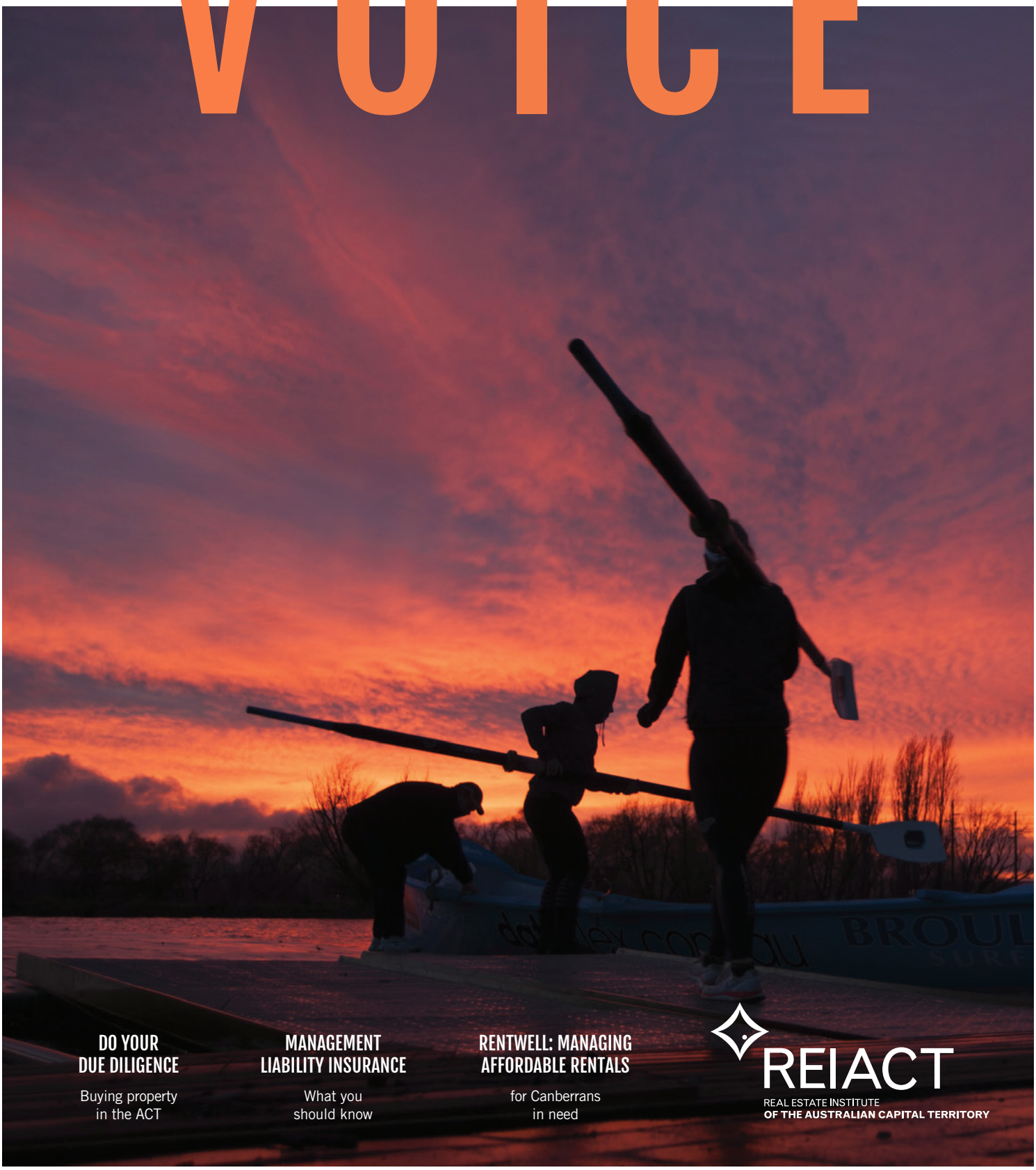
ISSUE 17 . JULY 2019

SPEAKING OUT ABOUT REAL ESTATE IN THE ACT

REAL ESTATE VOICE



DO YOUR DUE DILIGENCE

Buying property in the ACT

MANAGEMENT LIABILITY INSURANCE

What you should know

RENTWELL: MANAGING AFFORDABLE RENTALS

for Canberrans in need

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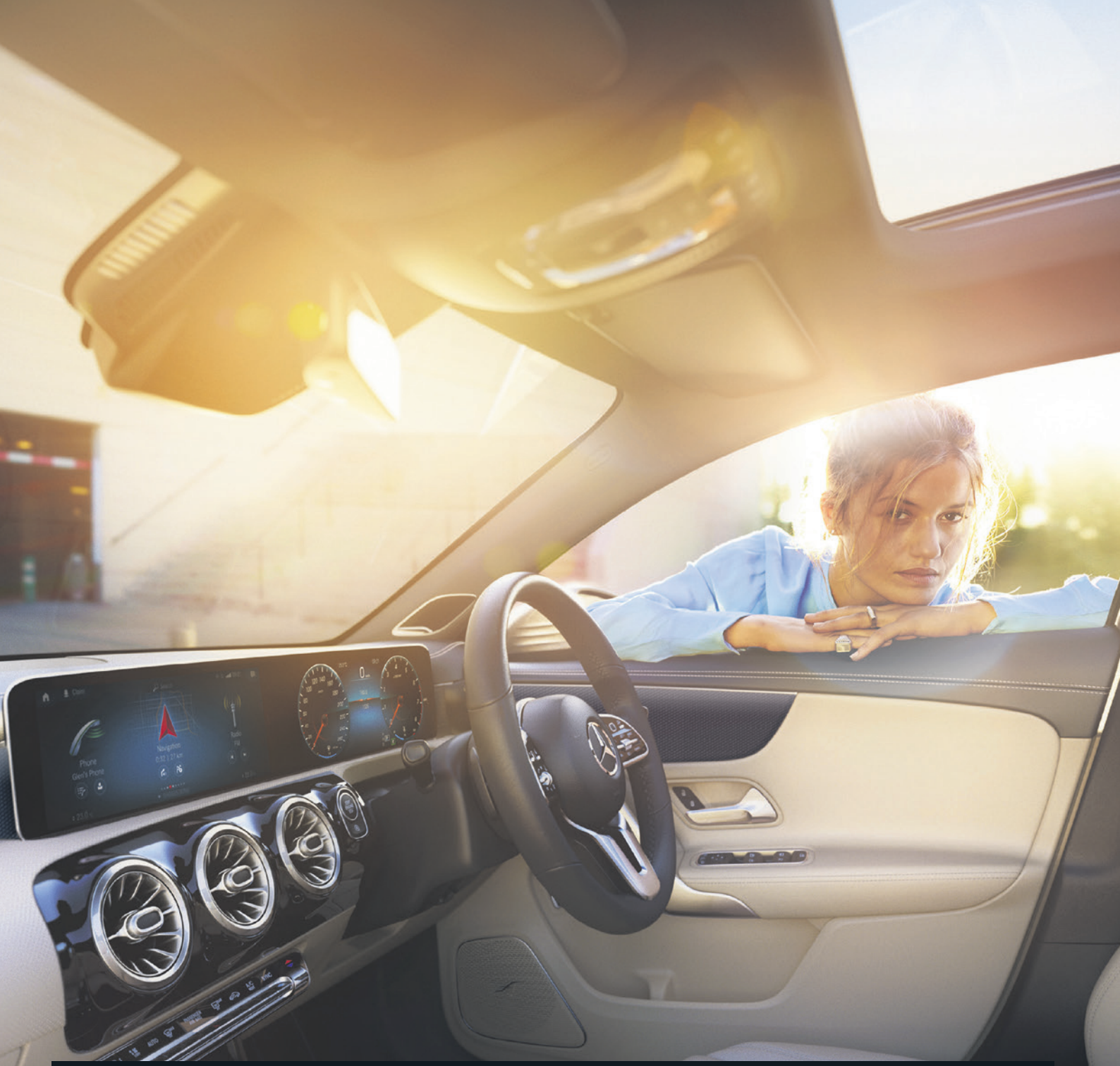

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Professional Practices
Craig Bright / Michelle Tynan / Benjamin Grady

Awards
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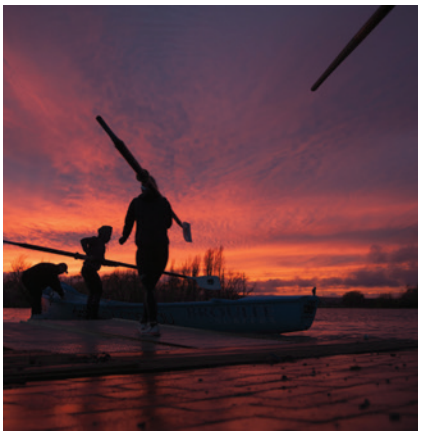
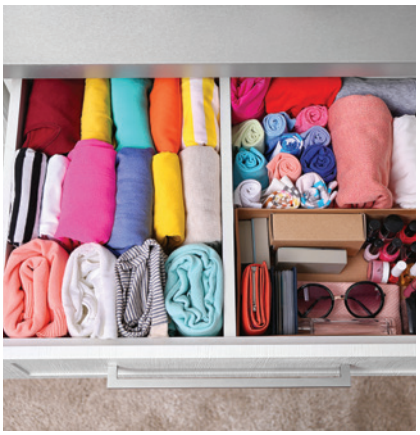
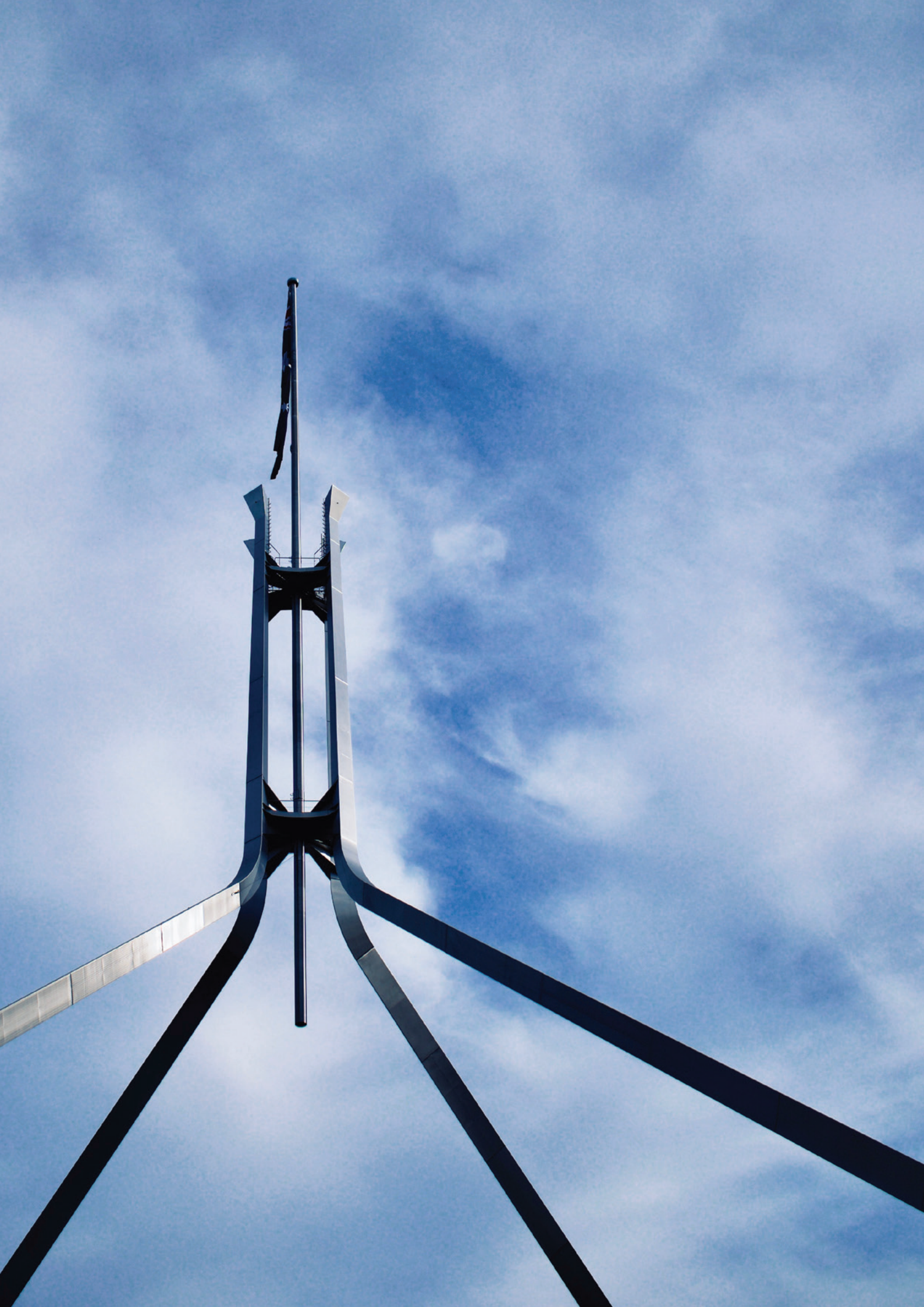




REIACT . ISSUE 17 . JULY 2019

CONTENTS



PRESIDENT REIACT Michael Kumm

Brrrr... Winter is with us!

The market has been a bit quieter than normal due partly to the Federal Election where the Australian public decided that our country's financial stability was too important to play with. Then the ACT budget which will only make things harder for landlords and tenants. You have to wonder if our treasurer will ever realize that tenants must find somewhere to rent whilst landlords don't have to own an investment property in the ACT, when they can invest more profitably elsewhere?

The local budget took a bit of the shine off the cut in interest rates but at least some of the banks are passing on the full amount of the reduction to their borrowers. My feeling on the market is that we just had an early lead in to a normal Winter market!

There have still been some good sales at the top end of the market occurring, and even with Auction success rates hovering at around 50% you would have to agree that to have a 50% chance of selling your property at a price that you are happy with within 30 days is an excellent result.

As you have no doubt noticed stock levels are down at the moment but days on the market are slipping out and the Allhomes May stats show that the average time to sell a home is now 71 days and for units 94 days. You could always use these figures to suggest that maybe Auction is the best way to go!

The Institute has been advised by the Asbestos Response Taskforce that some Agents are still managing Mr Fluffy properties and are not giving full disclosure details to tradespeople who attend the premises. Please remind all property managers of their obligations in regard to these properties.

One thing that the ACT Budget has pointed out, is that approximately 60% of all revenue collected by the ACT Government comes from real estate activities. To further squeeze this source of income ACT Revenue are now requiring detailed reports on ACT Landlords. Some of our members have already been requested to provide detailed reports for not only those Landlords opting out of having the agent make these payments for them, but all Landlords. They are quoting the Taxation Administration Act 1999 which unfortunately does appear to give them the authority. The reason for this exercise is to ascertain, how many (if any) landlords are not paying land tax.

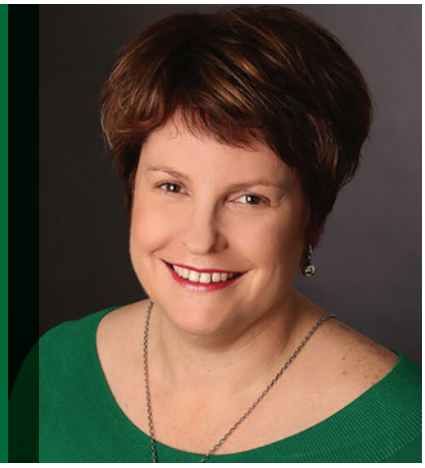
Now, to rub salt into the wound, the ATO also seems to be getting into the industry with direct approaches to Agencies for information. At this stage these approaches have only been interstate but the REIA will be keeping a close eye on this one because if the ATO gets a hint of more tax income they will ramp up their interest Australia wide.

But on a positive note Canberra still has excellent population growth and we expect to see more lively activity from the first home buyers after 1 July.

Food for thought

Michael Kumm
President REIACT

The REIACT Awards for Excellence will celebrate it's 25th year, with nominations now being received for a record 29 categories.



CEO REIACT Michelle Tynan

The REIACT Awards for Excellence will celebrate it's 25th year, with nominations now being received for a record 29 categories, but be quick nominations close on **Friday 5th July**. After a review of the Awards for Excellence at a national level late in 2018, the REIA has now included and extra five awards which will now feature in the 2020 REIA National Awards for Excellence, these being:

- Business Development Manager of the Year
- Property Marketer of the Year
- Residential Sales Team of the Year
- Residential Property Management Team of the Year
- Operational Leadership Person of the Year

I believe these new Awards are reflective of the way our industry now does business and the importance of a strong team culture, whilst maintaining recognition of the leaders and individuals within the "team".

I encourage you all to nominate in your chosen field of excellence. Whilst the submission process can seem daunting, take time to reflect on your achievements, as an agency or the individuals that make your agency great, and celebrate the ordinary achieving extraordinary results. As Edmund Hillary once said "People to not decide to become extraordinary. They decide to accomplish extraordinary things".

On the 10th July we will be holding a forum for our property management sector to provide information for the legislation amendments to the Residential Tenancy Act. Whilst there is no date set for the changes to commence, attendees will be able to ask questions of the panel that will sort the "fact from fiction" in relation to the upcoming changes.

Finally, I would like to acknowledge the great work done by our national body, The REIA, during the federal election campaign. The Negative Gearing and Capital Gains Tax social media campaign had a reach of nearly 11 million interactions or over 2 million each week of the campaign. The involvement of the individual REI's and our members was instrumental in achieving this result. The lobbing and advocacy work conducted by our national body was also pivotal in the announcement of the Hon. Michael Sukkar MP as the new Minister for Housing. Mr Sukkar addressed the REIA National Board meeting held in Hobart on the 20th June with climate change, tax policy and national licensing among the items on the agenda.

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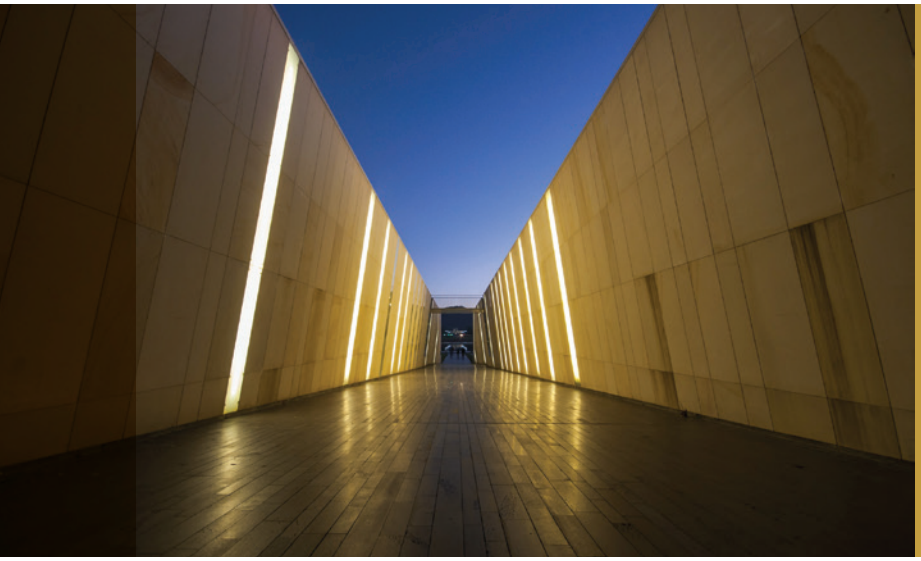
NEGATIVE GEARING
and the 2019 Election

Adrian Kelly, President of the REIA



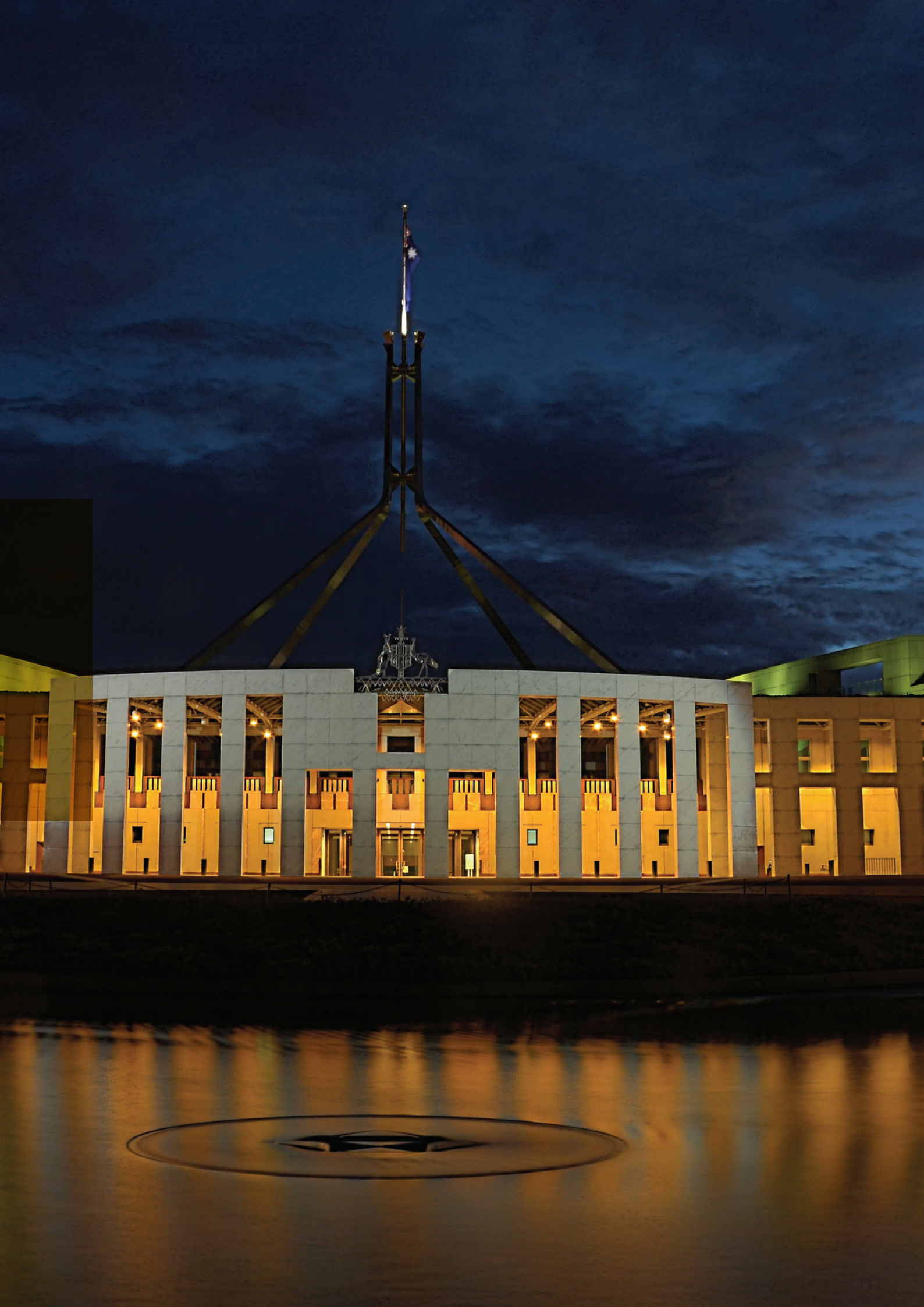
I wrote to you earlier about the upcoming 2019 Election and the approach REIA was going to take to dispel the myths surrounding negative gearing and pointing out the potential economic impacts of changes to negative gearing arrangements.

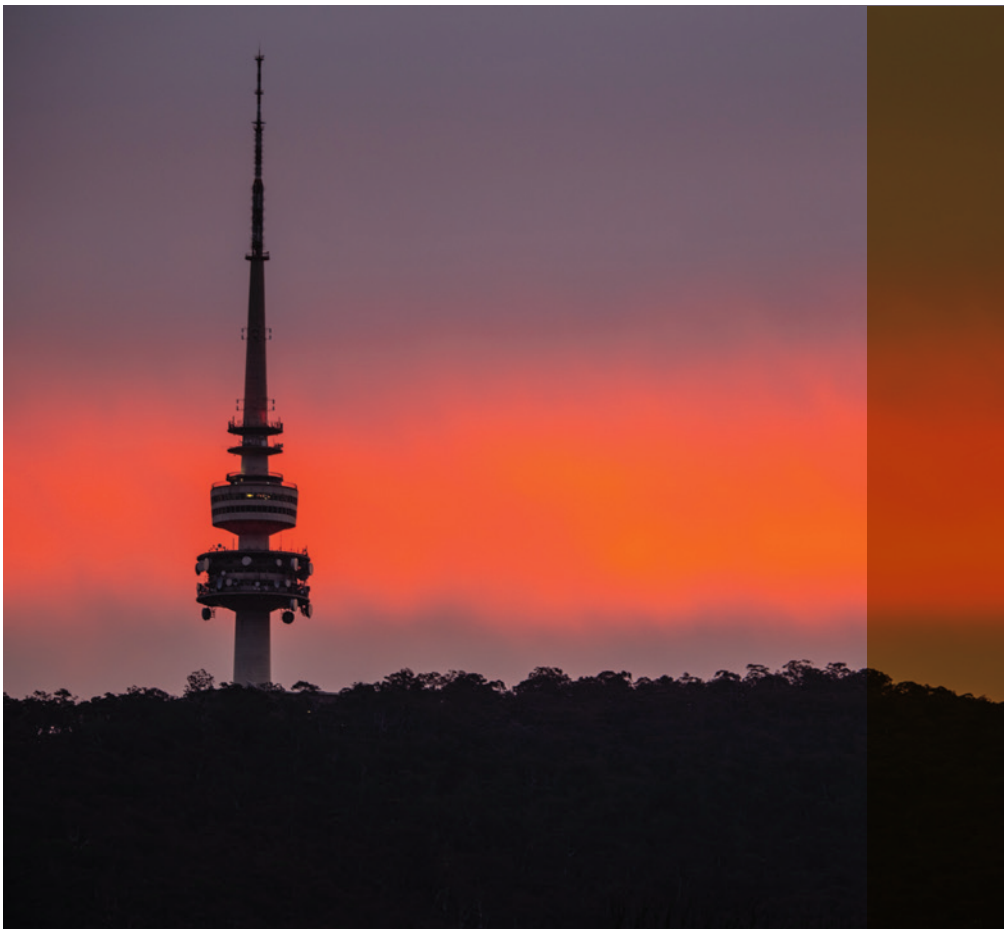
Adrian Kelly
President, REIA

At the time I surmised that housing affordability and taxation arrangements for housing were going to be key issues in the upcoming Federal election campaign. That certainly was the case. Not a single day went by without coverage in the media and parliamentarians on both sides of Parliament debating the issue. The high and consistent level of media coverage, including front page, together with the commentary and debate beneath the REIA's daily posts confirmed the importance of the issue of property taxation as a major election issue.

I outlined the social media campaign that REIA was going to take of daily postings of short videos on Facebook, Twitter and Instagram and wrote that in a similar campaign in 2016 we reached an average audience of 120k per week achieving a total reach of almost 1 million people.

Without doubt, millions of Australians were unaware of the proposal to restrict negative gearing and to double capital gains tax before the election was called, or what the impacts of such a change could mean for the economy.





At the end of the campaign the 2016 figures were shaded by those for 2019. The response has been excellent with a reach of nearly 11 million or over 2 million per week of the campaign.

REIA was greatly assisted by its state based member Real Estate Institutes and a number of franchise groups in sharing REIA's message through their networks and agency databases which was instrumental in achieving the results.

Whilst it is impossible to be definitive on the impact of the campaign it is clear our campaign played an influential role in the election outcome. There is a clear correlation between marginal electorates with high numbers of investment property owners and a higher swing towards the Government than the national average.

The media have been running commentary about the role that REIA's campaign played with some even suggesting that it was inappropriate for us to do so and that we were merely serving our own vested interests.

To dismiss REIA's position as one of vested interest is unfair. As a profession we are interested in a strong economy. The property sector is an integral component of a strong economy. All Australian have a vested interest in a robust economy. Our messaging was based on independent analysis and to construe that the real estate profession suffers from falling house prices or higher rents is misguided, it is homeowners and renters that shoulder hose consequences.

The REIA was, and continues to be, opposed to the policy but we are an apolitical body that does not endorse political parties nor oppose political parties. We have a duty to champion our policies which we will continue to do.

REIA has long advocated for the appointment of a Minister of Housing. So it was pleasing that the Prime Minister announced Michael Sukkar as Minister for Housing and Assistant Treasurer. REIA has had a productive relationship with Michael Sukkar when he was Assistant Treasurer prior to the change in Prime Ministers last year and looks forward to working closely with him on the implementation of the First Home Loan Deposit Scheme announced during the election campaign and other housing initiatives.

We are also pleased that the Opposition has committed to reviewing the policies it took to the election and will work with them in addressing the complex issue of housing affordability.

REIA will be working with both the Government and the Opposition to develop practical policies for the housing sector over the next electoral cycle.

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There are several risks and exposures associated with running a business which could threaten the financial position of both a company and its directors. Understanding and taking out the right Management Liability Insurance cover can be vital in helping to reduce these liabilities.

MANAGEMENT LIABILITY INSURANCE – WHAT YOU SHOULD KNOW

There are several risks and exposures associated with running a business which could threaten the financial position of both a company and its directors. Understanding and taking out the right Management Liability Insurance cover can be vital in helping to reduce these liabilities.

When thinking about the potential exposures to your business, it is easy to focus on the risks associated with your tangible assets such as the product or service you provide. However, risks are inherent in all areas of business. With such a highly regulated and contentious business environment, it is becoming increasingly important to also consider any liabilities that may arise from the management of your business.

As a company director or manager, you are required by law to ensure decisions are made with due care and diligence and in the best interest of the business. This means you can be liable to a variety of stakeholders for your business decisions and practices, including employees, partners, clients, competitors and shareholders.

If a claim is made against you from any one of these stakeholders, the associated legal costs and damages can be financially crippling to a business of any size. The harsh truth is, if you are not adequately protected, you can leave yourself at risk of losing not only your business but your personal and family assets too.

HOW CAN MANAGEMENT LIABILITY INSURANCE HELP?

Management Liability Insurance is designed to help protect the personal assets of company directors, managers and officers against potentially large and unexpected liability claims regarding the management, governance or compliance of the business.

For each risk included in your policy, you will typically be covered for damages and claimant costs awarded against you, legal and investigation costs, civil fines and penalties and representation costs where you are legally required to attend an inquiry or investigation.

Claims brought against you could arise from management liability risks including (but not limited to):

EMPLOYMENT PRACTICES LIABILITIES

Workplace Bullying and/or Harassment

Claims relating to bullying or harassment are estimated to cost Australian organisations up to $36 billion[1] through lost productivity, increased absenteeism, poor morale and the time spent documenting, pursuing or defending a claim.

According to Safe Work Australia, the median cost for accepted bullying and/or harassment claims is approximately $27,1532[2].

As the manager or director of a business, you could be found legally liable should one of your employees make a claim for bullying or harassment in your workplace. If you are found accountable for such claims, you could face prosecution by the Fair Work Commission.

Unfair Dismissal

Managers and directors could also be left to defend claims relating to unfair dismissal where an employee feels their contract has been terminated harshly or unreasonably. Should the compensation be awarded to your employee, a business could be ordered to pay a sum of up to $71,0003[3], an amount that could have a serious financial impact, particularly for a small to medium-sized business.

STATUTORY LIABILITIES

Occupational Health and Safety (OHS)

Breaches identified under the Work Health and Safety Act 2011 can incur penalties, regardless of whether intentional or deliberate conduct is established. A business owner or manager can be issued personal fines for reckless conduct of up to $600,000 for breaching their health and safety duty. The potential penalty faced by a body corporate for reckless conduct could reach $3,000,000.

CRIME COVER

Employee Theft or Fraud

In the last 24 months, 45% of Australian organisations have experienced acts of economic crime, with 60% of those cases committed by someone close to the business such as an employee[4]. It is important that businesses don't underestimate their threat environment and consider both external and internal sources of economic crime. Cover can help to minimise the risk of incurring significant and direct financial loss should an employee (past or present) commit an act of fraud or dishonesty.

DIRECTORS AND OFFICERS LIABILITIES

Mismanagement by Directors

Company directors can be found personally liable under the Corporations Act 2001 (Cth) for breaching their director's duties. Potential breaches can include instances or allegations of fraud, wrongful acts, or misleading and deceptive conduct.

Offending directors could face civil penalties of up to $1.05 million[5] or be required to compensate the company for any loss or damage incurred because of a breach. Depending on the severity of the misconduct, if the breach is reckless or dishonest, the director may also incur criminal penalties.

Having cover can help protect directors in the event they are ordered to pay monetary sums or fines to a regulatory authority if they are found to be operating in breach of legislation.

References

1. **https://www.headsup.org.au/supporting-others/workplace-bullying**
2. Safe Work Australia – Psychological Health and Safety and Bullying in Australian Workplaces – Indicators from accepted workers compensation claims, Annual Statement, 4th Edition, 2017.
3. **https://www.fwc.gov.au/unfair-dismissals-benchbook/remedies/** compensation/compensation-cap
4. **https://www.pwc.com.au/consulting/assets/gecs-report18.pdf**
5. **https://aicd.companydirectors.com.au/membership/membership-update/stronger-corporate-penalties-are-here**

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DO YOUR DUE DILIGENCE – BUYING PROPERTY IN THE ACT

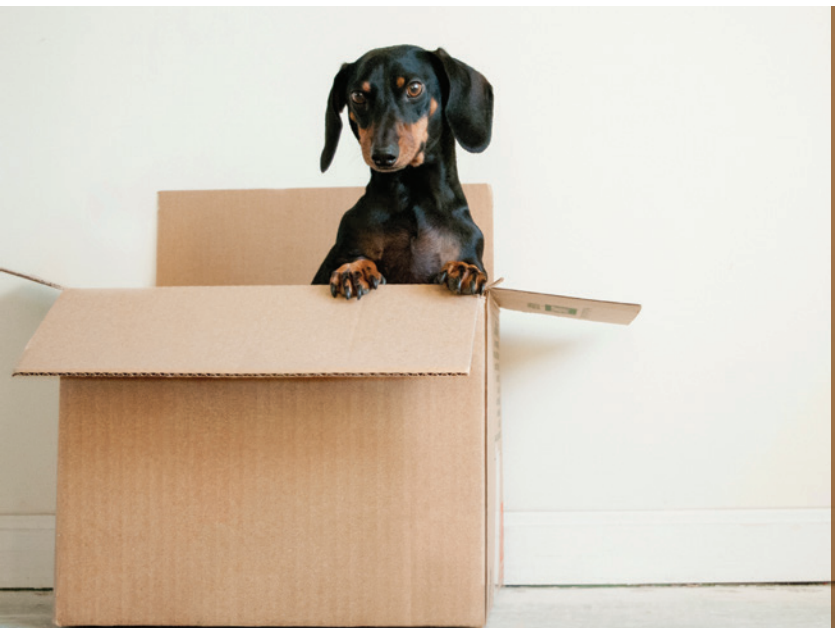
Benjamin Grady & Julian Pozza BAL Lawyers

Purchasing real estate is a significant investment for most people. It stands to reason then that a prudent buyer will want to know as much about a property as is possible before proceeding with the purchase. Though it is a common misconception that the contract contains all information pertaining to the property, the cornerstone of property law in Australia rests in the concept of *buyer beware* and due diligence in relation to any real estate purchase is a serious consideration. Where possible, buyers should make all relevant enquiries of the property prior to entering into a contract.

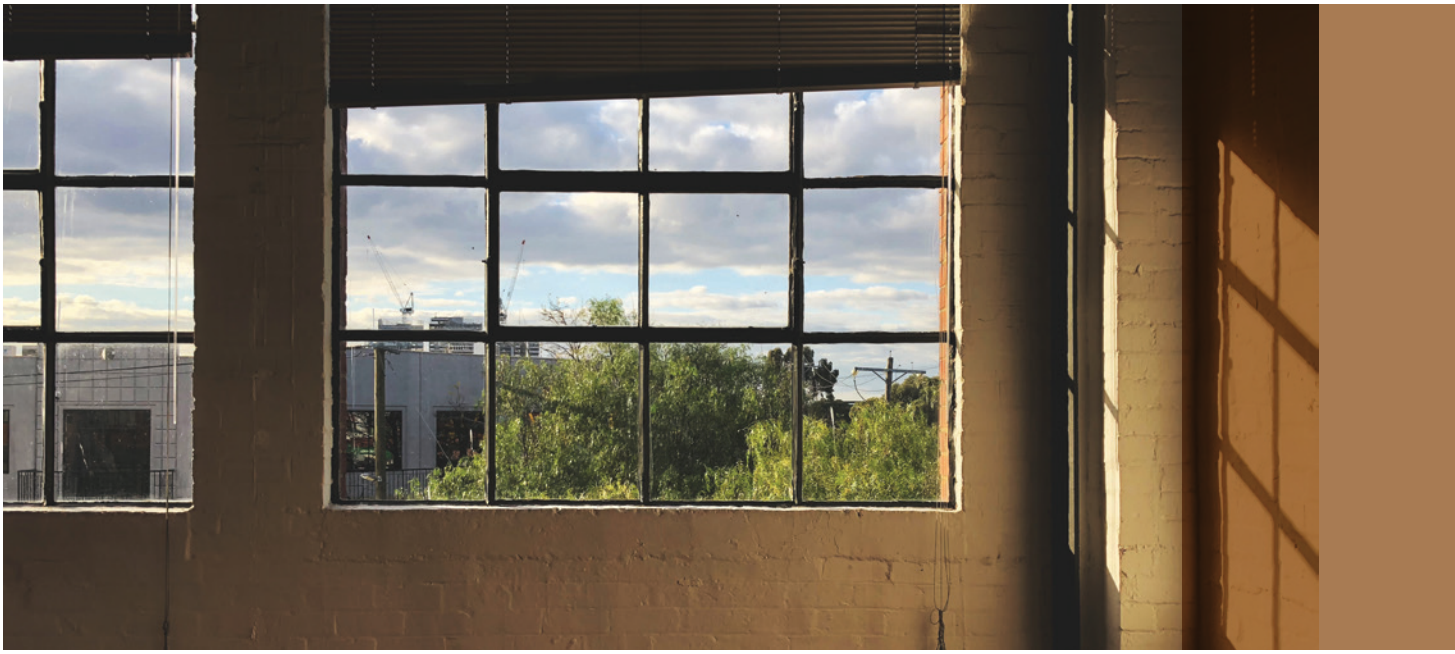
In respect of residential property in the Territory, buyers are afforded some protection under the *Civil Law (Sale of Residential Property) Act 2003* and the *Unit Titles Act 2001*. Under the legislative regime, obligations are imposed on the seller to attach a set of 'required documents' (a defined term) to a Contract for Sale before a property is marketed.

These Required Documents include copies of all interests and encumbrances registered against the title, an extract of the title, the Crown Lease or Units Plan and the Deposited Plan. Also included is an extract noting any notices or breaches of the Crown Lease and any relevant notifications pertaining to development applications lodged over the site and adjacent land, heritage status, and contamination. The seller is also required to attach a current building, compliance and pest report (for town houses and stand-alone dwellings) and an energy efficiency rating. If the property is a unit, the seller must also include a report (called a Section 119 Certificate) detailing the relevant fees, charges and administrative information of the Owners Corporation.

The disclosures required for a residential sale contract offer buyers a considerable understanding of the title and condition of the property and to an extent, negates the need for further investigations of the property. It should be understood, however, that the building,



The Property Team at BAL Lawyers have extensive experience dealing with contracts for all types of properties.



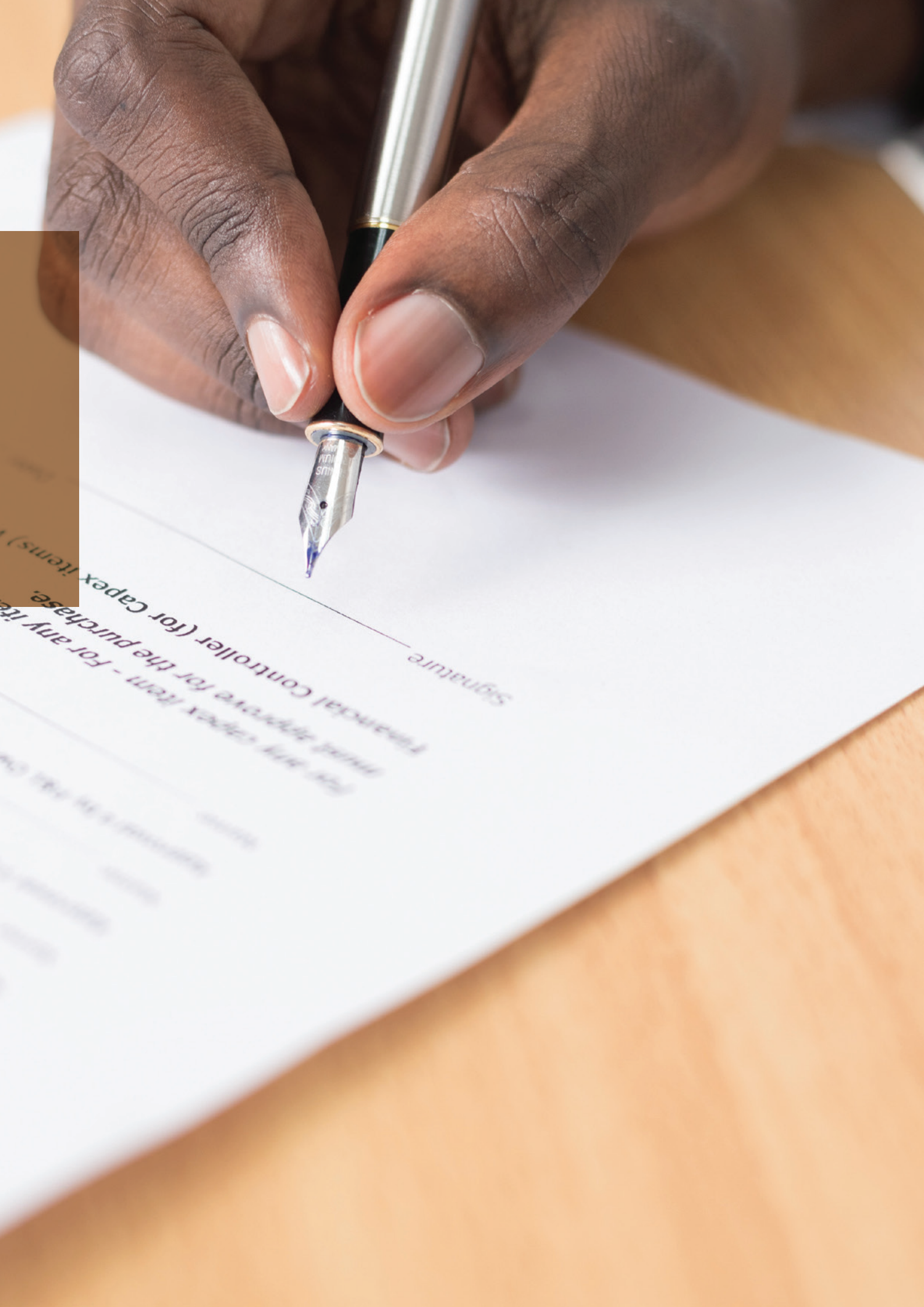
compliance and pest reports are not conclusive evidence of the state or repair of the property. These reports are based on a visual inspection of the property only and, particularly where the property is furnished, may not identify all defects. For this reason, buyers should always undertake their own inspection of the property and, where deemed prudent, obtain their own building, compliance and pest report from a trusted contractor.

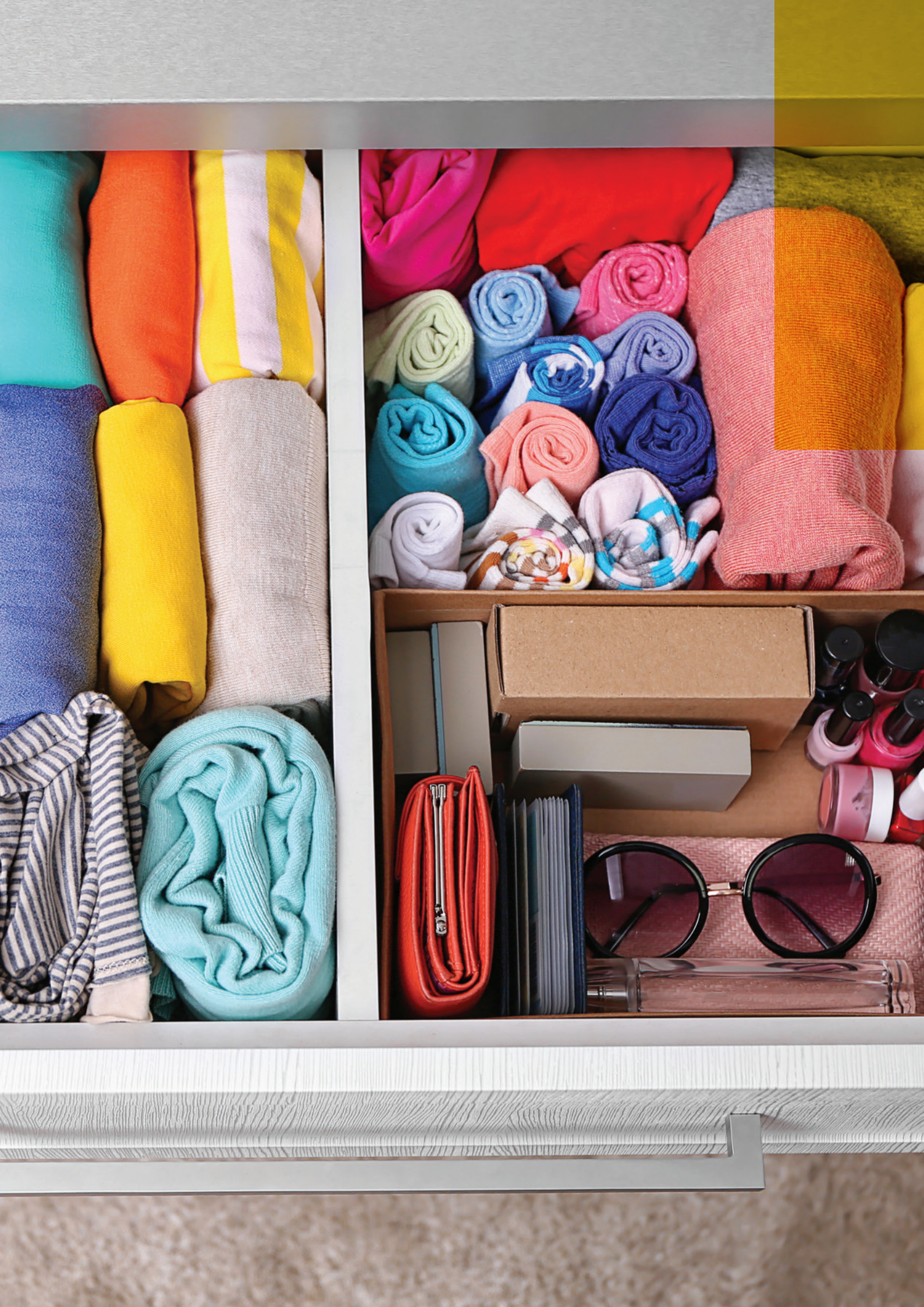
The above situation is distinctly different if the property does not fall under the 'residential' regime, that is, if the property is classed as commercial, industrial or rural premises. For these types of premises, the disclosure obligations of the seller are limited to information concerning dangerous substances such as the provision of an asbestos report, register or management plan (if any) as is required under the *Work Health and Safety Act 2011* and *Work Health and Safety Regulation 2011*. Beyond such instances, however, the obligation for disclosure is largely a commercial decision for the seller and the onus rests squarely on the buyer to undertake its own investigations. This can often be an expensive and timely exercise but the risks, both monetary and legal, which can arise from a failure to undertake proper due diligence far outweigh such costs and the costs of obtaining appropriate legal advice.

The Property Team at BAL Lawyers have extensive experience dealing with contracts for all types of properties. Get in touch with a member of our team before you or your client sign.

Benjamin Grady
BAL Lawyer

Julian Pozza
BAL Lawyer


Signature
Financial Controller (for Capex items)
Final approve for the purchase.
For any capex item - For any ite



CONSOLIDATION

KONMARI YOUR SUPER

Marie Kondo's method of de-cluttering and re-organising everything in your home may be satisfying, but it could never be called easy. Luckily doing the same for your super doesn't require nearly as much time or effort, and you won't even have to drive to the Salvos.

Having more than one super account can be a drain on your future. Multiple accounts mean multiple fees, and your balance at retirement will not thank you. Coupled with that magic ingredient in super – compound interest – paying just one set of fees can make a big difference to your retirement lifestyle.

The first step to getting your super organised is to know how much you have and where it is. REI Super members can find out online in just a few clicks.

1. **Log in to your account**
   You'll need your member number for this part. If you can't remember what it is, just give us a call on 1300 13 44 33. (Once logged in, if you're on mobile, you'll have to click "full website". Ugh. So hard.)
2. **Click "Roll in my other super accounts,"**
   It's the big blue button. Here you'll see a list of any past roll overs.
3. **Click "Rollover your super now"**
   Don't worry, we won't roll in any accounts until you know where they are.
4. **Click "Find my super"**
   Now kick up your feet. This takes about two minutes; less time than it takes to learn how to KonMari fold a pair of jocks.
5. **Get consolidating!**
   If we've found multiple funds in your name, you can start the consolidation process today. Thank them for their service and click them away. The money will be in your REI Super account in just three days.

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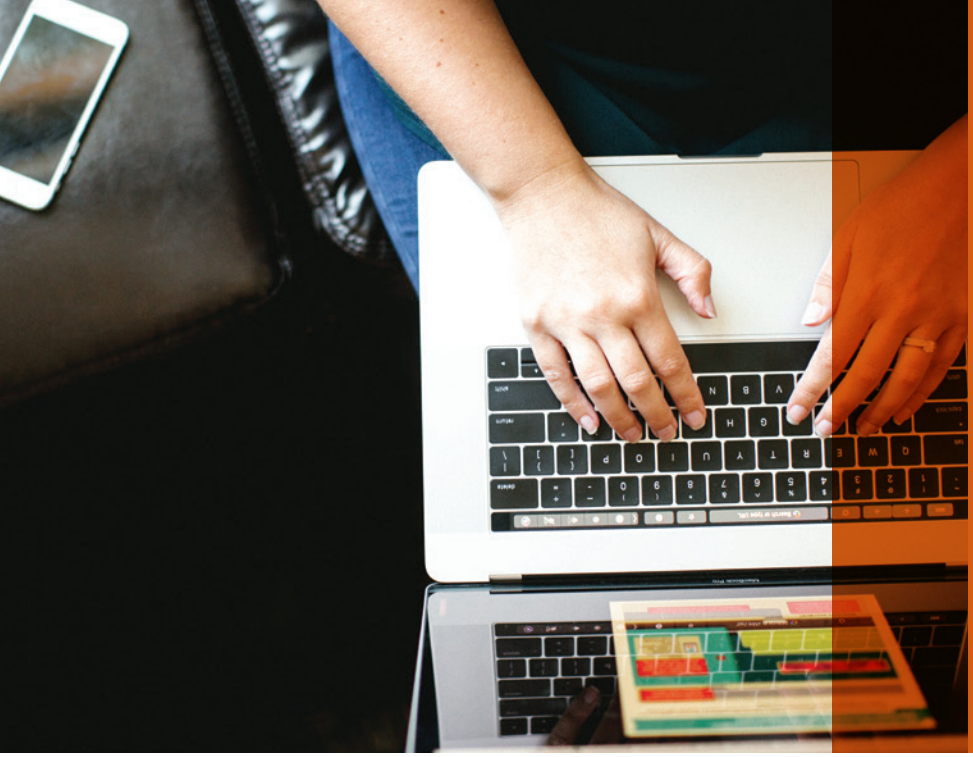

A MESSAGE FROM THE COMMISSIONER FOR FAIR TRADING

David Snowden Commissioner for Fair Trading

David Snowden
Commissioner
for Fair Trading

ACCESS CANBERRA

We are committed to delivering consumer confidence in the real estate industry.

To ensure that the industry is compliant, Access Canberra applies a risk-based approach – directing resources to where the risks of harm, unsafe practice or misconduct are the greatest.

This approach strengthens our capacity to identify where the community, business and the environment are most at risk and take action.

TRUST ACCOUNT REQUIREMENTS

One of the main risks to consumers I see in the real estate industry is the handling of trust account money, which can often be a considerable amount. To ensure consumers have confidence in agents' correctly handling money, the Agents Act 2003 requires all licensed agents holding trust account money during the financial year to:

- have the trust account/s in which the money is banked audited by a qualified auditor before 30 September each year; and
- provide a copy of the audit report to the Commissioner for Fair Trading as soon as practicable after completion.

NEW ONLINE LODGEMENT OF TRUST ACCOUNT AUDIT

Access Canberra is always looking for ways to make it easier for you to do business.

From 1 July 2019, trust account audits can be lodged online via a smart form.

This new streamlined process will allow for easy lodgement of audit reports, including an automated receipt for the lodgement of reports.

To assist us with monitoring trust account audit lodgements, we ask that agents who have not held trust money during the financial year to notify us by completing the same smart form. This will prevent the need for Access Canberra to follow up on the non lodgement of an audit report.

I encourage all licensed real estate agents and trust account auditors to get familiar with the form.

COMPLIANCE WITH THE LAW

While majority of the industry comply with their obligations as licensed agents in relation to trust accounts, Access Canberra will continue to monitor compliance over the next 12 months, and where necessary take appropriate action against agents who fail to meet their obligations.

For more information and to access the online smart form visit www.act.gov.au/agent

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Don't let it sizzle out

The REIACT member cash back offer is ending 31 August 2019

Looking to take out a new loan or refinance your existing home loan? Take advantage of the REIACT member cash back offer with St.George until 31 August 2019 and receive a cashback of up to 0.3% of the value of your loan amount.* That could be a cashback of up to $1,500 on a $500,000 home loan.

Why choose a St.George home loan?

- At St.George, we are committed to giving you the edge with fast turnaround times, competitive rates, niche solutions and innovative technology.
- Receive support from a specialist Lending Manager, committed to helping you through your home buying journey.
- Access a range of banking solutions including interest offset facilities on eligible loans to help you pay off your home loan sooner plus insurance options, savings accounts and more.

Ask me how

If you're interested in taking advantage of these offers, please contact Amanda Vella on the details below.

Amanda Vella
Relationship Manager
0466 398 357
Amanda.Vella@stgeorge.com.au

stgeorge.com.au/homeloans

Things you should know: Conditions, fees and charges, apply. Credit criteria apply to approval of loans. ***0.30% Cashback:** We will pay any eligible member whose new St.George standard home loan is approved after 28 February 2019 a cash benefit an amount equal to 0.30% of the loan balance (less any amounts in any offset account linked to the loan) calculated on the 3rd business day after settlement. ('Alliance Benefit') For standard home loans with a construction or progress payment option, the cashback/Alliance Benefit amount will be the amount equal to 0.30% of the credit limit. For example, where an eligible member takes out a new standard home loan with St.George and borrows $500,000 and places $100,000 into an offset account within 3 days of drawdown, they will receive an Alliance Benefit of $1,200 (0.30% of $400,000). The Alliance Benefit will be paid within 60 days of settlement into the eligible member's St.George transaction account. The transaction account must be linked to eligible member's home loan account and all home loan repayments are to be direct debited from that transaction account. The Alliance Benefit is only available to applicants who have an REIACT membership. Eligible members are only entitled to one Alliance Benefit payment during the term of this Alliance Program Offer irrespective of the number of new home loans approved by St.George for that eligible member. The Alliance Benefit will only be paid on home loans that are utilised for residential purposes. The Alliance Benefit will not be paid where the new home loan is a refinance of a St.George, Bank of Melbourne or BankSA home loan except where the eligible member borrows an additional amount. The Alliance Benefit will then be calculated on the additional amount borrowed. For example, where the applicant has an existing home loan of $400,000 with BankSA and decides to refinance it to St.George and borrows an additional $100,000 so the applicant's total borrowings are increased to $500,000, the applicant will receive a cash back offer of $300, being 0.30% of the additional amount borrowed of $100,000. The Alliance Benefit will not be paid where the new home loan has been financed through a mortgage broker. The Alliance Benefit offer commences 28 February 2019 and is only available on applications submitted by 31 August 2019 and may be varied or withdrawn at any time. The Alliance Benefit is not available on Portfolio Loans or Interest Only Relocation Loans. Fees, charges and terms and conditions apply on all home loans. Loan approval subject to an assessment of the eligible member's objectives and financial circumstances and St.George credit criteria. Credit provided by St.George – A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714. 204/0619

st.george start something

3 home loan tips from St.George

Whether you're buying a new home, refinancing from another bank or investing in property, the team at St.George understand that your home loan is most likely the biggest investment you will make in your life. Paul Gray, St.George Regional Executive in the ACT has some helpful tips for REIACT members to get the most out of your home loans.

Tip 1: Utilise an interest offset account

Interest offset facilities can make your savings work harder, by 'offsetting' them against your home loan. This will give you the flexibility of accessing your money when you need to, with the benefit of paying off your home loan sooner. With an interest offset facility you pay interest only on the net amount (your loan balance less your transaction account balance for that day).

For example if your home loan balance is $350,000 on a particular day and your linked savings account balance is $50,000 on that day, as interest is calculated daily you only pay interest on $300,000 for the day. You will not earn interest on the $50,000 in your offset account; instead the $50,000 is offsetting the interest charged on your home loan. As your offset account is reducing the interest charged on your home loan, but your standard repayments remain the same (reflecting the loan balance of $350,000), more money will be attributed to the principle and will in affect help you own your home sooner.

Tip 2: Make additional repayments

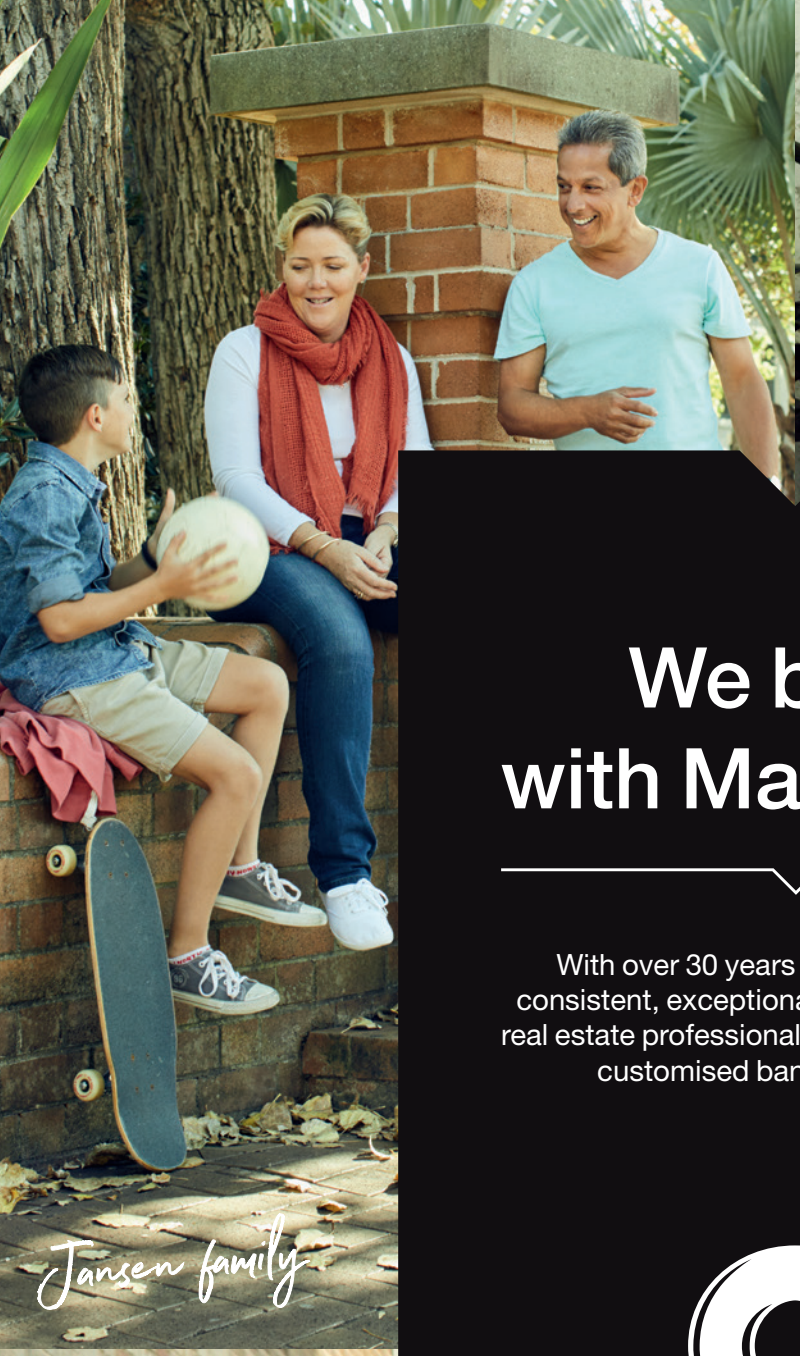
Making additional repayments above your minimum required repayment is a direct reduction in the balance of the loan. This will not only reduce the interest payable but also reduce the remaining term of your mortgage. For example making an additional repayment of $100 per fortnight on a $350,000 mortgage over 25 years could save you approximately $40,087.83 in interest and reduce the loan term by up to 6 years. Any additional repayments will have a benefit even lump sum payments, like a tax refund or windfall, will assist in reducing the loan term.

Tip 3: Ask questions and take advantage

There are other opportunities to save money which can be put towards your mortgage. In conjunction with a good household budget you could save money by taking advantage of other products that the bank offers, as these products may include a discount as part of holding a St.George home loan. You should regularly review the amount you pay on household costs such as home and contents insurance, car insurance, life insurance etc. If taking advantage of the banks products could save you money and the products are right for you, any savings could be allocated to the mortgage, in turn reducing the balance.

Paul Gray
St.George Regional Executive in the ACT

Note: While these 3 tips are intended as a guide only, your individual circumstances should naturally be taken into consideration. This is why we also recommend you obtain independent professional advice relevant to your financial circumstances.



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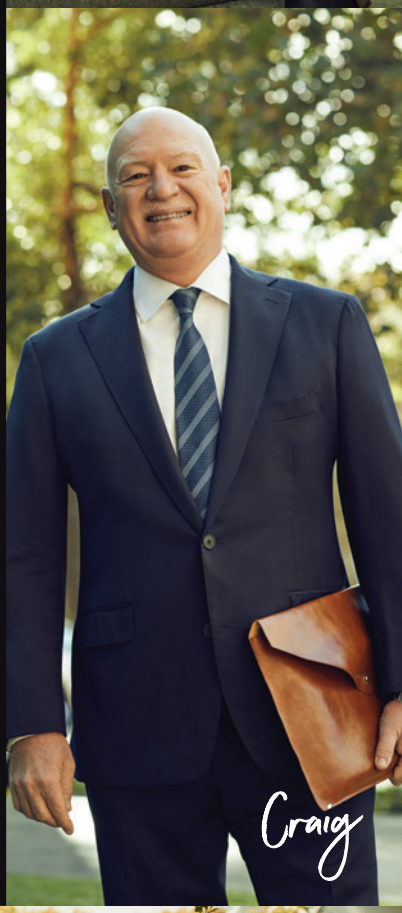
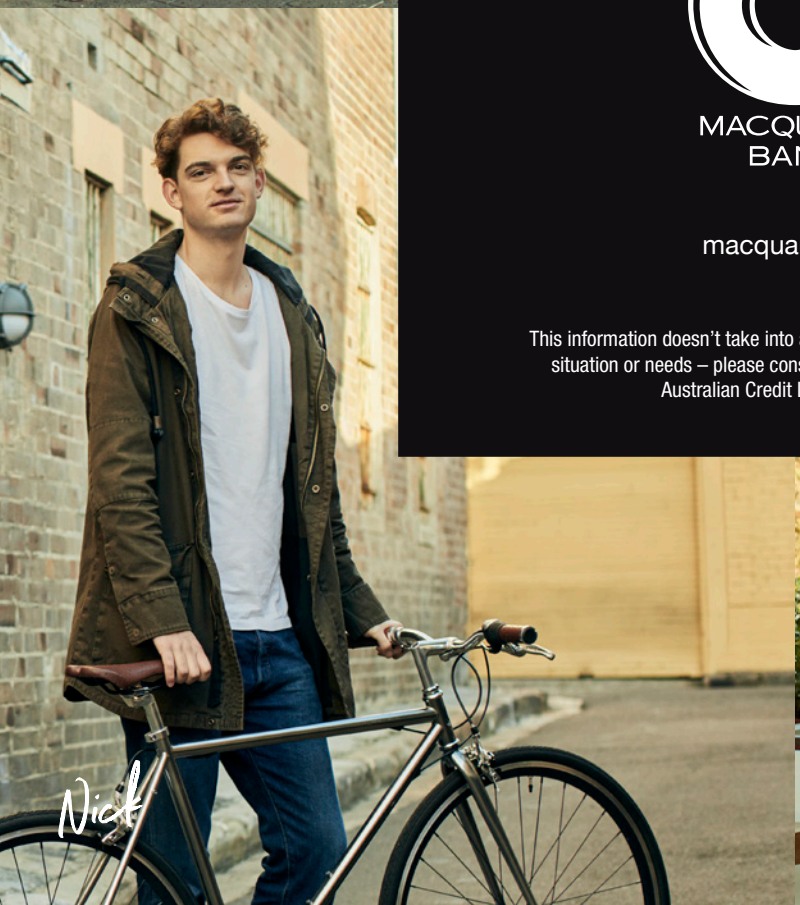




IT'S OVER:

PART-TIME COMMISSION-ONLY ARRANGEMENTS TO END

The Fair Work Commission has determined that from 30 June 2019, part-time provisions will no longer be able to be applied to commission-only arrangements.

Bryan Wilcox CEO at the Real Estate Employers' Federation

Bryan Wilcox
CEO at the Real Estate Employers' Federation

Since the *Real Estate Industry Award* commenced operation in January 2010, it has been permissible for a commission-only employee to be employed on a part-time basis. However, despite REEF's vigorous objections, the Fair Work Commission recently determined that this will no longer be allowed.

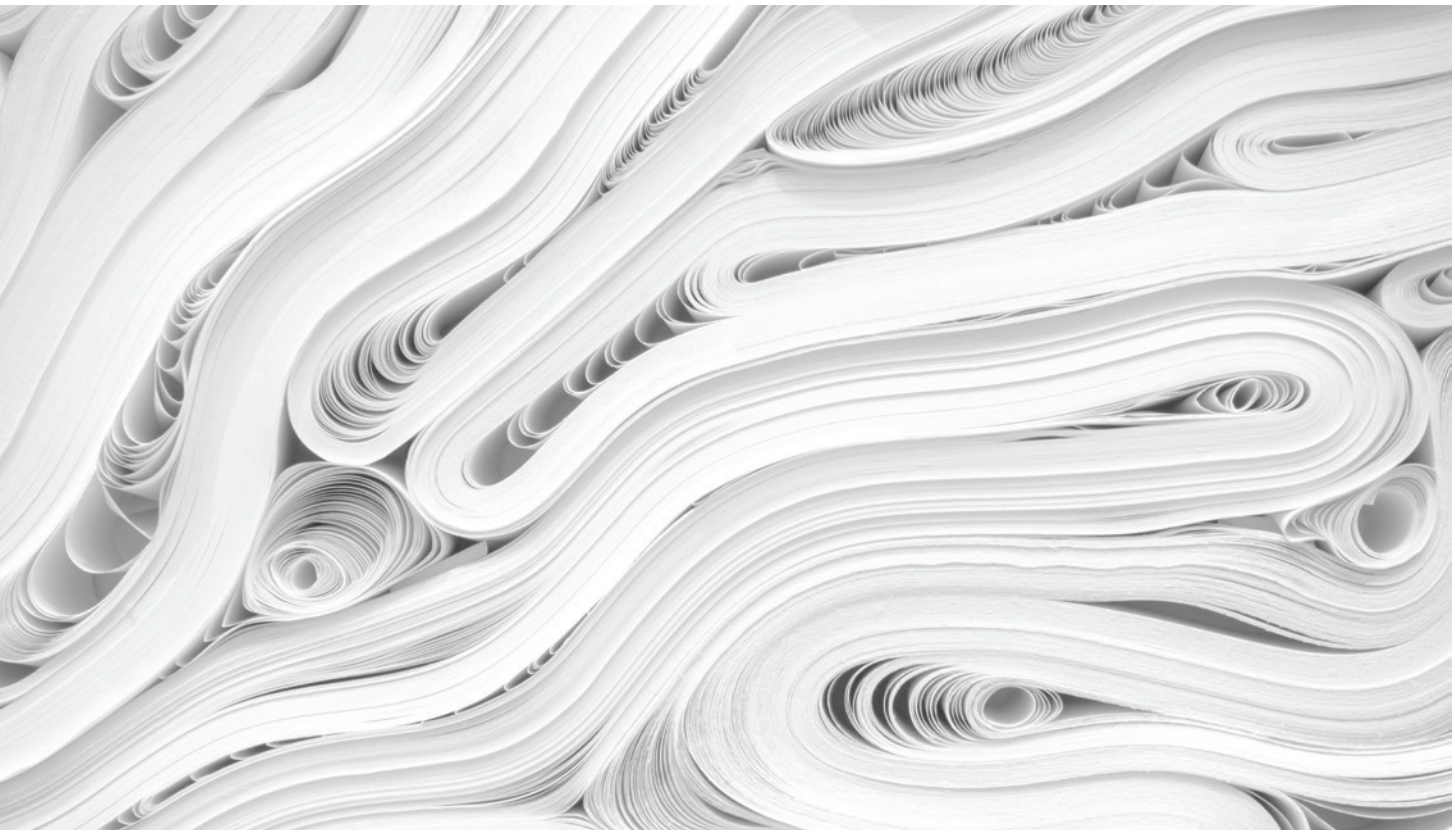
WHAT DOES THIS MEAN FOR EMPLOYERS?

First and most importantly, there's no effect on wages as a commission-only employee's remuneration is based solely on results and not on the number of hours they work.

The decision only imposes one change of substance.

This change concerns how real estate employers will accrue the salesperson's NES entitlements (including things like annual leave, personal/carer's leave and notice of termination of employment).

From 1 July 2019, employers will need to accrue a commission-only employee's NES entitlements on the basis that the employee works 38 hours a week (even if a lesser number of hours has been previously agreed). So, irrespective of whether the commission-only employee works 6 hours or 60 hours a week, their annual leave entitlement (for example) will accrue as if they work 38 hours a week.



QUESTIONS?

If you're a REEF member and need assistance to apply this decision, please call the REEF Helpline on 1300 616 170 to talk to one of our Workplace Relations Advisors.

The Real Estate Employer's Federation (REEF) is the real estate industry's leading not-for-profit employer and workplace relations advisory association. It has more than 1600 members and subscribers across Australia. Each year, REEF receives more than 15,000 calls from real estate employers needing help and guidance on matters affecting the employment relationship.

For more information about joining REEF, go to ***www.reef.org.au*** *or call 1300 616 170.*

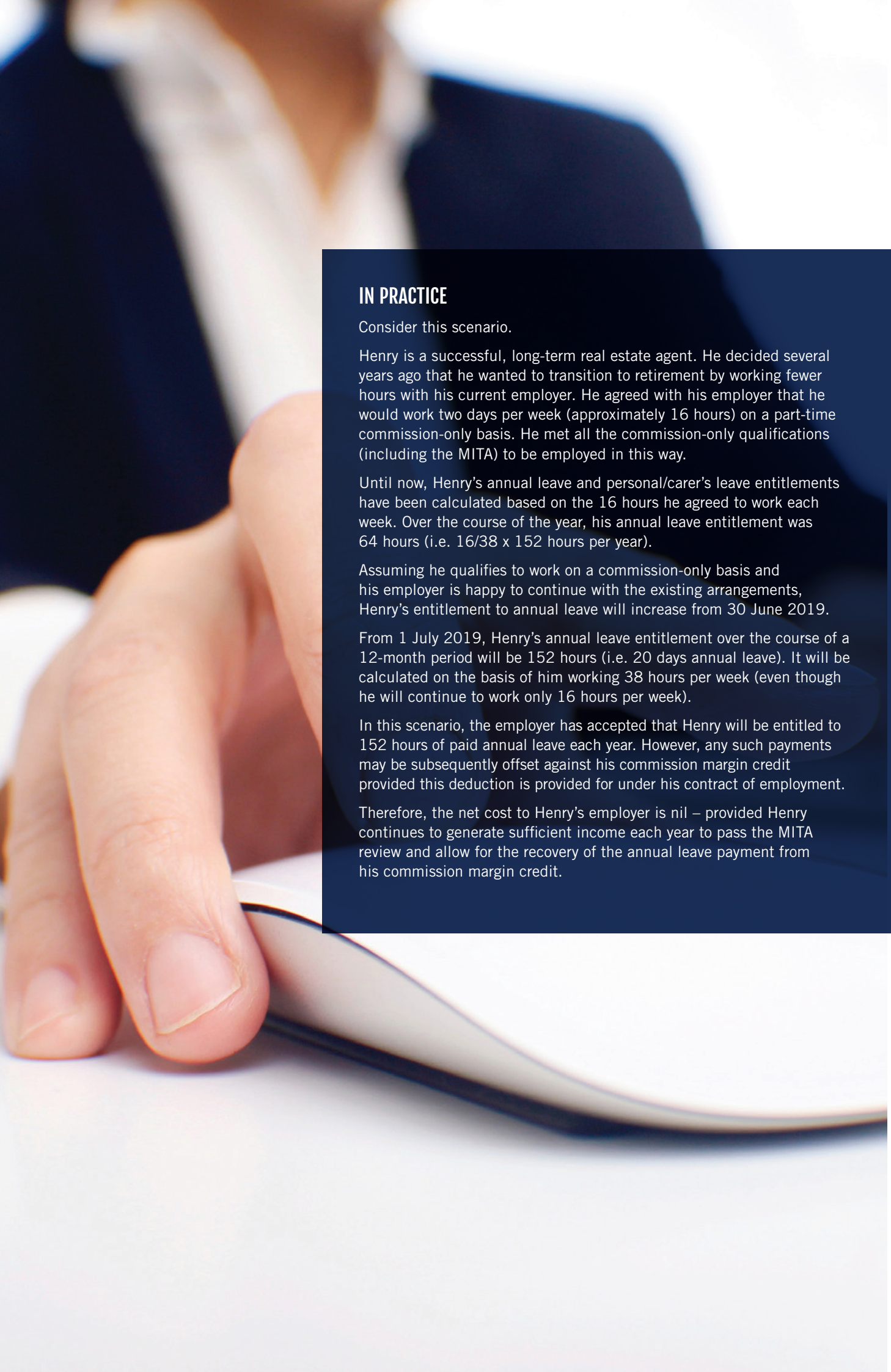
THE BOTTOM LINE

How employers respond to this decision will depend on a number of considerations.

If you're comfortable to accept the increased NES liability, then it will be business as usual. The employee will continue to work their current hours, but their NES entitlements will accrue as if they work 38 hours a week.

If, on the other hand, you're unwilling to adopt the increase in the employee's NES entitlements, there will be a need to consider other alternative strategies to manage the problem in order to comply with the law. One such strategy is to discuss the possibility of moving to a part-time salaried arrangement on a debit-credit or target-based commission structure with the salesperson.

While REEF is disappointed with the Fair Work Commission's decision on this matter, the impact should be manageable – especially given the strong safeguards under the Award which operate to limit commission-only employment to proven real estate performers.



IN PRACTICE

Consider this scenario.

Henry is a successful, long-term real estate agent. He decided several years ago that he wanted to transition to retirement by working fewer hours with his current employer. He agreed with his employer that he would work two days per week (approximately 16 hours) on a part-time commission-only basis. He met all the commission-only qualifications (including the MITA) to be employed in this way.

Until now, Henry's annual leave and personal/carer's leave entitlements have been calculated based on the 16 hours he agreed to work each week. Over the course of the year, his annual leave entitlement was 64 hours (i.e. 16/38 x 152 hours per year).

Assuming he qualifies to work on a commission-only basis and his employer is happy to continue with the existing arrangements, Henry's entitlement to annual leave will increase from 30 June 2019.

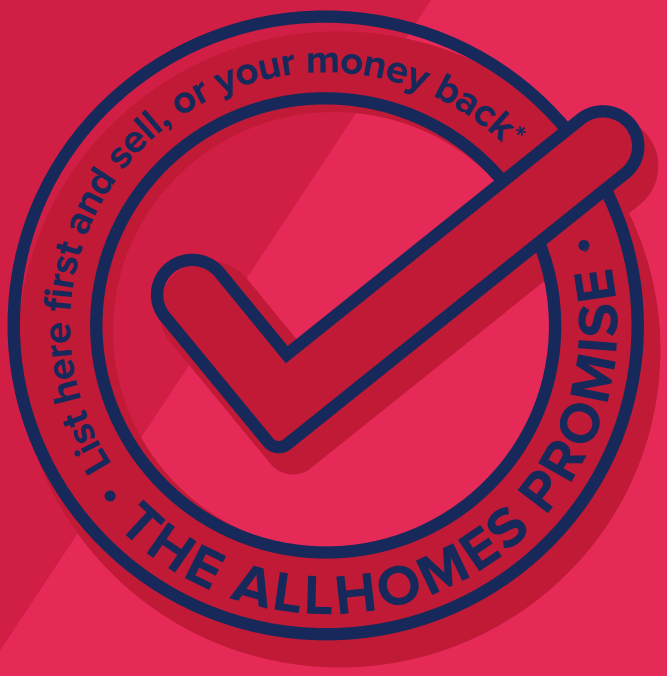
From 1 July 2019, Henry's annual leave entitlement over the course of a 12-month period will be 152 hours (i.e. 20 days annual leave). It will be calculated on the basis of him working 38 hours per week (even though he will continue to work only 16 hours per week).

In this scenario, the employer has accepted that Henry will be entitled to 152 hours of paid annual leave each year. However, any such payments may be subsequently offset against his commission margin credit provided this deduction is provided for under his contract of employment.

Therefore, the net cost to Henry's employer is nil – provided Henry continues to generate sufficient income each year to pass the MITA review and allow for the recovery of the annual leave payment from his commission margin credit.

The Allhomes promise

*Selling a property in the ACT or Queanbeyan?



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Source: [1] Unique audience in ACT for Allhomes compared to nearest competitor, sourced via emma™ conducted by Ipsos, people 14+ for 12 months ending November 2018. Nielsen Digital Content Ratings (Monthly Total), people 14+ November 2018.

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IMPORTANT CHANGES TO THE REAL ESTATE INDUSTRY AWARD

Anca Costin BAL Lawyers

The *Real Estate Industry Award* was reviewed last year and the Fair Work Commission changes came into effect on 2 April 2018. Such changes may affect your business and penalties may apply if found in breach.

Anca Costin
BAL Lawyer

CLASSIFICATIONS AND WEEKLY WAGES

The new classifications and wage rates cover employees previously classified as property sales, management and strata/community title management associates. Given these changes, there no longer is a distinction and a remuneration difference between property leasing and sale agents, and strata and community title management employees. An employee can perform all these duties concurrently during their employment. Builders and developers should ensure their contracts are adequately drafted so that only reasonable defects are required to be repaired and seek legal advice if a buyer claims breach of a statutory warranty.

The new classifications and pay levels are:

Real Estate Employee Level 1 (Associate Level) *first 12 months of employment at this level*	$753.70
Real Estate Employee Level 1 (Associate Level) *after first 12 months of employment at this level*	$795.50
Real Estate Employee Level 2 (Representative Level)	$837.40
Real Estate Employee Level 3 (Supervisory Level)	$921.20
Real Estate Employee Level 4 (In-Charge Level)	$963.10

COMMISSION ONLY EMPLOYMENT

Eligibility

In order to be eligible for commission only employment, employees must meet all of the following requirements:

- employed as a Real Estate Employee Level 2 or above;
- need to have worked in property sales or commercial, industrial or retail leasing or as a licensed real estate agent for at least 12 consecutive months over the previous 3 years;
- must meet the Minimum Income Threshold Amount (MITA) which is 125% of their minimum wage (excluding superannuation and allowances) provided by the Award for their employment classification for 12 consecutive months over the previous 3 years;
- employees engaged after 2 April 2018 also need to meet the MITA requirements;
- employees engaged before 2 April 2018, can continue to be remunerated based on a commission-only arrangement provided that their arrangement is reviewed yearly and meets the MITA requirements; and
- must be above 21 years of age.

The commission-only employees must be reviewed every 12 months to ensure they meet the MITA requirements. If MITA requirements are not met, they can no longer be engaged on a commission-only arrangement as that arrangement would breach the Award's provisions which may trigger financial penalties for the employer. However, these employees would be eligible to be reassessed the following 12 months in order to establish whether they requalify under the MITA requirements. If they do, they can be paid again as commission-only employees.

Minimum commission only rate

The new minimum commission-only rate is now 31.5% (excluding GST and conjunctional agent fees) of an employer's gross commission.

Annual leave for commission only employees

Commission-only employees are still not entitled under the changes to the Award to annual leave loading, however, annual leave must be paid at the employee's base pay rate for their classification at the time of taking leave. Given that, the employers can no longer have arrangements with commission-only employees where they agree that the commission made by the employee will cover all their statutory entitlements like annual leave, sick leave or long service leave. Such arrangements are now unlawful and they must be reconsidered.

If you do have commission-only arrangements with some of your employees, or you are considering employing real estate agents on such arrangements, it would be best practice to have the agreements reviewed by a solicitor with expertise in employment and industrial law. Please contact the Employment and Industrial Law Group at BAL Lawyers for further information.

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This offer is valid until 31 July 2019
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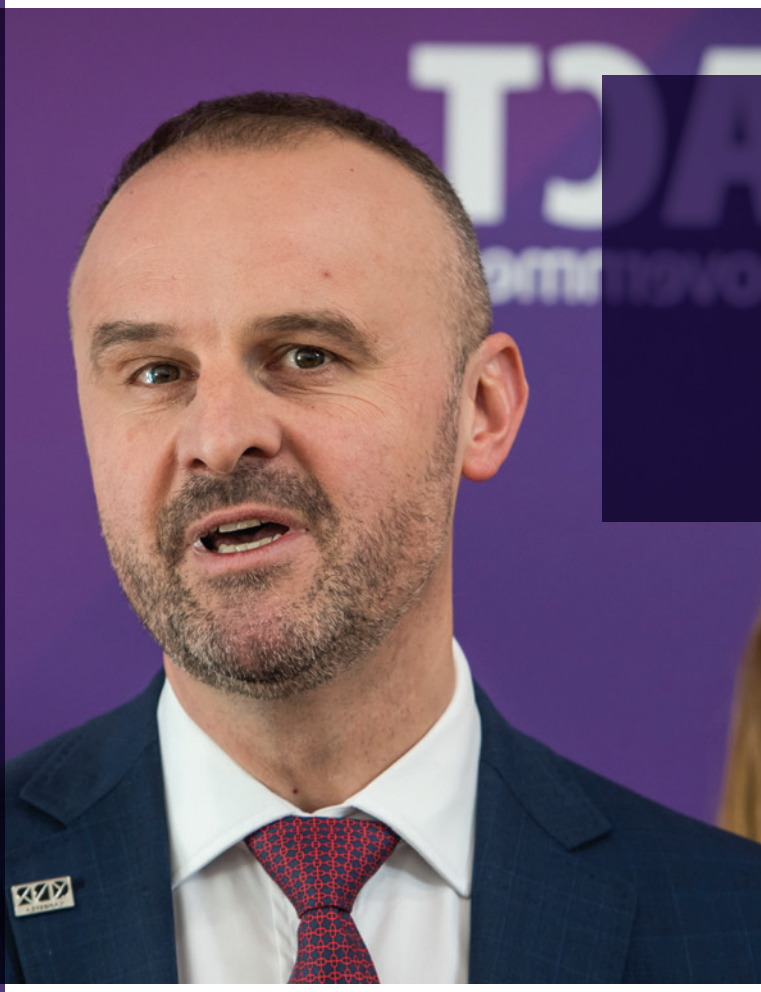
ACT Budget 2019:

8 PROPERTY-RELATED MEASURES IN THE TERRITORY'S BUDGET

Lucy Bladen



Chief minister and treasurer Andrew Barr delivered the ACT budget for 2019-20 on Tuesday June 4.

Here are eight property-related measures from the 447-page document.

Lucy Bladen

1. STAMP DUTY

As previously announced, buyers will save on the cost of stamp duty if they delay their purchase to the next financial year. Stamp duty payable on a $750,000 house will be $1300 less from July 1. And from this date, first-home buyers will no longer pay the tax on any property, per last year's announcement.

The ACT government will reach the halfway point of their 20-year program to abolish stamp duty in the forward estimates. Stamp duty's share of the total ACT tax revenue has dropped from 20 per cent when the reform started to 13 per cent.

By 2021–22, stamp duty payable on a $500,000 property will be less than half of what it was before the reform began – a saving of $10,500.

2. RATES AND LAND TAXES

Rates will be calculated differently for houses and units from 2019–20. Unit owners will, on average, pay 11 per cent more with total revenue from unit titled rates expected to increase by more than $33 million over the next four years.

For standalone houses, rates will increase by 7 per cent over 2019–20 and revenue will increase by almost $100 million over the next four years. The ACT government said the decision to introduce different rating factors was in response to community feedback.

However, Mr Barr said the dollar increase over the year would be roughly the same for both houses and units at between $100 to $200 per household.

Land taxes, which are only payable on investment properties, will increase 7 per cent over 2019–20, with total revenue increasing by almost $10 million year-on-year.

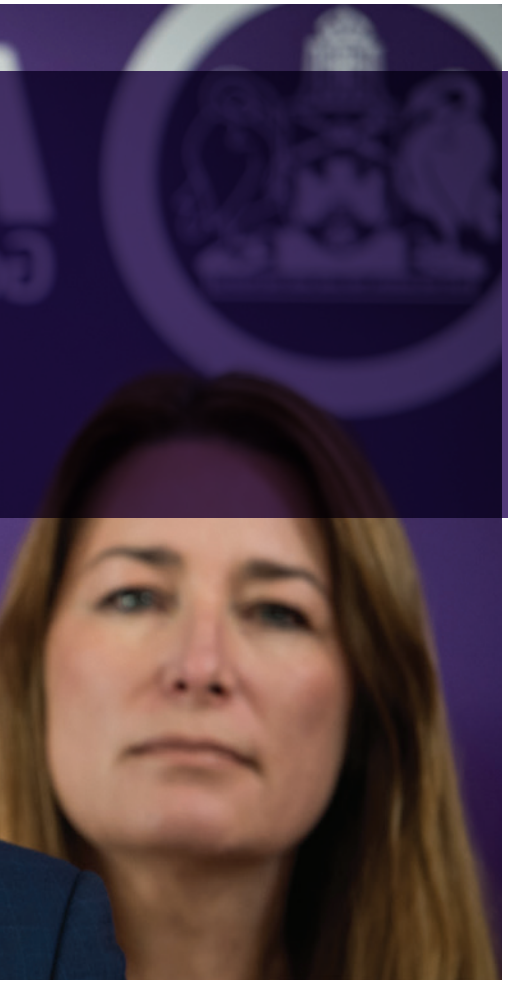
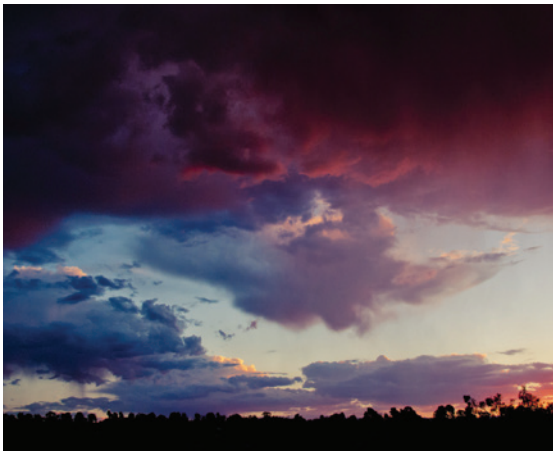


Image credit: Karleen Minney



3. LAND RELEASE

The ACT government will release 15,600 new homes over the next four years, with more than 3400 to be released over 2019–20. Among these is a 550-unit mixed-use block in Belconnen, a 480-unit site in Phillip, 600 single residential blocks in Whitlam and 200 blocks in Taylor.

4. PUBLIC, COMMUNITY AND AFFORDABLE HOUSING

Over the next five years, $100 million will be invested into public housing with the aim of delivering at least 200 new dwellings and the renewal of another 1000 already existing properties. A further $500 million will be funded from the sales of older public housing dwellings.

Over 2019–20, 628 public, community and affordable homes will be released. Of these, 80 will be public housing, 60 community housing and the rest will be affordable dwellings for low-income households to purchase.

5. CITY RENEWAL AUTHORITY

More than $16 million will be invested into the City Renewal's Authority's *Precinct Renewal Program* over the next four years.

This includes infrastructure upgrades to Haig Park, streetscape improvements for Dickson, and Braddon, and improvements to the Sydney and Melbourne buildings.

6. BUILDING QUALITY

The ACT government is set to crack down on building quality by increasing building regulator resources. Access Canberra will employ an additional 16 staff who will undertake more monitoring and compliance activity.

It will cost close to $9 million but will be funded through a $350 increase to the Building License Fee and a 0.1 per cent increase to the building levy fee.

7. LIGHT RAIL

More than $18 million will be spent on design, planning and enabling works for the Woden Light Rail over 2019–20. By 2036, estimates suggest about 270,000 people will live, work, or study within 800 metres of the corridor.

8. FASTER PROCESSING OF DEVELOPMENT APPLICATIONS

More staff will be employed to process development applications. The fees for development applications are set to increase and will fund the extra staff.

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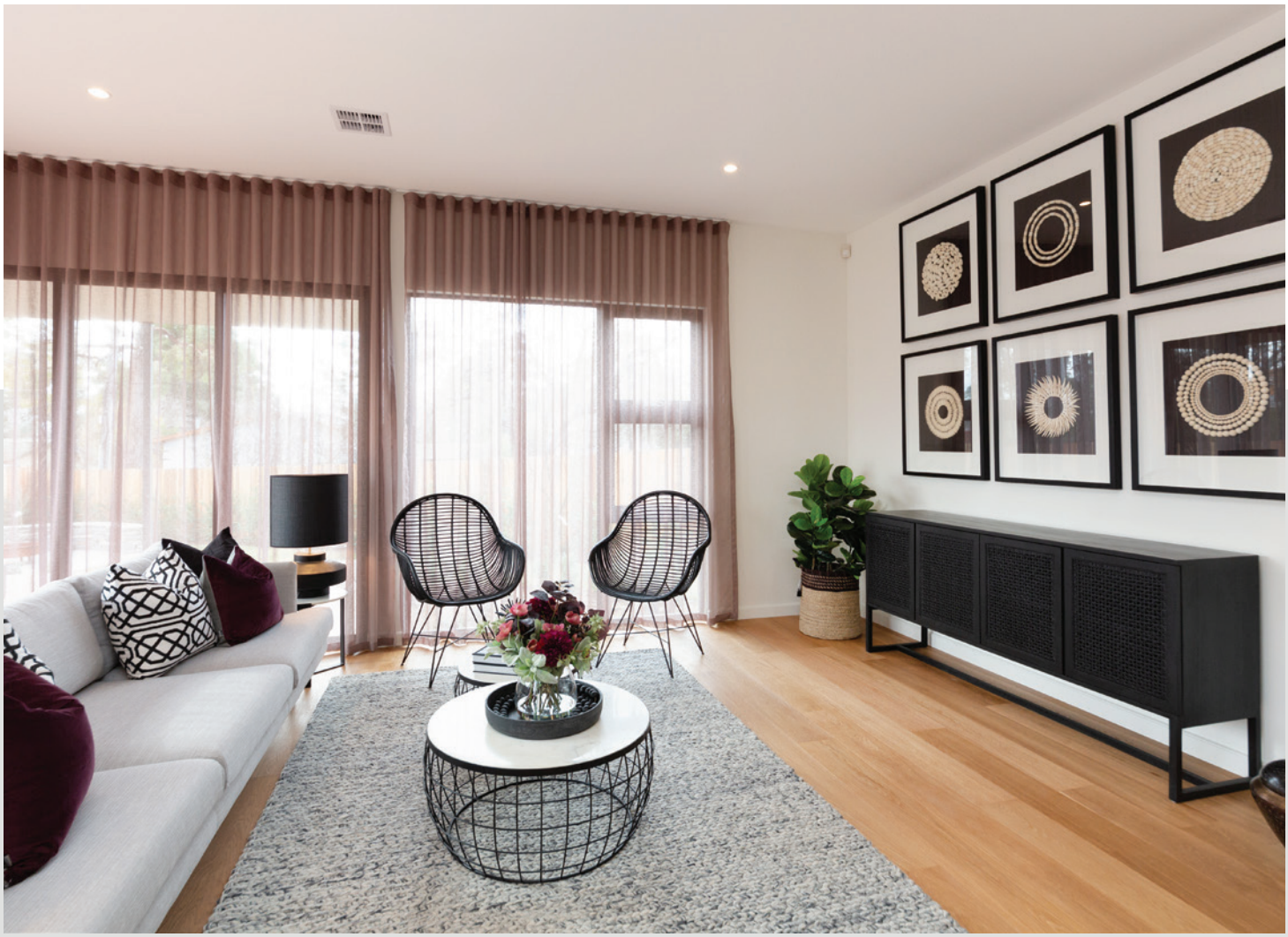

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>
> *Brett Hayman, Principal of Australia's No. 1 Medium Agency*

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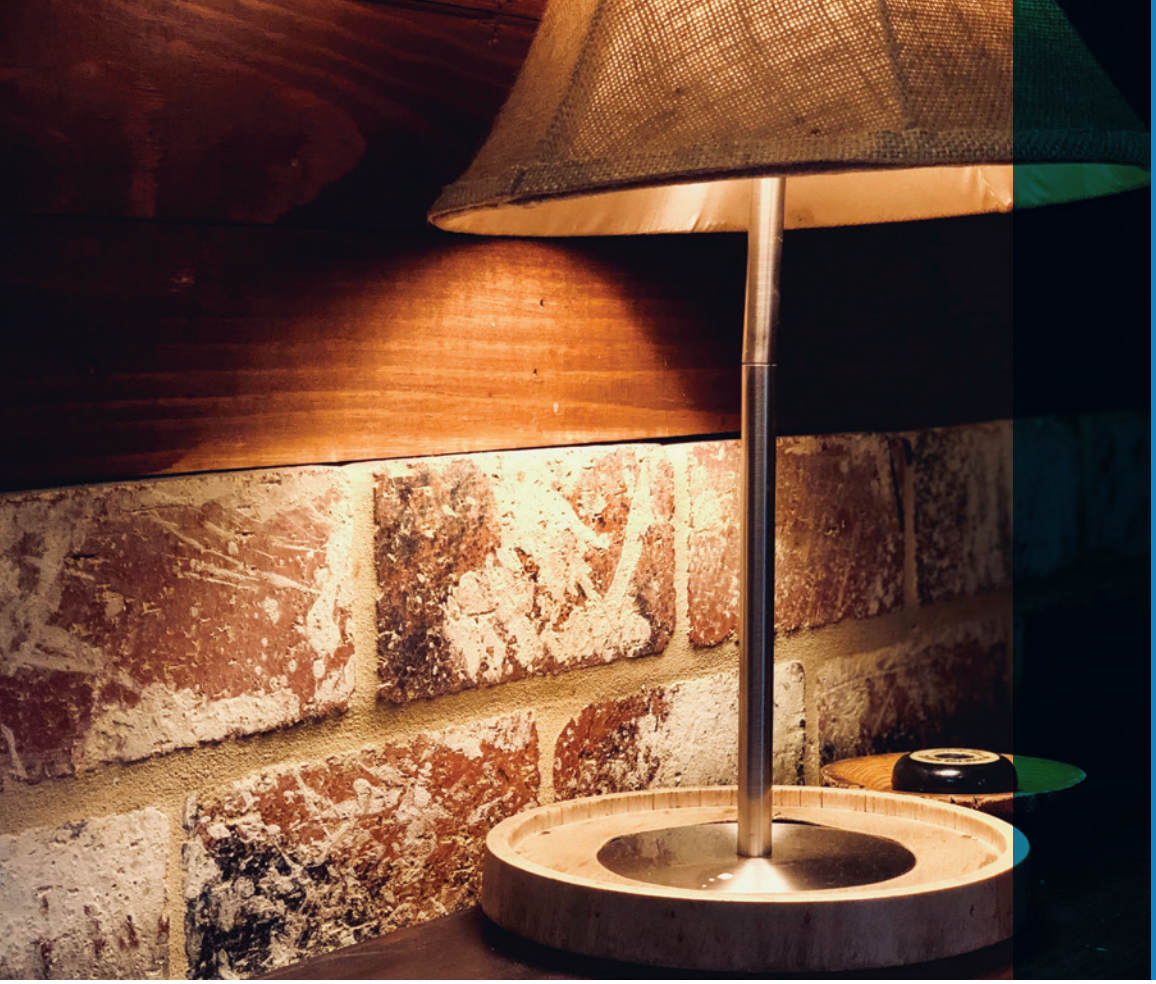

MYCONNECT

TENANTS FORGETTING TO CONNECT THEIR UTILITIES?

There is so much involved in facilitating a hassle-free move for your clients, from carrying out inspections and organising repairs to negotiating between parties and getting paperwork in order. Managing tenant expectations can also be a challenge and so offering a one stop shop for utility connections is an easy way to win favour with your clients early on. Forgetful and time-poor tenants will thank you for solving that headache for them!

WHY PARTNER WITH MYCONNECT?

The beauty of partnering with MyConnect is the entire process is managed for you. We contact the client directly and arrange fast installation of necessary utility connections like gas, electricity, water and internet. The client simply has to tick a box on the tenancy application form that opts them in to the service and the rest is taken care of (speak to MyConnect today to organise branded application forms with the service opt in).

As MyConnect are an independent provider you can be guaranteed that your clients will have a choice of utility companies and plans that suit their budget and lifestyle. We currently partner with the following suppliers and the list continues to grow!

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CLIENT CASE STUDY

Joseph Casalicchio from NSW Realty switched to MyConnect as he recognised the value add that it offered his clients. He also recognised the benefit of partnering with a utility connection provider whose headquarters are locally based, with over 50 team members working out of the central Melbourne office.

"MyConnect's service is unique within its market. The issue we were having with other utility companies is they did not have the resources to assist in a smooth transaction for both tenant and agent. With MyConnect this is certainly not the case."

MyConnect also offers generous renumeration to agents for each utility that is connected. Joseph shared some tips on how agents can maximise their rewards by encouraging clients to use MyConnect's free service:

"Our go-to strategy for encouraging tenants to use MyConnect is one of simplicity. We at NSW Realty highlight this requirement by advising tenants that MyConnect is able to contact you and set up all your utilities at competitive rates for your convenience."

WHAT'S NEW IN THE 2019 NCC

QUANTIFICATION

The most significant change to the NCC since the performance-based code was introduced in 1996, is an estimated 40% of the Code's Performance Requirements will be quantified either directly or by an NCC Verification Method (VM). This work stems from the Board's increased and competent use of performance initiative aimed at assisting the reduction of non-compliance caused by poor application of Performance Solutions.

It is intended that the remaining Performance Requirements will be quantified in the same manner for NCC 2022.

READABILITY

The NCC has undergone significant structural change to improve access, awareness and understanding. This included introducing consistent governing requirements across all three Volumes and changes to the format and structure of NCC online. NCC Volume Three has been redrafted consistent with a new information architecture that aims to improve access and readability of the document in a digital environment, as well as in preparation for a consistent volume structure in 2022.

FIRE SAFETY

A new non-mandatory Fire Safety VM will be introduced with a delayed adoption date from 1 May 2020. The new VM, which is a voluntary tool under a Performance Solution pathway, provides for a documented process in the design of fire safety Performance Solutions, and is based on the International Fire Engineering Guidelines (IFEG).

FIRE SPRINKLERS IN CLASS 2 & 3 BUILDINGS

A requirement for fire sprinklers to be installed in apartment buildings and other residential buildings 4 storeys and above and up to 25 metres in effective height will be included in the Deemed-to-Satisfy (DTS) Provisions. This means, anyone using a DTS pathway for compliance for these types of buildings will need to install a fire sprinkler system. As part of these requirements, two new types of fire sprinkler systems have been included, as well as concessions for other fire safety features on account of the additional protection afforded by the fire sprinkler systems.

BONDED LAMINATE CONCESSION

The ability to use a bonded laminated material, with specified characteristics and controlled fire hazard properties, where a non-combustible material would otherwise be required will remain for NCC 2019. A similar concession has been included for certain sarking-type materials, and some other minor components have been exempted from the requirement to be non-combustible.

MASTER BUILDERS AUSTRALIA

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WHAT'S NEW IN THE 2019 NCC

ENERGY EFFICIENCY

The commercial building energy efficiency provisions have undergone their first major overhaul since 2010, consistent with the COAG National Energy Productivity Plan. A package of measures for Volume One focuses on reducing energy consumption by a potential 35%, representing a step-change for commercial buildings. Additionally, new VMs will be introduced to demonstrate compliance with the relevant Performance Requirement by way of NABERS and Green Star.

New heating and cooling load limits for the NatHERS compliance pathway will be introduced for residential buildings.

Energy efficiency provisions for Volume One and Volume Two will have a transition period of 12 months until 1 May 2020 during which either the new NCC 2019 provisions or those from NCC 2016 may be used.

VOLUME TWO ACCEPTABLE CONSTRUCTION PRACTICE

Improvements have been made to the provisions of numerous Acceptable Construction Practices (ACPs), and new ACPs are being introduced for earth retaining structures, masonry, and attachment of decks and balconies.

CONDENSATION MANAGEMENT

Provisions to reduce the likelihood of risks associated with condensation within buildings will be introduced to help deal with potential health risks and amenity issues.

ROOF-TOP SPACES

New provisions clarifying the application of requirements to occupiable outdoor areas, such as occupiable roof-top spaces, will be introduced in Volume One.

ACCESSIBLE ADULT CHANGE FACILITIES

Volume One will include new requirements for accessible adult change facilities to be provided in large shopping centres, sporting venues, museums, theatres and airport terminals.

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RENTWELL: MANAGING AFFORDABLE RENTALS FOR CANBERRANS IN NEED

In early May, YWCA Canberra launched *Rentwell*, the first charitable property management service in the ACT.

Made possible by a grant from the Mercy Foundation's Grants to End Homelessness program, *Rentwell* provides affordable rental accommodation to people on low incomes.

According to Frances Crimmins, CEO of YWCA Canberra, "Everyone has a right to an affordable, appropriate and secure place to call home.

"We know that Canberrans are proud of our welcoming, inclusive culture and great quality of life.

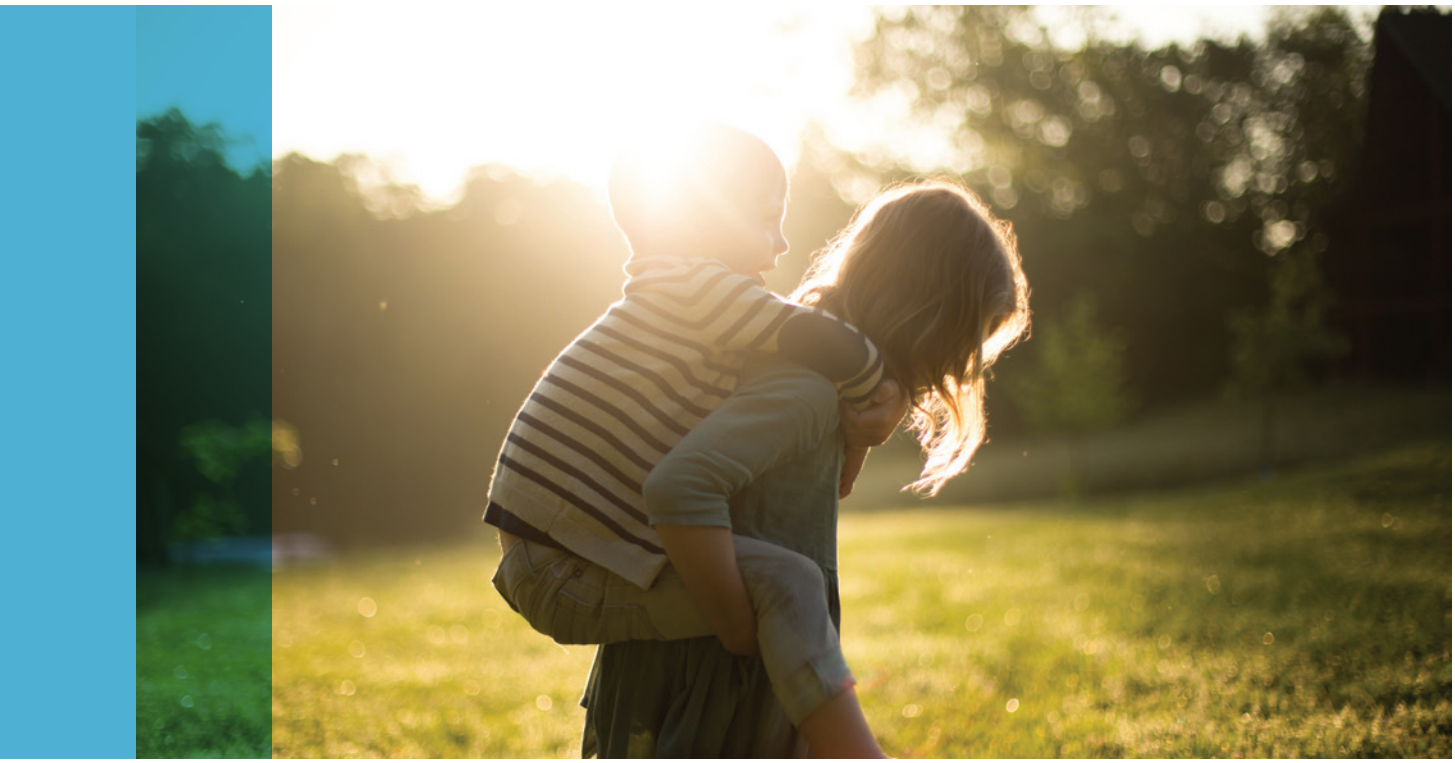
"We're excited that *Rentwell* provides investment property owners in the ACT with an opportunity to change someone's life in a tangible and powerful way."

Anglicare's latest Rental Affordability Snapshot reveals that in the ACT/Queanbeyan region only 0.4 per cent of dwellings available for rent were affordable for a couple on an Age Pension.

rentwell BY YWCA CANBERRA

Frances Crimmins
CEO YWCA Canberra

"We're excited that *Rentwell* provides investment property owners in the ACT with an opportunity to change someone's life in a tangible and powerful way."



None were affordable for a single or couple on Newstart and none were affordable for a couple with two children on minimum wage.

"Around the country and right here in Canberra, people on low incomes are experiencing a housing crisis.

"There are virtually no affordable rental properties on offer and the competition for the few that exist is fierce," Ms Crimmins said.

This year the ACT Government passed legislation to provide land tax exemptions for investment property owners who lease their properties through registered community housing providers at less than 75 per cent market rent.

The scheme is in place under a pilot program until 30 June 2021 and is capped to 100 properties across the ACT.

How *Rentwell* works:

1. Property owners sign a head lease with YWCA Canberra, which means the organisation is responsible for ensuring rental income is paid.
2. YWCA Canberra identifies suitable and eligible tenants and sub-leases the property at below 75 per cent market rate.
3. Property owners apply for a land tax exemption through the ACT Revenue Office.
4. YWCA Canberra provides property owners with a tax-deductible gift receipt for any foregone rent (the gap between market rate and the discounted rate).

With Canberra's continued rapid population growth, Ms Crimmins said that *Rentwell* addresses a key need in the community to ensure more existing and new properties are made available at affordable prices, particularly for older women.

"Our service differs from commercial real estate offerings as we will only focus on property management, not sales.

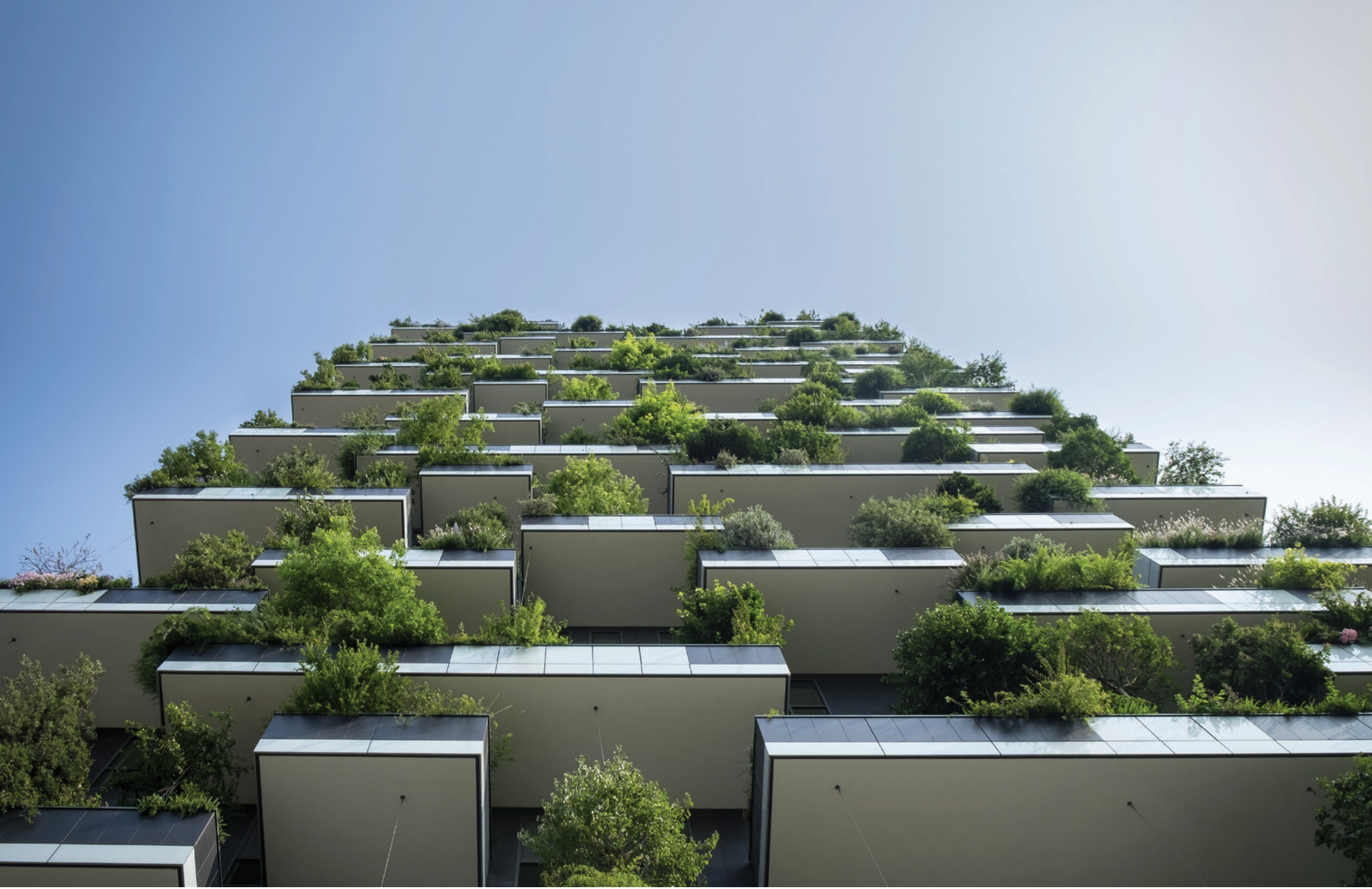
"We are providing a complementary service to commercial real estate agents for a specific cohort that can't afford market rent.

"We encourage real estate agents to put tenants in touch with us who are unable to qualify for commercial rentals, or who are struggling to maintain tenancies.

"For investment property owners in the ACT and want to make a lasting difference in the life of a local older woman, single mum or dad, or a family, this is your opportunity.

"Together, we can build stronger communities and make Canberra even more inclusive, fair and liveable for everyone," Ms Crimmins said.

Find out more about *Rentwell* at: **www.rentwell.com.au** or contact the team at **Rentwell@ywca-canberra.org.au**



Australian Government
Australian Taxation Office

ATO WORK RELATED EXPENSES & TAX TIME TIPS FOR SMALL BUSINESS

IT'S TAX TIME! IT PAYS TO LEARN WHAT WORK-RELATED EXPENSES YOU CAN CLAIM

Lodging your tax return is easy when you have everything ready that you will need.

When completing your tax return, you may be able to claim deductions for work-related expenses.

To claim a work-related deduction:

- you must have spent the money yourself and weren't reimbursed
- it must be directly related to earning your income
- you must have a record to prove it.

If the expense was for both work and private purposes, you can only claim a deduction for the work-related portion. Deductions for real estate agents may include:

- travel expenses
- car expenses
- phone expenses
- home office expenses
- other expenses.

You are accountable for the claims you make in your tax return, even if you use a registered tax agent to prepare and lodge it on your behalf.

There's no such thing as a standard deduction – this is a myth. There's no 'safe' level to claim a deduction where you haven't spent the money or it's not related to earning your income. Make sure you have records to prove your claims.

The best time to lodge your tax return is mid-August, when all financial information the ATO receives from employers, banks, government agencies and more, will be pre-filled. You must also remember to declare all income when lodging your tax return.

For more information or to download the real estate professional guide go to **www.ato.gov.au/RE19**

TAX TIME TIPS FOR SMALL BUSINESS

The Australian Taxation Office (ATO) is lending a helping hand to nearly four million small businesses to get their tax right this tax time.

Assistant Commissioner Peter Holt said the ATO understands that small businesses have a lot on their plate with the day-to-day running of their business. "That's why we're focusing on addressing common issues we see when small businesses lodge their returns so that we can support them to get it right," he said.

ATO focus areas

The top 3 issues that we see when small businesses lodge their tax returns are:

1. Failing to report all of their income
2. Not having the necessary records to prove small business expenses claims.
3. Claiming private expenses as business expenses

"For example, you're a sole trader landscape gardener who usually works in Perth but took on a job in Broome. While you're up in Broome, you do some sightseeing. That's a private expense and you can't claim the cost of that in your tax return," Mr Holt said.

He said there are three golden rules to remember about claiming deductions.

"One, the expense must have been for your business not yourself. Two if you use something for business and private purposes, you can only claim the portion that is related to your business, and three, you need a record to prove it."

New factsheets to address common claims

This year the ATO has developed fact sheets to help small businesses claiming three of the most common expenses:

- motor vehicle expensesExternal Link

- business travel expensesExternal Link
- home-based business expensesExternal Link

Mr Holt encouraged small businesses and tax practitioners with small business clients to use the fact sheets to find out more about what can be claimed. "They have practical examples of how these rules apply to everyday small businesses – from home-based photography studios to someone who needs to travel quite a bit for their business. Our priority is to make it as easy as possible for small businesses to get it right," he said.

Keep accurate records

The top tip for small business operators is to ensure that your records are kept up-to-date. Good record keeping will help you complete and lodge your tax returns, manage cash flow, meet your tax obligations and understand how your business is doing.

Mr Holt said when we see businesses operating well, we see that they get the basics right. "They keep good records, they run their business with the help of technology (such as point of sale software and accounting systems), and they seek advice from a tax professional when they need it."

"Our tools also help small businesses keep accurate records. For example, sole traders can use the myDeductions tool in the ATO app to keep records of their income and expenses. Then, at tax time, they can send a copy to their registered tax agent or upload their data into their tax return." Mr Holt said.

"In addition to making it easier to meet tax, super and salary obligations, good records mean that businesses can measure their performance against the ATO's small business benchmarks," Mr Holt said.

Benchmark data for more than 100 industries is available by using the business performance check tool in the ATO app.

For more information on what records are needed for tax returns visit **ato.gov.au/taxreturnrecords** or use our record keeping evaluation tool to evaluate how well a small business is keeping business records.

The instant asset write-off has been increased and extended

Small businesses are also entitled to a range of tax concessions at tax time. One of these is the instant asset write-off, which allows eligible small businesses to claim an immediate deduction for the business portion of assets that cost under a certain threshold. More information about the instant asset write-off and other small business concessions is available at **ato.gov.au/concessionsataglance**

Know where to get help and support

Most small businesses use a registered tax agent for tax advice and to lodge their tax return. We also offer a range of learning resources for small business operators to understand their tax and super obligations and get it right, including small business webinars and workshopsExternal Link.

Small businesses can chat with us one on one through our Live chatExternal Link and After-hours call back serviceExternal Link. We can also answer general questions via social media or you can join the discussion in our peer-to-peer forum, ATO CommunityExternal Link.

Visit **ato.gov.au/sbsupport** for an overview of our tools, services and assistance.

Australasian Real Estate Institutes'

Auctioneering Championships 2019

22-24 OCTOBER **MELBOURNE**

For more details visit **auctionchampionships.com.au**

REIA REAL ESTATE INSTITUTE OF AUSTRALIA

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SAVE OUR PETS: KEEPING RENTERS OUT OF DOGHOUSE

Australia's leading landlord insurer wants to save our pets.

Carolyn Parrella
Terri Scheer Insurance executive manager

Terri Scheer Insurance has market-leading inclusions in its landlord insurance policies to encourage landlords to accept tenants with pets and help reduce the number of animals needlessly euthanised or surrendered due to a lack of suitable accommodation.

"We met with the Animal Welfare League and were shocked to learn how many pets in the shelter were surrendered because their owners couldn't find a pet-friendly rental property," said Terri Scheer Insurance executive manager Carolyn Parrella.

"While legislation has been introduced in some states to prevent landlords refusing tenants on the basis of pet ownership, our policy supports landlords in managing the risk of pet damage."

Approximately 25 percent of all animals surrendered to the Animal Welfare League Queensland last financial year was due to the inability of their owners to find pet-friendly homes.

The RSPCA reports the same issue, with between 15–30 percent of the 45,000 dogs and 54,000 cats surrendered to them last year given up because their owners couldn't take them into their new rental property. Of those, sadly 6,000 dogs and 14,000 cats were euthanised.

To help combat this issue, Terri Scheer increased the limit for pet damage five-fold to $2,500 per claim in all of its landlord insurance policies.

Additionally, pets are no longer required to be named on the lease agreement for properties insured by Terri Scheer in order for the landlord to make a pet damage claim.

"Pets are important members of many families and we empathise with both pet owning renters and landlords," Ms Parrella said.

"Like many Australians, lots of our team members own pets and understand the physical and mental health benefits they bring, and some of us are also property investors who own valuable assets that we want to protect.

"We worked closely with the Animal Welfare League before making industry-first changes to our policy to help encourage more landlords to accept pets.

"We hope this will help to reduce the number of pets in animal shelters across the country."

Ms Parrella said allowing pets to be housed in a rental property was a major decision for landlords and their property managers.

"The feedback we are getting from real estate agents and property managers is that the response to our changes has been very positive," she said.

"Landlords recognise that there are inherent risks associated with having pets in their properties, but we're starting to see increasing numbers that are willing to open their doors to renters and their pets.

"By increasing the claim limit five-fold, landlords can be assured they will be well-protected should the pet damage the property."

Ms Parrella said not all landlord insurance policies across the industry were equal.

"Many policies don't include cover for pet damage or are very restrictive in what can be insured, which is why it is so important to read the policy's product disclosure statement," she said.

For further information, visit www.terrischeer.com.au or call 1800 804 016.

Media contact: Louise Marsh, Corporate Conversation, **(08) 8224 3535**.

About Terri Scheer Insurance *Terri Scheer Insurance Pty Ltd ABN 76 070 874 798 (Terri Scheer) provides insurance cover for landlords, helping to protect them against the risks associated with owning a rental property. These include malicious damage by tenants, accidental damage, landlord's legal liability and loss of rental income. Terri Scheer acts on behalf of AAI Limited ABN 48 005 297 807 AFSL 230859 trading as 'Vero Insurance', the insurer which issues the insurance cover. Terri Scheer has not taken into account the reader's objectives, financial situation or needs. If you are interested in any of Terri Scheer's insurance products, the relevant Product Disclosure Statement should be considered first. It can be viewed online at www.terrischeer.com.au or obtained by calling 1800 804 016. Based in Adelaide, Terri Scheer services all states, territories and capital cities.*

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DISCOVER THE SATS DIFFERENCE

Smoke Alarm Testing Services (SATS) is a professional smoke alarm testing company that is proudly Australian owned and operated. SATS partners exclusively with the Real Estate Industry throughout Australia and New Zealand.

No upfront billing

Our billing system is as reliable as our staff and can be customised to suit your agency accounting systems.

We adapt to suit your environment

In need of a system that suits your specific agency model? We can 100% customise our solutions to integrate seamlessly with your systems.

Simple, yet unexpectantly powerful

We accept nothing but the best and as a result, are confident in offering a 10 year extended warranty for added peace of mind.

We keep up with legislation for you

As compliance requirements change we provide current solutions so Property Managers don't have to. It's part of our streamlined system built to deliver results.

Life is chaotic enough. You'll really appreciate our refreshingly professional, reliable and attentive service.

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