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contents

SPEAKERS

01 Dr Adrian Medhurst

02 Sam Galer

03 Andre Persijn

04 Antonia Mercorella

05 Clint Dowdell-Smith
(Panel Facilitator)

06 Rachel O'Brein



stress is helpful

THINKING POSITIVE NEGATIVE



mind the gap

1. what TRIGGERS 2. what IMPACT. SABOTAGE



navigating COMPLEXITY

- At your best
- Stress Mastery
 - Mindful Action
 - Nourish
 - Move
 - Rest
 - Connect --- relationships
 - Work --- perform & contribute
 - grow

Wellbeing resourcefulness is the key to resilience.

bounce

Ups & downs

multiple hats

THINKING Stress

duration positive learning & growth

- to do the job....
- cognitive labour
 - physical labour
 - emotional labour

EMOTIONAL LABOUR



comes with a cost. trauma challenge

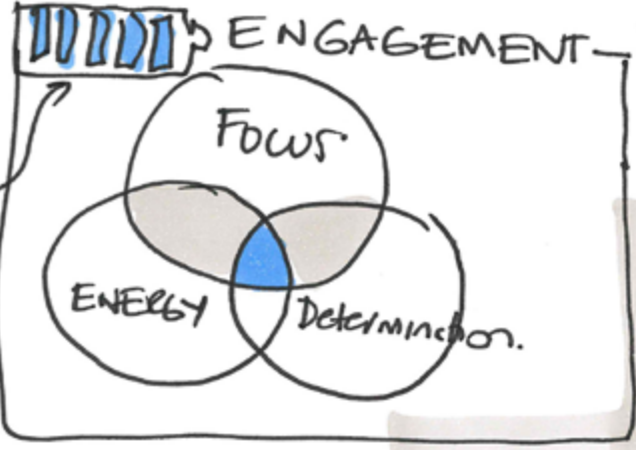
Domain work home money Type physical



Never enough time

is my time being well spent

DONT ADDRESS OVERLOAD & OVERWHELM STRESS & BURNOUT



ineffective & confidence

cynical disconnected withdraw

Mindset 1 how you focus attention process info forms thoughts impacts our body 2 You CAN CHANGE YOUR SETTINGS

ACTIVATION RESPONSE

OVERUSE this FIGHT OR FLIGHT mode

- Train to look for the positives
- fewer health problems
- inc. engagement
- inc performance

self-care

LOOK AFTER YOU FIRST

OPEN & SHARE

LIFE IS A DECATHLON ... NOT A SPRINT

CHOOSE YOUR MINDSET

I CAN CONTROL

STRESS BETTER WITH PRACTICE Knowing -> Being

rex | spoke | site loft

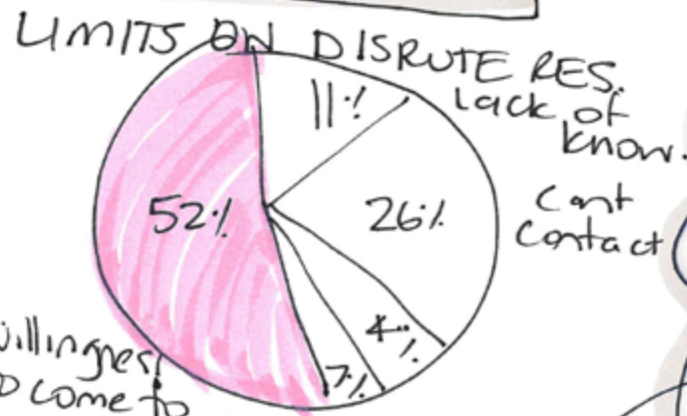


RTA disputes
 16/17 [diagram] 16.5k.
 17/18 [diagram] 17.6k
 18/19 [diagram] 18k.
 20/21 [diagram] 20k

TOP 5 DISPUTES RECEIVED

- 52% BOND!
- then TENANCY ISSUES
- 60% CLAIMS NOT DISPUTED → 😊 AGREED REFUND
- VACATING PROCESS

- TOP DISPUTES
- Repairs & Maintenance
 - Entry
 - Ending Tenancy
 - Water charging

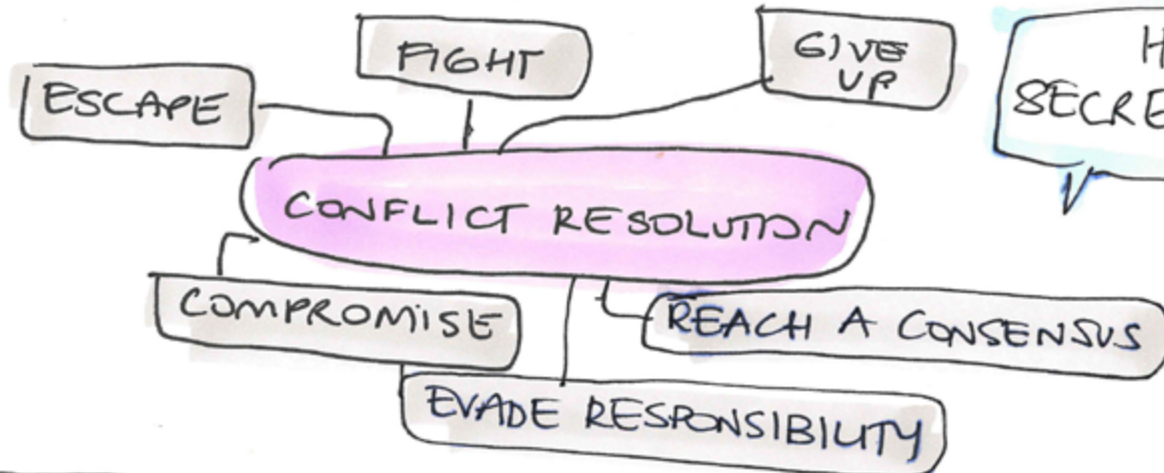


Willingness to come to an outcome

New →

BULK
BOND
LODGEMENT

© rex



It's not SECRET SQUIRREL!



TAILOR YOUR COMMUNICATION

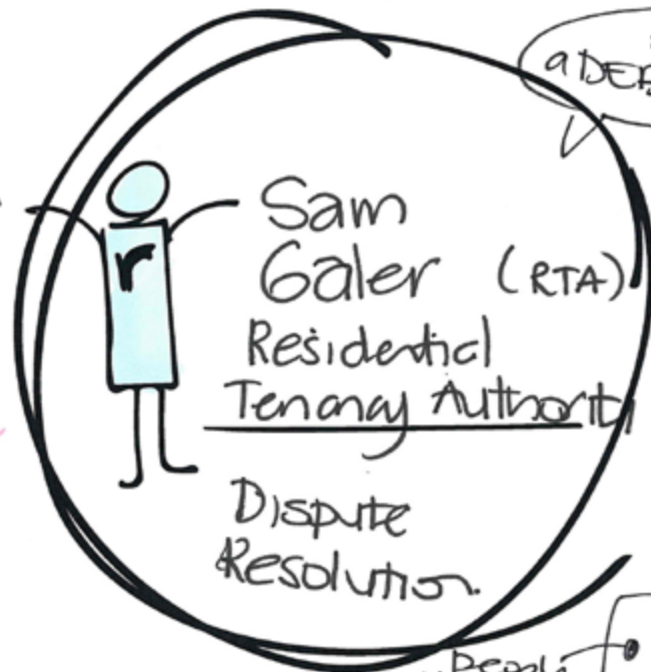
- ✓ Be careful of templates
- ✓ Not always one size fits all.
- ✓ Know if there are language barriers

RTA
 QLD
 GOV.AU
 Breathe!

WHY DISPUTES OCCUR:

- ✓ Breakdown/no communication
- ✓ Lack of knowledge
- ✓ Assumptions
- ✓ Different expectations Tenant v L/L.
- ✓ Personal values
- ✓ Frustration
- ✓ Avoidance.
- ✓ Opinions v facts
- ✓ Personalities

IT'S A TOUGH JOB.
 60% of PM challenge violent/unhappy tenants



RTA is not a DEBT collector

MINDFUL OF YOUR EQ

- Empathy ≠ sympathy
- Be genuine & authentic
- Look after your self.
- Be present & focussed.

then SHAKE IT OFF

SELF RESOLVE TIPS

COMMUNICATION

- clear language
- share info/evidence
- focus on facts
- Listen
- Ask questions

Respect + Empathy

Negotiate & compromise

RTA Service

- telephone conferencing.
- impartial
- don't make decisions
- provide info about legal & legis
- people willing to get involved

D&F.V. Domestic & Family Violence
 20 Oct 2021

- check the RTA site & WEBINARS
- FORM 4 A.
- FORM 20
- DFV Report
- ongoing.

TIPS

- be prepared for the call
 - instructed by landlord
 - Forms & Flowcharts
 - WEBINARS
 - help.
- rex | spoke | siteloft

QCAT
Tribunal Decisions.

www.sclqld.org.au/tribunal-decisions

Timing Issues.

- Rental arrears & water \$
- Failure to leave & Appeals
- Order suspended.
 - 5 months later tenants not paying rent
- Decision handed down a year later.

must follow the procedures
pay attention to the details
P.M. knowledge is VITAL

Procedural Fairness

- Ceilings Sagging
- non-livability
- Respondent seeking compensation to cover moving costs
 - then added other costs
 - forward material by Email AND Mail
 - Procedural Fairness
 - Appropriate Notice

Age Discrimination

tenancy app rejected
50 yr old applicant
2 inspections then applied
not successful - owner wanting to rent to students
ADVERTISED as STUDENT ACCOM.
Result - Dismissed.



COVID 19 Emergency Response

→ Login time + New Legislation

Regular Statute	v.	Emergency Regulations
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Attempting to Deceive

- new build. with inspections
- tenancy completed after 2yrs
- carpet & flooring replacement
- Overwhelming odour - moisture staining under the carpet
- tenancy report from third party v. limited evidence of pet smell
- not evidence test results, photos of company details
- couldnt Google Pets That Rent
- tenants offered to withdraw

think about the evidence you receive

Excessive Hardship

- ✓ tenant gave notice on medical ground & ferry timetable = E.H.
- ✓ tribunal said no
- ✓ late counter application
- ✓ tenant lists additional ~~costs~~ complaints + disappointment



EMERGENCY REPAIRS. Will include all minimum housing standards

Periodic tenancy Agreements

ADVICE: redevelopment, sign. repair or renovate + 3, 4, 5, 6. END Transfer to Fixed Term.



passed 14 Oct 2021

Upto 4 (from 2) weeks rent cost.

End Oct cant give notice to end without GROUNDS.

Beware of roll-over of fixed term to Periodic term.

REPAIR ORDERS

Commence 1. Oct 2022

Commence Sept 2023/2024

New Termination Grounds

proposed. after end of a F.T. tenancy tenant could choose to stay

F.T. tenancy agreement can be ended on GROUNDS

ANTONIA MERCORELLA CEO | REIQ HOUSING LEGISLATION AMENDMENT BILL 2021

pets

- Consent required, L/L can say No based on THESE GROUNDS: health & safety, fencing, pet might caused damages, body corp. by-law, venomous snake! X CANT ADVERTISE, 6 no pets allowed, L/L response 14 days, day 15 -> automatic YES

2 months NOTICE before the end.

MORE PM EFFORT, MORE PM RESPONSIBILITIES

Fair Wear + Tear + Pet Damage

CONSIDER your FEES

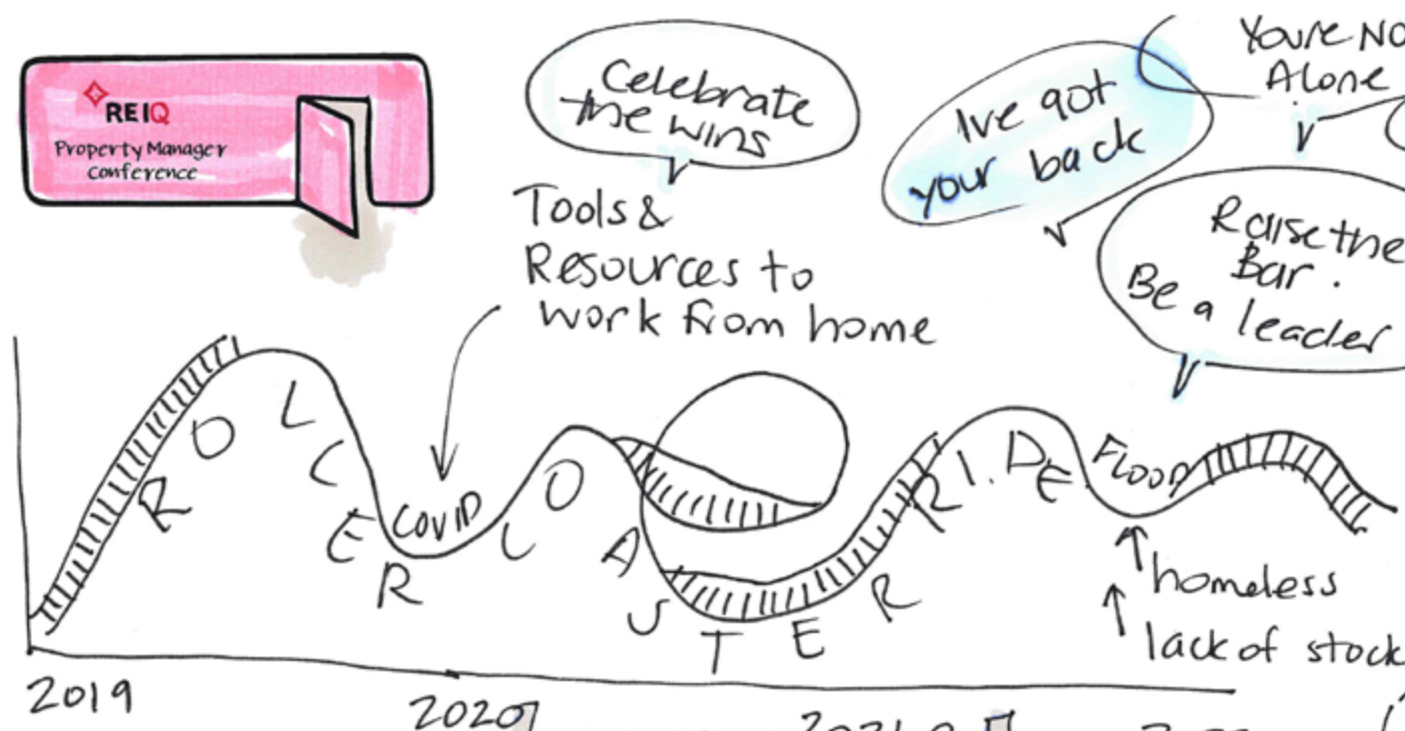
MINIMUM HOUSING STANDARDS

- KITCHEN/LAUNDRY, SAFE & SECURE, PRIVACY, TOILETS + PLUMBING, VERMIN, MOULD, DAMP

- 1 F.T.T. is coming to an end, 2 wanting to repair/renovate (significant), 3 change of use (move to AirBNB eg), 4 sold with vacant possession, 5 prepare for sale, 6 family needs

BEWARE PROVE GENUINE GROUNDS

Advice stick with 1



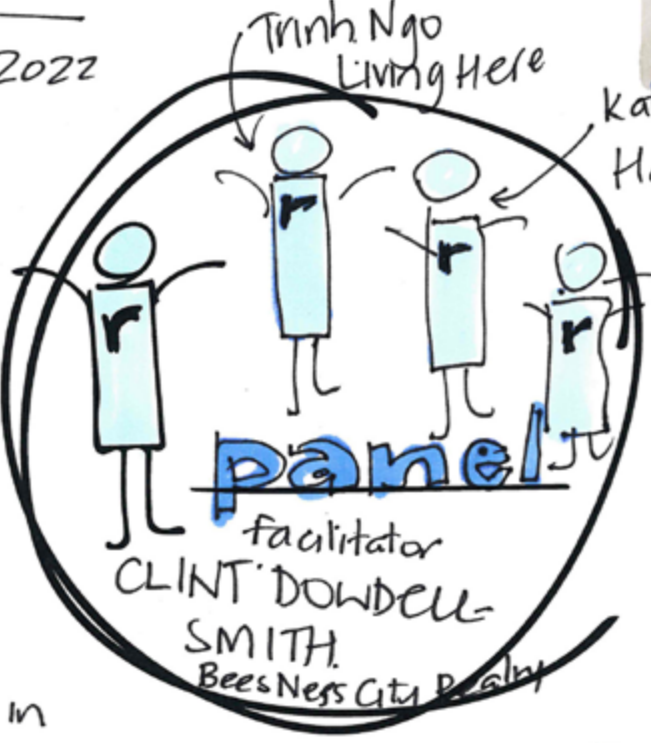
YOU CANT HELP EVERYBODY!
This isnt your Fault.

How TO SAY NO!

teach boundaries (dont respond to 11pm)
be clear upfront } what to do when?
regular contact

HOW HAVE YOU MANAGED YOURSELF & YOUR TEAM

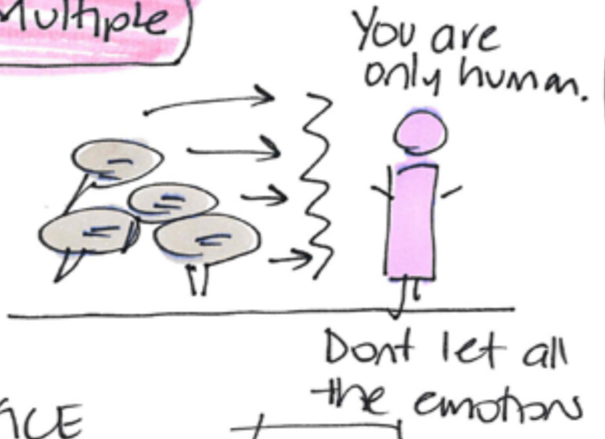
humanity SURFACING



Beware → GOING WAY ABOVE & BEYOND
does this set expectations too high.
Know your role.

SET BOUNDARIES

Checking In - Daily / Multiple



TAKE A BREAK. STOP WORKING AT NIGHT STOP STARTING EARLY



25%

COVID SILVER LININGS

- ① Virtual inspections
- ② Its OK to be paperless & using tech
- ③ weeded out the bottom performer
- ④ rent roll became more important
- ⑤ streamlined processes
- ⑥ learned what was really important.

Educate the tenants on the application process

WHAT TO EXPECT

- full form
- get per-approved

PLANNING TO LEAVE P.M THIS YEAR

What do we need to do?

- training
- safe space
- Appreciate all your team
- show progression
- Make culture a priority
- SWITCH OFF → your phone, your email, yourself
- listened to & understood
- support each other



EVERY-DAY IT CAN BE SMALL

today

- car park • good coffee.
- great lunch • early finish
- time of routine • no COVID

move from feel bad to feel better

5 * Be more grateful

focus on positive.

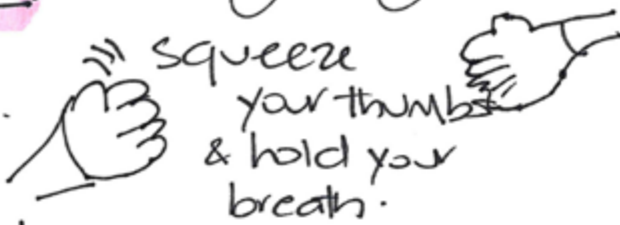
MAKE TIME EVERY DAY

- RELAX
- walk
 - meditate
 - dance.
 - cook
 - yoga
 - gym
 - listen to music.
 - paint
 - read
 - create
 - n.a.
 - shop

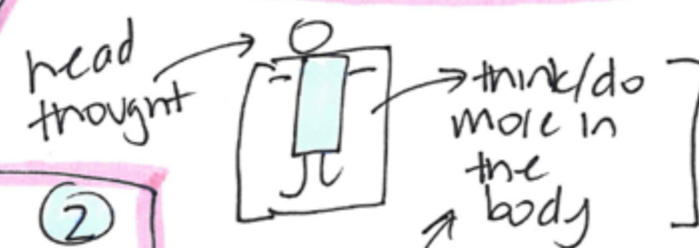
gratitude is an attracting energy

4 * Be more relaxed

Most powerful person in the room... is the one most relaxed.



3 * Be more in the Body



JUST FEEL THE FEELS

TOP 5 TO THRIVE

1 * Be more present.

- busy badge of honor
- but life happens now

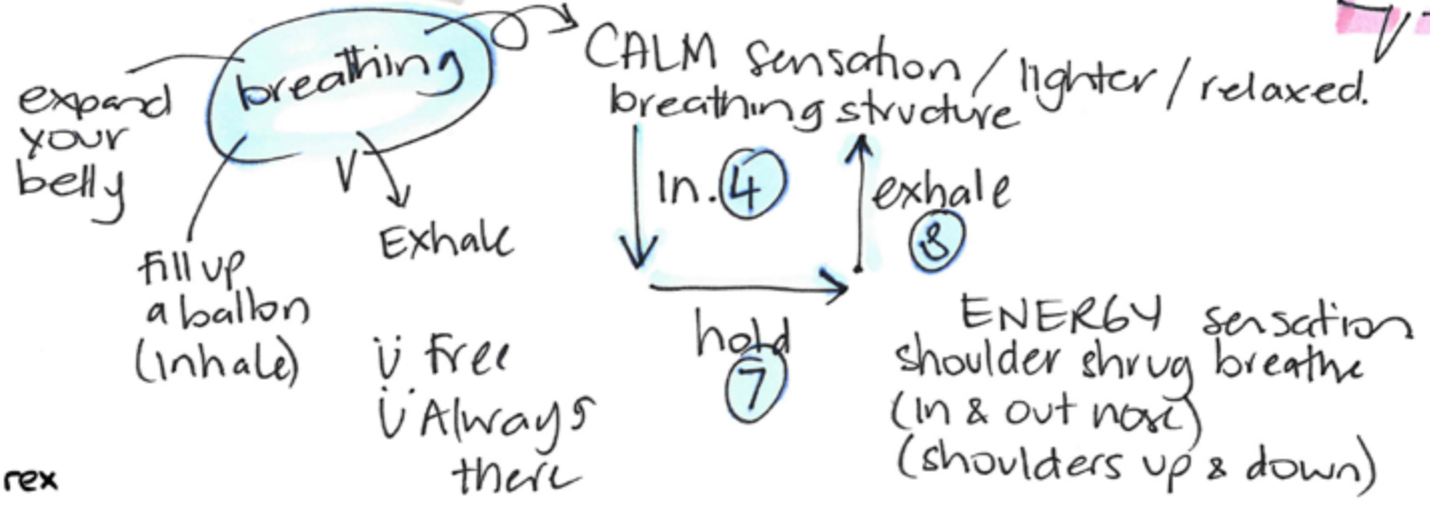
2 * Be more connected

- use your phone to talk
- leave your phone for 45mins in am.
- disconnected from the TECH. ✓ DO NOT DISTURB MODE

- ✓ GET A WATCH/ALARM CLOCK
- ✓ LEAVE PHONE IN KITCHEN

MINDFULNESS 5

- think about cleaning yr teeth
- focus on your meal
- 48hr digi detox / .month
- time between talk/walk
- dont eat at your desk





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