



The 12 Biggest Problems that Cost DIY Landlords Time, Money and Peace of Mind

**Brought to you by Jasmine Kenny
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Hey, we're all looking to save a dollar where we can. And since property investment is about creating an income stream, the last thing property investors want is to see their money flowing out the door.

That's why it's incredibly tempting to take the DIY property management route and thus avoid all the expenses involved.



“Why pay a property management firm when I can do it myself?”

Yes, we hear that all the time. And of course, we're in the business of property management so for us to answer that question may seem entirely self-serving. That's why we've put together this helpful report; to highlight the problems – some fairly inconsequential and others terribly costly – and to help would-be landlords avoid the pitfalls.

We suggest you give it a good read and decide for yourself if DIY property management is the way for you to go. After all, understanding the disadvantages as well as the advantages is the smart way to approach anything.

If you determined that managing your own rental property is the wisest choice for you, then we support your decision. So that you know, we also offer a range of other services that can help you with your property management, which you can pay for if and when the need arises.

Meanwhile, we'd like to invite you to call Rental Place at any time if you'd like for us to take over the administration of your rental property.

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The 12 biggest issues facing DIY landlords

1. **Legal complications with QCAT (Qld Civil & Administrative Tribunal)**

Do you keep regular records proving the condition of your property before, during and after tenancies? Could you prove your position in court? QCAT tends to lean more heavily to protecting tenants than the interests of landlords. Having to go to court can be costly, not to mention worrying. Everything is wonderful when tenancies run smoothly but all it takes is one problem to be mismanaged through inexperience or lack of time and then the complications really set in.

2. **The costs**

DIY property management requires an investment of time and can cost money and cause a great deal of frustration. For most landlords, property management is not their area of expertise. If this is you, then your time would actually be more effectively spent on more productive tasks that require and deserve your full attention.

3. **Paperwork**

Bills, reports, tenant background checks and correspondence must all be kept up to date. Due diligence in property management is vital. Landlords may be called upon to provide proof of pest control, safety standards and more. There are also obligations to the ATO and, depending on your circumstances, other bodies to consider such as the RTA (Residential Tenancies Authority), INCH (Inner Northern Community Housing) and so on. Do you have the time and/or the inclination to maintain the appropriate paperwork in accordance with obligations?

4. **Damage to property and injury to tenants**

Do you know what to do in the event of minor or major damage? Do you know your rights? What happens if a tenant is hurt whilst living in your rental property? Who do you turn to? These things seem simple to overlook, until someone gets hurt. Protecting your property against wilful damage or knowing what to do if it happens is another reason to wonder if DIY property management is worth it.

5. **Uncomfortable or dangerous confrontations**

Don't risk your personal safety by confronting delinquent tenants. Resorting to threats of legal action or eviction is inappropriate and can result in retaliation. Professional property managers are experienced in these matters and know the appropriate course of action to take to prevent loss, avoid risks and arrive at favourable conclusions.

6. **Loss of rent**

DIY landlords find it more difficult to re-lease properties so homes can sit vacant, costing money instead of earning it. Rental Place has an arsenal of marketing methods at their disposal and can guarantee your property fantastic exposure to huge databases of new tenants. The investment in property management services can literally be recouped many times over by simply avoiding unnecessarily long periods of vacancy.

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7. Chasing up arrears

Spare yourself the uncertainty and frustration, and the high costs of legal action. Rental arrears problems can escalate to not being able to evict tenants. Can you afford – financially or emotionally – to be shut out of your own house? When your property is professionally managed, these issues are far less likely to escalate into an untenable situation.

8. Enforcing eviction notices

Many landlords have found that the law sides with tenants. Trying to evict them yourself can land *you* in hot water. Eviction is usually a last resort and tenants – particularly if they have faced eviction before – often know their rights more than their landlords do. Allowing professional property managers to deal with an eviction is the best way to avoid legal minefields and ugly confrontations.

9. Tenants often take advantage of DIY landlords

Serial delinquent tenants know their way around the law and before you know it, trouble is brewing. You've worked hard to buy your investment property and you've done everything you can to provide a safe place for your tenants to call home. As such it can be soul-destroying to be treated with contempt by unruly tenants. Property managers are able to deal objectively with problem tenants to avoid issues from escalating.

10. Multiple properties

When you have more than one rental property, all of a sudden everything is exponentially more difficult, costly and time consuming. Spare yourself the juggling act and enjoy the benefits of consolidating your property management with a single firm that manages all areas like Rental Place.

11. Tenant screening

How do you conduct background checks without access to professional databases? The truth is, you can't. Unfortunately, taking someone at face value is no longer wise. Rental Place is able to conduct previous rental history checks, employment checks, verify references and contact previous landlords on your behalf.

12. Enforcing rules

Pets, children, smoking, operating a business from home, subleasing, how many tenants and changes to the property all require rules that need to be stipulated and rigidly enforced. Rental Place property managers conduct periodic inspections to ensure that your stipulations are being adhered to and, if necessary, can take action when they are not.



At any time, you can call Rental Place and have us take over the administration of your rental properties. We're always happy to give free advice.

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As a Rental Place DIY Landlord, you can choose to avail yourself of one or more of our other property management services. That way you can be as autonomous as is comfortable for you, and outsource the trickier or more time consuming activities to us.

- ✓ **FREE Rental Appraisal** – We will appraise your property and determine the appropriate rent for your property.
- ✓ **Writing services** – Help with written materials such as property listings.
- ✓ **Property photography** – Show off your property in the best light. We'll supply a professional real estate photographer at reduced rates.
- ✓ **Advertising services** – We can get your property listed on widely viewed sites and use many methods to get your property rented as soon as possible.
- ✓ **Finding you tenants** – We will communicate with potential tenants on your behalf and conduct inspections at their convenience to rent your property sooner.
- ✓ **Tenant background searches** – Know who will be moving in to your property.
- ✓ **Lease documentation assistance** – Have us draw up the paperwork for your lease. We know yours and tenants' legal obligations and responsibilities. Don't leave legal implications to chance.
- ✓ **Inspections** – We will conduct a thorough inspection and provide a comprehensive written report including any recommendations. This report will cover you for insurance purposes and give you peace of mind knowing that the house is safe and in good condition for tenancy. Our inspections service is ideal for landlords who are unable to travel to the property themselves.
 - Pre-tenancy inspection (Entry Condition Report)
 - Routine inspections (recommended at least every three months)
 - Post-tenancy inspection (Exit Condition Report)

We're here to support *your* choice

Call Rental Place today for a free appraisal of your property and to discuss how we can help you to manage your rental yourself.

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**Here's how
Rental Place
can help you**

**As much or as
little as you
prefer, if or
when you
need us**