Our aim in becoming part of this brand is to expand our business operations in response to the continuing expansion of our customer base and to provide better customer service to you and all existing and incoming customers and clients.

Marketing wise, our OneAgency designated area covers Parramatta, North Parramatta, Harris Park and Westmead. Service wise, we cater for and provide the same high level of service to customers in several suburbs of NSW, in between Sydney City and Penrith. By doing business with us, you are assured of the high level of customer service one would rightfully expect under the OneAgency brand.

SMOKE ALARMS

The Smoke Alarms Regulation specifies which types of buildings need smoke alarms installed, the types of alarms, where they are to be located and other matters. For more information visit the [Smoke alarm page](#) on the Fire and Rescue NSW website or the [Department of Planning website](#).

Responsibilities of landlords and tenants under the Residential Tenancies Act are:

- Landlords are responsible for installing smoke alarms in rented premises.
- Landlords have the right of access to rented premises to fit or maintain smoke alarms after giving the tenant at least 2 days' notice.
- Neither the landlord nor the tenants are, except with reasonable excuse, permitted to remove or interfere with the operation of a smoke alarm fitted in the rented premises.
- Where a smoke alarm is of the type that has a replaceable battery, it is recommended that the landlord put a new battery in at the commencement of a tenancy.
- After the tenancy begins, the tenant is responsible for replacing the battery if needed. Fire and Rescue NSW can assist elderly tenants or those physically unable to change a smoke detector battery.
- The condition report includes a specific reference to smoke alarms so that tenants and landlords are able to note and comment on the presence of smoke alarms at the beginning and end of the tenancy.

OUR RECENT SUCCESS

- ✓ Development site (3 adjacent properties) at Best Road in Seven Hills sold within a week to highest bidding property developer.
- ✓ 12 rental leases acquired from other agencies through agency switch in 2016.
- ✓ We are currently managing many investment properties in several suburbs of NSW in between Sydney City and Penrith.

REFERRALS ARE REWARDING!

Do you have other investment properties we can manage for you? Consolidate them all under our management for consistency as well as other benefits. Switching your property management to OneAgency Jupiter Realty is an easy 2 step process which won't cost you a cent, and it won't affect any existing tenancy lease.

Or perhaps you know someone with investment Property seeking expert management service?

If so, please contact Pravin Pathik on 0420 969 100 or pravin@jupiterrealty.com.au. He will surely be delighted to help, and we very much appreciate your referrals.

WINDOW and BALCONY SAFETY

Each year, around 50 children fall from windows or balconies in Australia. Many suffer serious injuries. Sometimes these falls are fatal. There are a number of simple, common-sense steps you can take to reduce this risk. For example locks or guards can be fitted to windows so that they cannot be opened more than 12.5cm, except by an adult.

The NSW tenancy laws require landlords to provide and maintain locks and security devices to make the premises reasonably secure. Landlords cannot unreasonably refuse permission for tenants to make minor changes to rental premises, such as installing child safety window locks.

Go to the [Window and balcony safety](#) page on the Fair trading website for more information.

1 IN 3 HOMES WILL GET ATTACKED BY TERMITES!

It's estimated that termites do more damage to Australian homes each year - more than fire, floods and storms combined! Statistics show that 1 in 3 properties in Australia will be attacked by termites. Termites will travel 100 metres from their nest in search of food, and 80% of houses in Australia are only 25 metres from a Termite Colony. If you haven't had an inspection of your investment property completed in the last 12 months, please do so. You could be potentially saving yourself thousands of dollars in repairs and unwanted stress. It is important and recommended to have a Termite Inspection completed on your home yearly.

IMPROVE RENTAL RETURN ON YOUR INVESTMENT

To obtain better rental return on your investment set yourself an investment plan for your property. This should include:

- All required payments
 - Mortgage
 - Body Corporate / Strata payments
 - Rates
 - Utilities that you want to continue paying in your name
- Planned upgrades / renovations
- Safety funds

These are some basics to setup a speeding leasing process:

1. Is the house in good repair currently?
 - Are all the fixtures and fittings in the premises working
 - Are all taps and plumbing fixtures water efficient
2. What lifestyle capabilities does the property have?
 - Is there a quick and easy fix that would make the property more suitable to the rental market in your area?
 - Does the outdoor entertaining area need extra lighting?
 - Would a garden update ensure the exterior of the property is matching the interior?
 - If your rental market is families, is there able outdoor space for children to play?
3. What storage is available at the property?
 - With the rising house prices there are now more than ever lifetime Tenants looking in the market. These Tenants will have a large number of belongings that will require additional storage space.
 - Can adding an extra cupboard in the bathroom or fixed storage in the garage assist in getting more enquiries?

If you are unsure of what your property needs to achieve its highest rental yield, speak with your Property Manager. They will understand the current market conditions and also know what is renting at the moment and why. You want to ensure that you are meeting, if not exceeding, the expectations for your rental market.

LOOSE-FILL ASBESTOS INSULATION

A number of new laws have been introduced to identify properties affected by loose-fill asbestos insulation and to protect residents, workers and communities.

Property sales

The NSW Government is considering legislative amendments to the Conveyancing Act 1919 and the Conveyancing (Sale of Land) Regulation 2010 to:

- Introduce a standard loose-fill asbestos insulation warning notice, as a Prescribed Document in a Contract for Sale, to alert purchasers of the risks associated with loose-fill asbestos insulation in pre 1980s properties in areas known to have loose-fill asbestos insulation affected premises.
- Require a vendor to warrant, at the time of sale of the property, that no premises on the land contain loose-fill asbestos insulation, unless it is specifically disclosed in the contract.

Residential tenancies

The following amendments have been made to ensure tenants are notified of premises that are listed on the Loose-fill Asbestos Insulation Register (LFAI Register):

- Amendment of the New tenant checklist to specifically include a property being listed on the LFAI register
- Amendment of clause 7 of the Residential Tenancies Regulation 2010 to add a property being listed on the LFAI Register as a material fact that must be disclosed to potential tenants
- The standard Residential Tenancy Agreement requires disclosure during a tenancy if the property is listed on the Register.

NEW STRATA LAWS

New strata laws started on 30 November 2016. Visit stratalaws.nsw.gov.au website to find out about key changes that directly affect:

- owners
- tenants
- industry

Source: <http://www.fairtrading.nsw.gov.au>

To MEET or CONTACT US

It is important to us that we are available to you when you need us. Due to the nature of our roles in Property Management, staffs are frequently with Clients and Customers, or at properties. If you would like to meet with a particular team member we recommend you contact our office via email or phone displayed on the header on first page and arrange an appointment. We find this to be the most effective way to minimise inconvenience to you. Please contact us via the same means for any repair or maintenance related enquiry, and remember to leave a voice or text message in case we happen to miss your call.

COMPLIMENTS AND COMPLAINTS

Our team at OneAgency Jupiter Realty places high value on customer service. While your compliments are highly appreciated, your complaints are just as valuable to us in terms of improving our level of customer service to you. We are happy when our customers are happy. Your success is our success.

Please send your compliments and complaints to admin@jupiterrealty.com.au for our immediate attention.

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