

# PROPERTY MANAGEMENT NEWSLETTER

APRIL 2021



## OFFICE UPDATE

**Elders**  
Real Estate Grafton

**GRAFTON Jacaranda Festival**  
EST. 1934

ELDERS Grafton are excited to announce that we will be partnering with the Grafton Jacaranda Festival & offering sponsorship for the 2021 Festival. Historically the Elders team have always embraced our local festival and have taken part in events and fundraisers both as individuals and as a business. This year we are looking forward to a more in depth involvement with the Festival & the 2021 Committee. We are excited to start planning and sharing our partnered events with the community once final details have been prepared!

THE Elders Team is growing! We are looking to fill 2 new positions within our business. We are seeking a full-time experienced Sales Agent and a part-time Marketing Manager. We like to think of our team as a family and are excited to have more people join our space. If you know of anybody who would suit either of these roles, please pass on the details of our General Manager Benny Holder!



*58 Leased      60 Sold*

*Since January 1*

*Riddle me this*

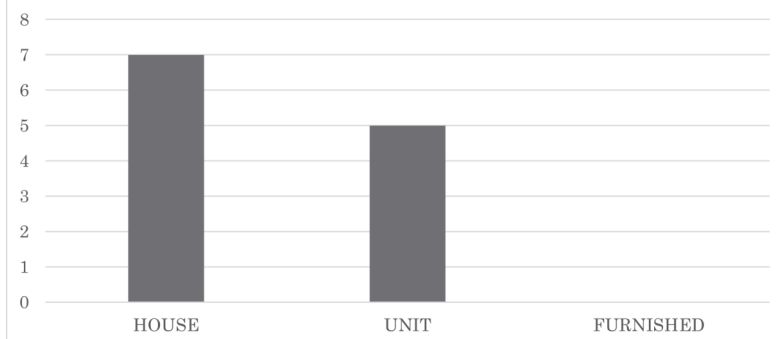
What month of the year has 28 days?

## ~~Suburb Statistics~~

*Our office facts - last month*

Leased	12
Median rent price (House)	\$381.00
Median rent price (Unit)	\$356.00
Average days on market	12.3

### PROPERTIES LEASED



## Passing on Water Charges

Water is different to other utilities as it is always connected, and the account for the water supply will be in the landlord's name. Landlords must pay all water supply service charges and all sewerage supply service charges.

In NSW, a landlord can only ask a tenant to pay water usage charges if:

- The property is separately metered (or water is delivered by vehicle), and
- The charges are not more than the amount the landlord is billed for by the water supplier, and
- The property meets the 'water efficiency' standards.

The landlord or agent can request payment from the tenant for water usage charges within 3 months of a bill being issued. They will need to provide the tenant with a copy of the bill. The tenant must be given at least 21 days to pay the water usage amount owing.

### Water efficiency standards:

No leaking taps or toilets:	No leaking taps or toilets anywhere on the property at the start of the tenancy and whenever the other water efficiency measures are installed,
Shower heads:	Maximum flow rate of 9 litres per minute.
Internal cold water taps & single mixer taps for kitchen sinks & bathroom basins:	Maximum flow rate of 9 litres per minute.
Dual flush toilets:	<b>From March 2025: all toilets on the property are dual flush and have a minimum 3-star WELS rating</b>

The 9 litres per minute flow rate does not apply to other taps in the property, including bathtub taps, laundry taps, outside taps for the garden, or taps for washing machines and dishwashers. If showerheads or taps need to be replaced, they must be replaced with items that meet the water efficiency standards to be able to continue passing on water usage charges to the tenant.

Landlords who replace existing toilets in their property should consider installing dual flush toilets with a minimum 3-star WELS rating to meet the water efficiency requirements by 23 March 2025.



**Benny Holder**

General Manager

## Market Update

IN March, we were able to reflect on the 12 months that have passed since COVID-19 really became part of our world. Our team adapted, we welcomed new staff members and took advantage of the amazing technology available to us that allowed us to continue to do the job that we love. The 2020 Elders Annual Awards results are a testament to our achievements;

### Glen and Monique's Experience;



"We found Jake very professional in every aspect of selling our home. His communication with us was always prompt, and kept us up to date with offers, inspections and feedback from prospective buyers with our open house inspections. His advice and knowledge with how to proceed with the sale of the house was invaluable. We would recommend Jake and his team to anyone considering buying or selling their house. He has a great positive outlook which made the whole process easy."

## 2020 Elders Annual Awards

### NORTH NSW/QLD

- No 1 Property Management office for number of managements
- No 3 Top Office - Settled Sales
- No 3 Top Office - Gross Commission
- No 1 Jake Kroehnert Top Agent - Settled Sales
- No 10 Dave Dart Top Agent - Settled Sales
- No 1 Jake Kroehnert Top Agent - Gross Commission
- No 8 Dave Dart Top Agent - Gross Commission

### NATIONAL

- No 9 Top Office - Settled Sales
- No 7 Top Office - Gross Commission
- No 5 Jake Kroehnert Top Agent - Settled Sales
- No 6 Jake Kroehnert Top Agent - Gross Commission

### ELITE

- Dave Dart
- Jake Kroehnert
- Terry Deefholts

# YOUR ELDERS TEAM

## Directors



**KAREN GORTON**

LICENSEE IN CHARGE



**BENNY HOLDER**

GENERAL MANAGER



**MARIA FELTON**

DIRECTOR

## Property Management



**EMILEE WALL**

OPERATIONS MANAGER



**SHELLEY CRAPP**

PROPERTY MANAGER



**SARAH KAY**

PROPERTY MANAGER



**NAOMI COLE-HERRING**

PROPERTY MANAGER



**ANDREA HOLME**

PROPERTY MANAGER



**CANDY BOULTON**

LEASING MANAGER



**PAM WRATTEN**

PROPERTY ACCOUNTS



**SUSAN FLETCHER**

ADMINISTRATION



**POSITION FILLED!**

BUSINESS INVESTMENT MANAGER

# Sales



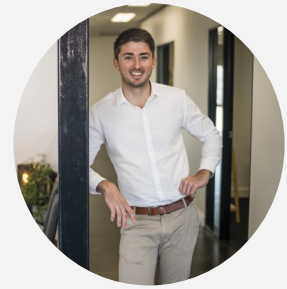
**DAVE DART**

SALES



**TERRY DEEFHOLTS**

SALES



**JAKE KROEHNERT**

SALES



**MEL DAYES**

SALES



**ARIELLE HACKETT**

SALES ASSOCIATE TO  
DAVE DART



**OLIVIA MATARAZZO**

SALES ASSOCIATE TO  
TERRY DEEFHOLTS



**BREE GODWIN**

SALES ASSOCIATE TO  
JAKE KROEHNERT



**TIAHNEE CROPPER**

SALES ASSOCIATE TO  
JAKE KROEHNERT



**VINCENT WILLIAMS**

ADMINISTRATION



**HANNAH CARTER**

SALES ASSOCIATE TO  
BENNY HOLDER



**FULL-TIME POSITION AVAILABLE** **PART-TIME POSITION AVAILABLE**

EXPERIENCED SALES AGENT



MARKETING MANAGER