

Greetings to all clients

Autumn 2017 has arrived and Easter approaches signalling a change of seasons as our minds turn to cooler weather, football, rain and other less summery things. In less than 3 months the next thing on calendar will be the end of the financial year at June 30th meaning tax time. Property investors often choose this period to maximise tax deductions for the financial year so the next 12 weeks presents an ideal time to carry out repairs and maintenance on your investment property so they can be completed and paid before June 30th.



If you have been putting off repairs such as painting, new carpets, gutter or roof repairs, electrical upgrades, and plumbing repairs and so on, email your Property Manager direct or rentals@airey.com.au and ask for an update on maintenance.

Remember, not all repairs and maintenance are 100% deductible. Some items such as carpets may need to be depreciated over a period of years. It's best to ask your accountant any questions on tax matters. We are not able to obtain multiple quotes for jobs under \$1000 as our contractors are selected for reliability, fair prices and most importantly, we insist that they guarantee their work. Your PM will be able to advise you on these matters.

Changes in our office: We have updated our phone system to cope with the increased volume of calls received so that in future calls will be answered promptly and waiting times minimized. Our reception area has been enlarged and is now shared by 2 staff members, Annie and Sanja who deal with client and tenant enquiries and calls. Already we've had positive feedback on this improved reception service.

Communication and Service are the most important elements of our business success. If you're a long term client you'll know that we continue to strive to improve our communications and service delivery.

Thanks for your feedback to our recent client survey in which we asked a very simple question: ***"Are you happy with the service you're receiving from your property manager?"***. The overwhelming response was ***"YES WE'RE HAPPY - KEEP UP THE GOOD WORK"***. Thanks to all clients who participated but if for some reason you missed the survey, please call Rachel on 9273 4418 or email rentals@airey.com.au to add any comments.

Speaking of surveys, we recently conducted a short survey with all our tenants. We expected negative feedback about "tough and ruthless property managers", but surprisingly we received just a handful of criticism all of which can be remedied by better communication. We do our best to assist tenants in this challenging market so we're really happy that most Airey tenants say that we are doing a good job.

Hearty congratulations to our property management team on their work ethic, attitude and service.



And while we are congratulating people, we need to thank our clients for keeping us as the No.1 Agency in the western suburbs for properties leased in the last 12 months. Source reiwa.com

Rental and Sales Market Update – we would love to have lots of good news with plenty of positive stories but sadly that’s not happening at present and it's anyone’s guess when the market will see an upturn in both rentals and sales. It's rare to see both the rental and sales market stagnant for so long and WA is definitely overdue for a big improvement in both areas. It is highly unlikely that we will see boom time mining markets in the future because the catalyst for those days is gone with mines now all in production rather than building phase. However, it's possible that demand and thus prices will start to increase across the **established home sales market** over the next year. This will be driven by buyer demand as the number of homes for sale decrease and also from eastern states buyers who will look for better value in the Perth market where the median price at around \$500,000 is half the Sydney and Melbourne equivalent.

For **units and apartments** it's hard to predict an improvement in that market whilst over development and over building continue to exceed demand. Coercing people to live in high density dwellings in Perth suburbs will not work and many of the new apartments sold off the plan come straight back onto the market for resale. Overseas buyers have a tendency to keep them empty to avoid capital gains and land tax (possible in some cases depending on residency) so the result is an overload of new apartments and strata units all over Perth that are empty awaiting a buyer or a tenant. This is very general commentary so if you own an apartment remember that each property needs to be assessed individually. Remember that time will take care of the market eventually. (Market comments by David Airey FREIA)

AT AIREY REAL ESTATE WE DON'T JUST MANAGE PROPERTY, WE SELL PROPERTY. Our experienced successful sales team have recently sold several properties quickly for cash. Here is a sample:

<p>Mitcham St, Wembley Downs</p>  <p>Sale Price range \$1.2 million Sold By Mal McColl</p>	<p>Langtry View, Mt Claremont</p>  <p>Sale Price range \$1.5 million Sold By David Airey</p>	<p>Mimosa Ave, Mt Claremont</p>  <p>Sale price range \$1.2 million Sold By Murray Peter & Greg Marusic</p>
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Other recent sales in North Perth by Jill McQuoid; Nedlands, Crawley & Joondanna by Murray Peter and in Claremont by David Airey.

If you want to sell your property call us FIRST for an appraisal and up to date market information. For more information on our sales team and the property market we visit [airey.com.au](http://www.airey.com.au) and go to the FOR YOU tab for market news and information - <http://www.airey.com.au/for-you/reiwa-news>



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STAFF CONTACT INFORMATION: Updated 03/17

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Calls to staff direct numbers shown below may go to voice mail if not answered

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Property Manager **Brooke Kent** Direct 9273 4413 brooke@airey.com.au

Property Leasing **Greig Walker** Direct 9273 4427 leasing@airey.com.au

Property Manager **Wendy Trussell** Direct 9273 4415 wendy@airey.com.au

Property Manager **Natalie Thomas** Direct 9273 4425 natalie@airey.com.au

Property Manager **Colleen Pearce** Direct 9273 4420 colleen@airey.com.au

Property Manager **Nikki James** Direct 9273 4414 nikki@airey.com.au

Rentals Administrator **Rachel Ridout** 9273 4400 rentals@airey.com.au

Airey Real Estate Sales - sales@airey.com.au – direct 9273 4408

Sales Manager **Murray Peter** 0411 188 825 murray@airey.com.au

Sales Consultant **Malcolm McColl** 04017 007 404 Malcolm@airey.com.au

Business Services **Greg Marusic** 0401 211 471 greg.marusic@airey.com.au

Sales Consultant **Jill McQuoid** 0418 924 679 jill@airey.com.au

Sales & Managing Director **David Airey** 9273 4400 david@airey.com.au

Administration & Finance – accounts@airey.com.au 9273 4400

Trust Accountant **Jan Jewell** Direct 9273 4410 jan@airey.com.au

Accounting Assistant **Gill Ambrogio** 9273 4421 accounts@airey.com.au

Reception/Sales Administration **Annie Wood** 9273 4400 reception@airey.com.au

Sanja Stojanovic 9273 4408 sales@airey.com.au

After office hours our main phone number is answered by an external operator. If you're in a time zone outside Perth please feel free to call and leave a message which will be emailed to the right person. Email is usually the best way to get to the person you want promptly.

Visit our web site www.airey.com.au and check the **FOR YOU** tab to find out more about us and for the latest market information from Real Estate Institute of WA www.reiwa.com.au

You can also like us on Facebook <https://www.facebook.com/AireyRealEstate>

Remember if you want to sell your property call us FIRST for an appraisal and up to date market information.

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