



CPD COURSES

Castle Hill
Sales & Prop Mgmt
Thu 7th Aug

Northern Beaches
Sales & Prop Mgmt
Wed 13th Aug

Ballina
Sales & Prop Mgmt or
Strata
Mon 18th Aug

Sydney
Strata
Wed 20th Aug

Gosford
Sales & Prop Mgmt
Thu 21st Aug

Sydney
Sales or Prop Mgmt
Fri 22nd Aug

Taree
Sales & Prop Mgmt
Mon 25th Aug

Sydney
Commercial & Retail
Sales and Leasing
Wed 27th Aug

Going back to basics to prevent fraud

It is an unfortunate circumstance of life that there will always be people who try to take advantage of others or try to get something for nothing. Fair Trading has issued warnings this month about such circumstances.

Just this month in the ACT, a homeowner had their investment property sold fraudulently without their knowledge. The owner of the property lives and works overseas and had the property managed by an agency within Canberra. Unfortunately, the owner was not aware that someone posing as them contacted the agency and had the property sold.

This follows cases of similar frauds in Western Australia from 2010, where similar methods were used; namely the "non-owner" contacting the managing agent for a change of details and eventually a request to sell the property. Because the legal owners were all living overseas, all documentation was dealt with electronically, the offers all put to the owner through the new contact details, and the process flowed as any normal sale would. In NSW, all agency agreements have to be served within 48 hours of them being signed by the vendor. As far as the Property, Stock and Business Agents Act 2002 is concerned, email is NOT a valid method of service.

Another scam appears to have occurred within property management where the same method is used to have all bank accounts changed for receiving of rent monies, and is not found out until the real owner contacts the agency because they haven't received their rent for a specific period of time.

Some of you reading this will be thinking "how is that even possible?" while others of you will know exactly how. We rely so heavily on the technology around us and the "other people" that assist within the sale process that we take for granted that the people on the phone, or email or even standing right in front of us are who they say they are, especially when they say they want to sell their home.

It's time to get back to basics.



**CPD
2 HOUR
BREAKFAST
SEMINARS**

Full 12 points!!

Sydney

Strata

Thu 14th Aug

Bankstown

Sales & Prop Mgmt

Thu 14th Aug

Campbelltown

Sales & Prop Mgmt

Tue 19th Aug

Penrith

Sales & Prop Mgmt

Thu 21st Aug

Parramatta

Sales & Prop Mgmt

Tue 26th Aug

Wollongong

Sales & Prop Mgmt

Wed 17th Sep

Sydney

Business Broking

Fri 19th Sep

Sydney

Evening Seminar

Sales & Prop Mgmt

Tue 7th Oct

Windsor

Sales & Prop Mgmt

Fri 17th Oct

Rather than relying solely on the email you receive from an owner, call them!

Use the technology we take for granted and skype them!

If you receive an email from an owner advising you that they need to change their details, call them on the number you have on file to verify the requests. They will feel more comfortable answering a couple of quick questions from their property manager to verify a change of details knowing that you are trying to protect their interests!

Some of our recommendations (that we have been discussing for years in CPD classes) that may be beneficial for your agency include:

- Requiring 100 points of Identification from all owners wanting to sell property
- Requiring photo identification of the property owners when they list their property for management. This is a reference point if they ever want to sell the property, and your only option of contact is to use technology such as Skype - then you can at least look back into your file and check their photo ID to see if you are actually speaking with the owner of the property
- Setting up secret privacy questions when setting up new managements, as you would if you were setting up any type of online accounts or even email addresses
- Restricting proceeds of sales being paid to overseas banks, as overseas banks do not have to co-operate should there be some fraud involving one of their account holders, as has been found in two of the cases from Western Australia

Do not rely only on the solicitor/conveyancer to check the vendor's details. You are the first point of contact and have a duty to your clients to care for their interests.

Til next time,
Wishing you every success in your business ventures,
Rosy Sullivan



Business Broking Agency Practices Course
for existing Real Estate, Strata and
Stock & Station Licensees

Thurs 7th to Fri 8th August
at Sydney CBD.

Ring **1300 88 48 10** to book!

CERTIFICATE OF REGISTRATION COURSES

Penrith

(Dist Ed + 1 day workshop)

Fri 15th Aug

Ballina

(Dist Ed + 1 day workshop)

Tue 19th Aug

Newcastle

(Dist Ed + 1 day workshop)

Fri 22nd Aug

Sydney

Mon 18th – Wed 20th Aug

Sydney

(Dist Ed + 2 day workshop)

Sat 23rd - Sun 24th Aug

Albury

(Dist Ed + 1 day workshop)

Mon 1st Sep

Castle Hill

Mon 3rd – Wed 5th Nov

FINANCE AND MORTGAGE BROKING COURSES

Cert IV in Finance & Mortgage Broking Sydney

Mon 25th - Wed 27th Aug

Dip of Finance & Mort Broking Mgmt

Upgrade for existing Cert IV holders

Sydney

Thu 28th - Fri 29th Aug

News from the Office

These past few weeks have been exciting and busy for our office. We have had a very successful commercial & retail sales & leasing skills course and a Sales for Real estate course here in the CBD; and as always we were all over the State running training for the Certificate of Registration and CPD.

In winter it's very common to become lazy with your fitness as it's much easier to rug up sit back and relax. There must be something in the College water as the majority of the staff are out and about training for all different reasons. We have some staff coming up with their own style of detox and training programs, some going for jogs or walks at lunch time, some walking from shop to shop buying shoes and one training for a marathon. However all of these staff members will not rule cake out of their diet.

As you all know it is a favourite past time of the College to put on cake for any reason at all, but we had very good reason for our latest cake as we recently celebrated Fearnie's birthday. Fearnie has expressed to the office that her birthday lasts for a whole week and with any luck we may get a few cakes.

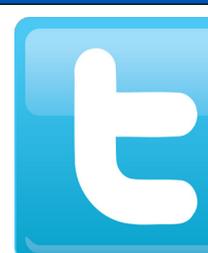
Rosy and John have been out for a beautiful lunch with the creative team from Smooth FM this week. The lunch was to brainstorm a few different ideas on how to further improve our radio advertising. Luckily Rosy gets on well with Smooth FM and she was inundated with gifts to bring back to the office for the staff. So if you see any of the staff drinking a cup of coffee with a Fitzy and Whippa beer cooler, you will understand why.

The College would like to wish you all the best of luck with your upcoming business dealings.



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

Social Media



Property Licence Courses

Experienced Agents Property Licence Program Sydney

Mon 4th - Fri 8th Aug

Trust Accounting Sydney

Mon 4th - Wed 6th Aug

Property Management Sydney

Wed 6th - Fri 8th Aug

Business Broking Agency Practices Sydney

Thu 7th - Fri 8th Aug

Sales for Real Estate Sydney

Tue 23rd - Fri 26th Sep

Strata Management Agency Practices Sydney

Tue 2nd - Fri 5th Sep

Stock & Station Agency Practices Sydney

Mon 3rd - Fri 7th Nov

Financial Management Sydney

Thu 23rd - Fri 24th Oct

Staff Management Sydney

Wed 15th - Thu 16th Oct

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

Monday 25th - Wednesday 27th August

Diploma of Finance & Mortgage Broking Management (Upgrade Course)

Thursday 28th - Friday 29th August

Why not try online CPD for \$99?



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.

In Sydney, courses are run at Bankstown, Castle Hill, the CBD at St Andrew's House, Liverpool, Northern Beaches and Parramatta.

