



# Flood Relief

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Newsletter

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Australian College  
of Professionals

RTO 91513

# Flood Relief



The beginning of this year has proven to be one of challenges for many, particularly through the flooding disasters of February and March.

For property managers and strata managers, the number and frequency of calls and emails has risen exponentially for flood related damages and thousands of people are left with damaged homes or no home at all.

It is essential for agents to understand what financial support is available for both tenants and landlords in these times. Services NSW have released information for those affected:

For those tenants who require short-term accommodation support, they can now apply for the flood recovery rental support payment launch. There are two support options for people in need of accommodation:

- rent assistance for those whose properties are unable to be lived in
- Return to Home payments for homeowners and tenants whose properties are liveable but require repairs or replacement of belongings.
- Return to Home payment amounts are

as follows:

- Owner-occupiers will receive \$10,000
- Tenants will receive \$5,000
- Investors will receive \$5,000. This relates to eligible owners who do not reside in the affected properties, including landlords and owners of properties that are usually uninhabited such as holiday homes.

The Rental Support scheme, announced on 10 March 2022, is designed to assist people whose homes are uninhabitable as a result of the February/March 2022 storms and floods only.

The scheme will provide up to 16 weeks' rental support to flood victims in temporary accommodation and is scalable on the number of people per household including children.

Rent assistance payment amounts are variable and are based on the number of members in the applied household:

- 1 person: \$1,500
- 2 persons: \$1,800
- 3 persons: \$2,300
- 4 persons: \$3,100

- 5 persons: \$3,700
- 6 persons: \$4,400

One person from each household can apply and applications close on 24 June 2022.

A tenant is eligible to apply if:

- they are a NSW resident aged 18 or over
- the damaged property is in a highly impacted suburb
- the damaged property is their principal place of residence
- they are unable to claim temporary accommodation costs under an insurance policy or their insurance does not cover the full length of their accommodation needs.

The aim for a property manager when dealing with these properties, tenants and landlords is to ensure that the tenants are safely and adequately housed whilst the rectification work on the rental property is underway and to then rehouse those tenants in their leased premises upon rectification being completed.

In cases where the property is not able to be fixed within those 16 weeks, the property manager may need to have discussions with the landlord about releasing the tenant from their tenancy obligations.

[Rosy Sullivan](#)

[Director | College Principal](#)

## From the office

After a bit of a slower month after the end of the NSW property CPD year, and mixing in Easter and Anzac Day, ACOP has now had a little rest (not to mention quite a few of us went down with Covid) – and we are now

back with face-to-face training. Our trainers are happy to be back in front of students and sharing their knowledge and research with agents. We have also been busy updating our proforma Policy & Procedures Manual and tweaking some new offerings for agents to upgrade their qualifications to obtain unrestricted licences. But more about that another time.

The extensions and renovations at the ACOP office are now complete (minus the last few aesthetic touches). We have lived through the dust, the painting, the noise, the new carpet and we now have the most magnificent new training rooms and a fantastic upgraded office area for the team – complete with a lounge area for staff to have some time out during the day. We are so excited with our revamped space – pop in and see us anytime.

Naturally, we've had some celebrations at the office, with birthdays for Michelle Ludlow, our Chief Operations Officer and then all on one day, we have birthday shenanigans for Ryan, Tilly (OMG she's finally 21) and Linh (our media consultant who was our first ever employee back in 2003). Now, the ACOP love a cake – but we've had plenty this past fortnight, not to mention the chocolate easter bunnies and eggs that just kept appearing in the office (thanks Rosy and John). Our trainer/assessor Michael also celebrated a family wedding, with one of his sons tying the knot, which also meant that another of his son's returned from London with his family (most importantly for Michael was the two granddaughters he brought with him). The photos and the chat about the wedding (yes....and the granddaughters of course) has been endless – and very entertaining.

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