



CPD COURSES

Sydney
Commercial & Retail
Sales & Leasing
Wed 29th Apr

Northern Beaches
Sales & Prop Mgmt
Fri 1st May

Blue Mountains
Sales & Prop Mgmt
Wed 6th May

Castle Hill
Sales & Prop Mgmt
Fri 8th May

Parramatta
Commercial & Retail
Sales & Leasing
Wed 13th May

Gosford
Sales & Prop Mgmt
Fri 15th May

Sydney
Sales (AM) or
Prop Mgmt (PM)
Thu 21st May

Batemans Bay
Sales & Prop Mgmt
Mon 25th May

Newcastle
Sales & Prop Mgmt
Tue 26th May

WATER USAGE

An interesting scenario was posed to the College in the last month. You are a property manager of a group of townhouses which are separately metered and owned by a single owner. You have been sending out the water usage bills to the tenants on a regular basis, as per your legislative requirements. The landlord has been a client of the agency for many years prior to your employment.

No one seems to have any issues that you are aware of. You receive a phone call from one of the long term tenants who suggests that they have been billed incorrectly this quarter for their water usage. They have only realised because they were in hospital for an extensive period and could not have used any water for two of the three months.

You check your information on your file copy of the water usage bill and the meter number the tenant recites to you appears to be the meter number for their neighbour. You go back to the managing agency agreement and it appears that somewhere during the management, the meter numbers have been mixed up for two of the properties, both receiving the water usage bill for the usage of their neighbour, with a rather large difference in their water usage and the dollar amounts.

How do you fix the problem? One tenant has been overcharged and will want to be reimbursed, while the other has been undercharged, and they will clearly see that as your mistake and your problem. Your landlord pays you to ensure management of the properties are undertaken in a professional manner and will not look kindly at such mistakes. The agency will undoubtedly have to refund the tenant that has been overcharged.

The Residential Tenancies Act 2010 states:

39 Water usage charges payable by tenant:

- (1) A tenant must pay the water usage charges for the residential premises, but only if:
 - (a) the premises are separately metered or the premises are not connected to a water supply service and water is delivered to the premises by vehicle, and
 - (c) the charges do not exceed the amount payable by the landlord for water used by the tenant.

**CPD
2 HOUR
BREAKFAST
SEMINARS**

Full 12 points!!

Sydney

Sales & Prop Mgmt
Evening Seminar
Tue 28th Apr

Gosford

Sales & Prop Mgmt
Tue 28th Apr

Sydney

Trust Accounting
Mon 4th May

Liverpool

Sales & Prop Mgmt
Mon 4th May

Newcastle

Trust Accounting
Wed 6th May

Parramatta

Sales & Prop Mgmt
Thu 14th May

Parramatta

Strata
Mon 18th May

Penrith

Sales & Prop Mgmt
Fri 22nd May

Campbelltown

Sales & Prop Mgmt
Thu 28th May

- (2) A tenant is not required to pay the water usage charges unless the landlord gives the tenant a copy of the part of the water supply authority's bill setting out the charges, or other evidence of the cost of water used by the tenant.....
- (4) A tenant is not required to pay the water usage charges if the landlord fails to request payment from the tenant within 3 months of the issue of the bill for those charges by the water supply authority.

The Act allows the refund to the overcharged tenant, as they are not to be charged anything in excess of their actual water usage. It would also appear that the Act would prevent the agent from seeking any reimbursement from the tenant that has been undercharged if the bills they are seeking the difference for are more than three months old.

This is a harsh lesson in attention to detail that the agency has suffered. It is not likely that, when taking over managements from a property manager, one would consider checking every detail of their predecessor's work. However, a simple risk management technique like checking small but important details like meter numbers when the water usage bills come in, especially on the occasion that you manage neighbouring properties like townhouses, villas and duplexes, is a small task that could be used to reduce any out of pocket expenses

Til next time,

Wishing you every success in your business ventures,
Rosy Sullivan

Stock & Station Agency Practices Course

for existing Real Estate, Strata and
Business Broking Licensees

**Monday 11th to
Friday 15th May**

Sydney CBD

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

Castle Hill

Mon 4th – Wed 6th May

Northern Beaches

(Dist Ed + 1 day workshop)

Thu 7th May

Sydney

Mon 18th – Wed 20th May

Sydney

(Dist Ed + 2 day workshop)

Sat 23rd – Sun 24th May

Batemans Bay

(Dist Ed + 1 day workshop)

Tue 26th May

Gosford

(Dist Ed + 1 day workshop)

Wed 27th May

Mudgee

(Dist Ed + 1 day workshop)

Thu 11th Jun

FINANCE AND MORTGAGE BROKING COURSES

Cert IV in Finance & Mortgage Broking Sydney

Mon 11th - Wed 13th May

Dip of Finance & Mort Broking Mgmt

Upgrade for existing Cert IV holders

Sydney

Thu 14th - Fri 15th May

News from the Office

The last couple of weeks kicked off with our full Certificate of Registration course held here in our Sydney CBD training rooms. It was so nice to see fresh faces coming through our College and it was such a pleasure to have these students study with us.

As well as our Certificate of Registration course our trainers also enjoyed travelling to Dubbo, where George trained our Stock and Station students, and Muswellbrook, where John Upton trained our in-house clients. Both were very happy with their classes and really appreciated seeing our returning students.

As Mother Nature took her toll on Sydney this past week it didn't stop our classes from running and our College staying open. Although a few of our staff travelling from the Central Coast, where the weather hit the hardest, were detained from travelling into work due to the train disruptions, we still managed to get by with a few staff and hard team work!

It's a big relief to see the weather clearing up for the weekend and finally having all our staff back in the office!

As Anzac Day approaches, we remember all those who gave their lives so that we can live in freedom, we remember also those that were left behind- the parents, the wives, the children and other loved ones for whom war also takes a great toll.

The 100th Anniversary of the Gallipoli Landing is a time to reflect on the supreme sacrifice so many made and are still making in all the conflicts our nation has been involved in and those that we are still involved in and to also reflect on the challenges our returned service men, women and their loved ones face daily.



*Lest
we
Forget*



Social Media



Property Licence Courses

**Experienced Agents
Property Licence
Program
Castle Hill**

Mon 25th - Fri 29th May

**Trust Accounting
Castle Hill**

Mon 25th - Wed 27th May

**Property Management
Castle Hill**

Wed 27th - Fri 29th May

**Business Broking
Agency Practices
Sydney**

Thu 30th Apr - Fri 1st May

**Sales for Real Estate
Sydney**

Tue 26th - Fri 29th May

**Strata Management
Agency Practices
Sydney**

Tue 5th - 8th May

**Stock & Station
Agency Practices
Sydney**

Mon 11th - Fri 15th May

**Financial Management
Sydney**

Wed 29th - Thu 30th Jul

**Staff Management
Sydney**

Mon 27th - Tue 28th Jul

**Auctioneer
Accreditation Sydney**
Fri 5th Jun

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.

Business Broking Agency Practices Course

for existing Real Estate, Strata and
Stock & Station Licensees

Thurs 30th April to Fri 1st May



Sydney CBD



**Australian College
of Professionals**

The College trainers will be conducting
Certificate of Registration and CPD courses
in city and country areas of NSW in 2014.

Ring 1300 88 48 10 to book

or

visit our website - www.acop.edu.au

Customised and in-house CPD courses
are available.
We come to you!

Real Estate, Strata, Business Broking,
On-site Residential or Stock & Station.

