February 13, 2015



Australian College of Professionals, Level 2, St Andrew's House, Sydney, 2000 www.acop.edu.au enquiries@acop.edu.au 1300 88 48 10

CPD COURSES

Ballina

Sales & Prop Mgmt
Mon 16th Feb

Tweed Heads

Sales & Prop Mgmt or Strata Tue 17th Feb

Blue Mountains

Sales & Prop Mgmt Wed 18th Feb

Goulburn

Stock & Station or Sales & Prop Mgmt Fri 20th Feb

Northern Beaches

Sales & Prop Mgmt
Mon 23rd Feb

Port Macquarie

Sales & Prop Mgmt
Mon 2nd Mar

Castle Hill

Sales & Prop Mgmt
Wed 11th Mar

Parramatta

Commercial & Retail Sales & Leasing
Thu 12th Mar

Sydney

Sales or Prop Mgmt Fri 13th Mar

Selecting the Right Tenant

As some of you would already know, this year for our Property Management CPD we are talking all things Fraud and Tenancy Databases, although as separate topics and not within the same discussion. Already we have had questions that have warranted a discussion on how to "check up" on potential tenants and protect your agency and your landlords from applicant fraud.

Whilst there is importance in using the normal reference check, it is not foolproof for one main reason – no one with any sense will elect a referee that will provide a bad reference! Many agents have also started thinking outside of the box and conducting google and Facebook searches to check the character of a prospective tenant. I hear you ask - Is this your job though? Should you look into the personal lives of an applicant? What could you find that would indicate that they would not be a good tenant?

You should be conducting a tenancy database search. There are many providers that you can choose from. We do not have one that we would suggest as being better than any other. We can however provide you with a list of the more well-known companies that provide this service:

- · National Tenancy Database;
- TICA
- TRA Trading reference Australia

A tenant's details should be listed on a database providing the agent has met the legislative requirements as per the Residential Tenancies Act (2010), and those details can be listed for up to three years or until they become out of date, ie the database cannot say the tenant owes money to the landlord if the tenant has subsequently paid the money outstanding. The database entry must be changed to state that the money has been paid.

The one major downside to the database checking system is that not all agents use the database for "Blacklisting" tenants, and those that do, have the choice of a number of databases. Furthermore, these databases are not all linked with each other because they are all run by private companies. Essentially, you could be looking up a potential tenant on one database, find that they are not listed on that search but they could be found on another database. It could potentially cost your agency a lot of money to subscribe to every

www.acop.edu.au

CPD 2 HOUR BREAKFAST SEMINARS

Full 12 points!!

Parramatta

Sales & Prop Mgmt
Thu 19th Feb

Sydney

Business Broking Fri 20th Feb

Gosford

Sales & Prop Mgmt
Thu 26th Feb

Parramatta

Strata
Thu 5th Mar

Castle Hill

Sales & Prop Mgmt
Tue 10th Mar

Campbelltown

Sales & Prop Mgmt Wed 11th Mar

Newcastle

Sales & Prop Mgmt Tue 24th Mar

Sydney

Trust Accounting Wed 25th Mar

Sydney

Strata
Thu 26h Mar

Dubbo

Stock & Station or Sales & Prop Mgmt Fri 27th Mar

database to check the suitability of one tenant.

Afree way to check if a potential tenant has had previous rental defaults is to conduct a search of the NSW Civil and Administrative Tribunal (NCAT) website. This can provide you with Tribunal transcripts of any tenant dispute that has been reported before the Tribunal (or its predecessor, the CTTT). To conduct a search you should follow the steps below:

- 1. Go to www.ncat.nsw.gov.au
- 2. Select NCAT decisions on the top directory bar
- 3. Select "Consumer and Commercial Division"
- 4. In the search bar enter the applicants full name and select search
- Once the search results appear you may have to narrow the search to only matters within the NCAT system so de-select all Courts and de-select all Tribunals except for the Civil and Administrative Tribunal (Consumer and Commercial Division)

You will only receive results that have been heard before the Tribunal. Matters that were resolved through conciliation will not appear. We recommend that this process of "protecting your landlords" should be used as well as the tenancy databases, not instead of.

Til next time,

Wishing you every success in your business ventures, Rosy Sullivan

Online CPD now available for Real Estate Sales, Property Management, Business Broking, Strata, Stock and Station and On-site Residential Property Management.

New topics for 2015 available for Sales, Property Management & Strata!

\$99



USI

If you are a student studying nationally-recognised training at a Registered Training Organisation like the Australian College of Professionals (ACOP) you are required to have a Unique Student Identifier from 1st January 2015. The USI will give you ongoing access to your records and results, so they are always available if you choose to enrol in further training or need to show a future employer.

You can create your USI here: http://www.usi.gov.au/create-your-USI/Pages/default.aspx

CERTIFICATE OF REGISTRATION COURSES

Sydney

Mon 16th – Wed 18th Feb (Full Strata day for Strata students)

Sydney

(Dist Ed + 2 day workshop)
Sat 21st – Sun 22nd Feb

Goulburn

(Dist Ed + 1 day workshop)

Thu 19th Feb

Newcastle

(Dist Ed + 1 day workshop)

Fri 27th Feb

Castle Hill

Mon 2nd - Wed 4th Mar

Port Macquarie

(Dist Ed + 1 day workshop)

Tue 3rd Mar

Parramatta

Mon 9th - Wed 11th Mar

FINANCE AND MORTGAGE BROKING COURSES

Cert IV in Finance & Mortgage Broking Sydney

Wed 4th - Fri 6th Mar

Dip of Finance & Mort Broking Mgmt

Upgrade for existing Cert IV holders

Sydney

Mon 9th - Tue 10th Mar

News from the Office

Its birthday week in the office kicking off with Elaine who turned 20 last Tuesday and Ben who turned the big 21 on Saturday!! We all had a great time celebrating with Ben at the King Street Brewery last Friday night.

We have had a very busy time in the office. Our trainers have been busy running courses in Sydney, Parramatta, Castle Hill, St Leonards, and Newcastle. We have run two three day Certificate of Registration courses this year with both being full and our next course is already filling up quickly.

All our staff have been having a very frantic past couple of weeks: Anthony had a great time on his coastal retreat up in Port Macquarie coming back with a fantastic tan, while our traineeship coordinator Megan, in the shadow of the Socceroos, has been coming into the office very sore after her pre-season soccer training for the women's premier league. This has proven to be a very eventful few weeks for all our staff!

Commercial and Retail Sales and

Leasing Skills Course

*This is a skills course, and students will receive 12 CPD points.

Port Macquarie Monday 23rd to Tuesday 24th March

Sydney CBD Monday 13th to Tuesday 14th April

Ring 1300 88 48 10 to book!

Social Media









Property Licence Courses

Experienced Agents
Property Licence
Program
Parramatta
Mon 16th - Fri 20th Mar

Trust Accounting
Parramatta

Mon 16th - Wed 18th Mar

Property Management
Parramatta

Wed 18th - Fri 20th Mar

Business Broking Agency Practices Sydney

Thu 30th Apr - Fri 1st May

Sales for Real Estate Sydney

Tue 7th - Fri 10th Apr

Strata Management
Agency Practices
Sydney

Tue 17th - 20th Mar

Stock & Station
Agency Practices
Sydney

Mon 11th - Fri 15th May

Financial Management Sydney

Tue 21st - Wed 22nd Apr

Staff Management Sydney

Thu 23rd - Fri 24th Apr

Auctioneer
Accreditation Sydney
Fri 6th Mar

Is it Time You Upgraded to Your Licence?

ACOP runs an Experienced Agents Property Licence
Program which, in conjunction with Recognition of Prior
Learning (RPL) assessment, will enable you to complete
your Real Estate Licence qualification in 5 days with take
home assessments.

We will also assist you with completion and submission of your licence application to NSW Fair Trading free of charge.

Free Assessment

Send us your resume & copies of any qualification transcripts you may have for a free and confidential preliminary RPL assessment.

Certificate IV in Finance & Mortgage Broking

Wednesday 4th - Friday 6th March

Diploma of Finance & Mortgage Broking Management (Upgrade Course)

Monday 9th - Tuesday 10th March

