



CPD COURSES

Sydney

Sales (AM)
or Prop Mgmt (PM)

Thu 17th Aug

Sydney

Strata Management

Fri 18th Aug

Sydney

Commercial & Retail
Sales & Leasing

Wed 23rd Aug

Albury

Sales & Prop Mgmt

Tue 29th Aug

Wagga Wagga

Stock & Station (AM) or
Sales & Prop Mgmt (PM)

Wed 30th Aug

Castle Hill

Sales & Prop Mgmt

Fri 1st Sep

Port Macquarie

Sales & Prop Mgmt (AM)
or On-site Property
Mgmt (PM)

Mon 4th Sep

Dubbo

Stock & Station (AM) or
Sales & Prop Mgmt (PM)

Fri 8th Sep

Taree

Sales & Prop Mgmt

Tue 12th Sep

Great News for Property Managers

Property managers may be happy to hear that there have been changes made to the Residential Tenancies Act 2010 in July of this year which affects the methods of service of notices. The Act has been amended to include the following:

223 Service of notices and other documents

(1) A notice or other document that is authorised or required by this Act or the regulations or a residential tenancy agreement to be given to or served on any person may be given or served by:

(a) in the case of a natural person:

- (i) delivering it to the person personally, or
- (ii) delivering it personally to a person apparently of or above the age of 16 years at the person's residential or business address, or
- (iii) delivering it in an envelope addressed to the person and leaving it in a mailbox at the person's residential or business address, or
- (iv) sending it by post to the address specified by the person for the giving or service of documents or, if no such address is specified, the residential or business address of the person last known to the person giving or serving the document, or
- (v) sending it to an email address specified by the person for the service of documents of that kind, or
- (vi) any other method authorised by the regulations for the service of documents of that kind

The amended section 223 allows for method of service via email. This can obviously impact on the time frames that are allowed for the serving of notices like a termination notice whereby if delivered by post the property manager must allow an extra four (4) days for the postage to arrive. It is suggested that whilst you can email notices, there are a couple of best practice steps to be taken before completely reverting to electronic service:

- At the time of signing up a new tenant, confirm their email address and advise them that communication and notices will be served via their electronic address;
- Where possible, have a fact sheet to accompany the incoming tenant's tenancy documentation advising them that service will

CPD 2 HOUR SEMINARS

(8am - 10am unless otherwise specified)
Pre-reading required.

Full 12 points!!

Gosford

Sales & Prop Mgmt
Thu 17th Aug

Parramatta

Sales & Prop Mgmt
Tue 22nd Aug

Penrith

Sales & Prop Mgmt
Thu 24th Aug

Campbelltown

Sales & Prop Mgmt
Fri 25th Aug

Wollongong

Sales & Prop Mgmt
Wed 13th Sep

Sydney

Trust Accounting
Thu 14th Sep

Sydney

Strata Management
Mon 18th Sep

Parramatta

Sales & Prop Mgmt
Thu 21st Sep

Bankstown

Sales & Prop Mgmt
Fri 29th Sep

Sydney

Sales & Prop Mgmt
Thu 5th Oct

Windsor

Sales & Prop Mgmt
Fri 6th Oct

be effected by email and confirming the agency's email address for communication;

- For existing tenants who already communicate via email, send out an email advising them that the law has changed to allow for notices to be sent electronically and request they acknowledge their acceptance of email notification by way of a return email;
- Where a tenant has not already provided an email address, send a letter of the same effect as the email mentioned above, requesting their acknowledgement and acceptance of electronic service by way of an email confirming their electronic address for service;
- Be mindful that some tenants will still prefer to check their mail box and simply won't or don't use email for communication. In this instance, continue to post your notices to these tenants to ensure that notices are actually being received; and
- When sending out notices via email, ensure you select a read receipt for the agency's records should any matter be forced to the Tribunal, the agency can assure the Tribunal member that service was received.

'Til next time,

Wishing you every success in your business ventures,
Rosy Sullivan

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Sydney CBD

CERTIFICATE OF REGISTRATION COURSES

Units taken from nationally accredited training qualifications from the CPP07 Property Services Training Package.

Ballina

(Dist Ed + 1 day workshop)

Tue 15th Aug

Sydney

(Dist Ed + 2 day workshop)

Sat 19th – Sun 20th Aug

Albury

(Dist Ed + 1 day workshop)

Mon 28th Aug

Parramatta

Mon 28th – Wed 30th Aug

Wagga Wagga

(Dist Ed + 1 day workshop)

Thu 31st Aug

Port Macquarie

Tue 5th – Thu 7th Sep

Sydney

Mon 11th – Wed 13th Sep

Castle Hill

Tue 3rd – Thu 5th Oct

FINANCE AND MORTGAGE BROKING COURSES

Units taken from nationally accredited training qualifications from the FNS Financial Services Training Package.

Cert IV in Finance & Mortgage Broking

Sydney

Mon 4th - Wed 6th Sep

Dip of Finance & Mort Broking Mgmt

Upgrade for existing

Cert IV holders

Sydney

Thu 10th - Fri 11th Aug

From the Office

August has kicked off at the College with a surge of CPD training throughout NSW, with courses in Sydney, Castle Hill, Oatlands, Dee Why, Wellington and Bankstown. Meanwhile, at the office, we've had another batch of fresh and eager trust accounting students make their way to the College, working towards their respective property licences. Many of these students also completed their Property Management course and are now undertaking their assessments as they work through a large portion of their licence training.

Our College Principal Rosy Sullivan has remained very busy over the last month continuing her role as a speaker on the EAC Insights Tour. Just in this last fortnight, the tour has seen Rosy travel to the Blue Mountains, Wollongong, Goulburn and Bowral to share her knowledge of the property industry and to give her presentation focusing on underquoting.

Between all of the courses run this fortnight, the staff were still able to find cause for celebration, as we always seem to do. The staff gathered this week to celebrate the birthday of one of our production team members, James. The ACOP team would like to wish James all the best and hope he has had a very happy birthday.

CPD Courses

ACOP offers CPD courses in different formats

Workshops
Distance Education
Online

We also conduct in-house courses for small or large groups.

Ring 1300 88 48 10 for a quote. We come to you.

acop.edu.au

Enrol Now

Click on the enrol now button to go to the College online enrolment forms (pdf versions of the newsletter only).

Property Licence Courses

Units taken from nationally accredited training qualifications from the CPP07 Property Services Training Package.

Experienced Agents Property Licence Program
Sydney CBD
Mon 4th - Fri 8th Sep

Trust Accounting
Sydney CBD
Mon 4th - Wed 6th Sep

Property Management
Sydney CBD
Thu 7th - Fri 8th Sep

Business Broking Agency Practices
Sydney CBD
Thu 28th - Fri 29th Sep

Sales for Real Estate
Sydney CBD
Tue 19th - Fri 22nd Sep

Strata Management Agency Practices
Sydney CBD
Tue 29th Aug - Fri 1st Sep

Stock & Station Agency Practices
Sydney CBD
Mon 21st - Fri 25th Aug

Financial Management
Sydney CBD
Wed 4th - Thu 5th Oct

Staff Management
Sydney CBD
Thu 12th - Fri 13th Oct

Auctioneer Accreditation
Sydney CBD
Thu 14th Sep

FNS40815 Certificate IV in Finance and Mortgage Broking

Monday 4th - Wednesday 6th September

FNS50315 Diploma of Finance and Mortgage Broking Management

Monday 4th - Friday 8th September

MAKE 2017 YOUR YEAR

With proposed reforms coming for the real estate and property industry, make 2017 the year that you get the qualification and obtain a full property licence

ACOP provides licensing training programs, and will recognise your prior learning and experience, for the following licence categories:

- ★ real estate agent's licence
- ★ strata manager's licence
- ★ business agent's licence
- ★ stock and station agent's licence
- ★ buyer's agent's licence
- ★ on-site residential property manager's licence

If you are seeking Recognition of Prior Learning (RPL) or Recognition of Current Competence (RCC), talk to us about the types of evidence that you will need to provide to seek these exemptions from training.

Social Media

