

REAL ESTATE
Journal

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A portrait of Chris Henry, a man with short brown hair, smiling, wearing a white shirt and a dark blue checkered blazer. The background is a blurred green and yellow bokeh.

Building from the ground up

Chris Henry reveals his
biggest career lessons

MEMBERSHIP MATTERS

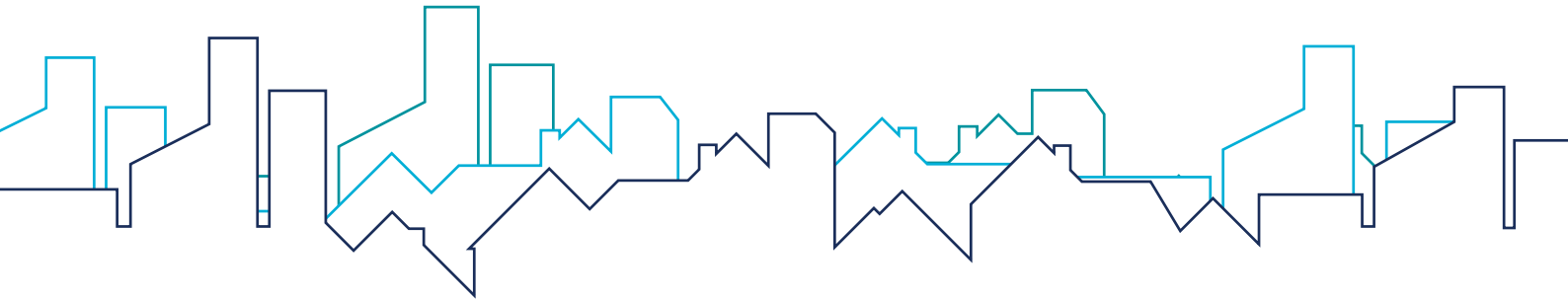
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review

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It's time to reveal the whole picture

Transparency is smart. Transparency is professional. And, in our ever-changing, tech-enabled world, transparency is expected.

Consumers are demanding transparency from the real estate industry. Why? Because it's the norm across so many other industries.

Think about the last time you ordered something online. A text message advising that 'your package will arrive soon' no longer cuts it. You want to track its exact location. And when you book a taxi via an app, you're not satisfied with an alert that 'your ride is on the way'. You expect to see a tiny car on a map moving toward your location on your smartphone.

We expect this level of transparency across so many facets of our lives. Why should the real estate industry be any different?

Some innovations in real estate have certainly added transparency. For example, electronic signatures have streamlined the process of getting documents signed and virtual tours have changed the way properties are viewed. These advancements are great, because they make things better for the consumer. But there is more we can do.

Two words that should be on every agent's lips are 'transactional transparency'.

Currently, there is no consistency in the sales process. As a buyer, I can walk into two different agencies and ask: "How do I make an offer?" Undoubtedly, I'll receive two different answers. And this is just one example of many.

It's simple things like this that frustrate buyers. But, by using technology to digitise the transaction from end to end, much of this frustration can be alleviated.

Consider an offer process where a buyer enters their offer into a digital platform. Their offer, like all other offers, is recorded, and date and time stamped. The buyer knows that by entering the offer into the platform, there's a consistent process for all potential buyers and that process is auditable. There is a level of transparency they can rely upon. Transparency brings about accountability and this, in turn, creates more trust in the process and elevates their engagement with the agent.

And this is just one example of how technology can bring transparency across the entire transaction.

Transparency should be the norm in the real estate industry, not the exception. As real estate agents, we guide people through the largest financial transactions of their lives and the process can be overwhelming – particularly for first timers.

Clarity, fuelled by transparency, benefits everyone involved in the transaction: the buyer, the seller and the agent. Clarity builds trust. And buyers and sellers deserve an agent they can trust. They deserve to know that the agent is providing honest, complete information every step of the way. They deserve to see the whole picture, not just part of it.

Technology can allow us to achieve transactional transparency. And, by doing so, we can better focus on our clients' interests, communicate with clarity and embrace transparency. Everyone wins.

Peter Matthews
REINSW President



Serial underquoters targeted by NSW Fair Trading

NSW Fair Trading has imposed restrictions on serial underquoters after complaints about the unlawful practice tripled last year.

Fair Trading received 329 complaints of underquoting in 2021 and issued 91 fines totalling more than \$200,000 amid New South Wales' booming property market. This was more than triple the 97 complaints received in 2020, with 16 penalties totalling \$35,200.

In a first for New South Wales, Fair Trading Minister Eleni Petinos announced that restrictions had been imposed on serial underquoters; for example, requiring repeat offenders to have comparable pricing for every new listing signed off by at least two licensed agents. The Minister did not specify at what point an agent would be deemed a serial underquoter.

So far, the restrictions have been imposed on two individuals and five associated businesses.

Industry experts say that more needs to be done to stop underquoting, from tougher penalties to better enforcement and education.

John Cunningham, Managing Director at Cunninghams, was the REINSW President when stronger underquoting laws were introduced in 2016. He believes that the requirement for repeat offenders is good.

"I know underquoting is common," he said. "I know the tactics that are used and I'm still amazed at how ignorant some agents are in this space."

Buyers' agent Rich Harvey added that things have come to a point where he typically ignores price guides altogether.

"Requiring agents to publish an indicative sale price will help improve transparency for buyers," he said.

REINSW CEO Tim McKibbin said that there are sadly some agents who deliberately underquote as part of their market strategy.

"Additional restrictions are unlikely to improve protections for consumers and the existing legislation, if properly enforced, is sufficient," he explained. "Better education is also key and the NSW Government, Fair Trading and the industry need to work together to ensure agents are aware of their obligations, and the procedures and processes they should follow to achieve this."



DOWNLOAD the *Underquoting guidelines for residential property* at fairtrading.nsw.gov.au

HIA sets out election imperatives

The Housing Industry Association has released a list of pressing initiatives that it hopes all political parties will commit to in the lead-up to the Federal Election.

HIA Managing Director Graham Wolfe explained that the organisation was looking to spell out "the issues and policies that HIA believes are vital to advancing the supply of housing for all Australians".

"HIA research suggests that 75 per cent of the population believe that everyday Australians should be able to own their own home," he said. "The vast majority of those who don't currently own their own home aspire to do so. But only 42 per cent of these households feel they will ever achieve this."

"We are dedicated to changing this statistic and believe that it is an objective that should be adopted by all political parties contesting the upcoming Federal Election."



Goodbye to our dear friend, Ann Banister

It was with the greatest sadness that REINSW and the real estate industry said goodbye to Ann Banister on 28 January 2022, when she passed away peacefully, surrounded by family.

"For almost 15 years, before transitioning into retirement early last year, Ann was the comforting voice with sage words of wisdom at the other end of the phone when members called the Helpline," REINSW CEO Tim McKibbin said. "She was, without doubt, part of the very fabric of REINSW and the real estate industry."

"During her time with us, she helped thousands of members and answered innumerable questions. Member, after member, after member can recount stories of how Ann helped them out of a sticky spot, saved them from making a huge mistake, provided them with an empathetic ear and, even sometimes, simply a shoulder to cry on. And let's not forget those occasions where she had to dole out some 'tough love'."

"Truly a partner for our members as they navigated the complexities of the day-to-day practice of real estate, the service Ann provided over the years was priceless."

"To say that she will be missed by all of us is an understatement," Mr McKibbin said. "We will always treasure our memories of Ann. She is gone, but will never be forgotten. May she rest in peace."

"Vale, Ann Banister."





Election imperatives

- Make housing supply a priority
- Unlock land supply and support new housing
- Support home ownership
- Increase access to rental housing
- Grow supply of social and community housing
- Form a population strategy to build Australia's future
- Maintain a stable industry workforce
- Maintain the rights of independent contractors
- Reduce the burden on new housing



'Bitter pill' for first home buyers

REINSW CEO Tim McKibbin has called the NSW Government's proposed First Home Buyer Equity Scheme "a slap in the face for first home buyers".

The recently announced scheme would see buyers purchasing their first property receive deposit assistance from the NSW Government in return for equity in either the home, land or the property of a guarantor.

"The announcement of the scheme last month on the eve of a by-election shows that the Government understands voters' concerns about housing affordability," Mr McKibbin said. "But it also reveals that they have no idea how to address the issue."

He argued that the proposed scheme would create a bizarre scenario in which the first home buyer is, in part, providing finance for the Government to acquire a portion of their home.

"A first home buyer purchases their home with help from the Government and pays stamp duty," he explained. "The Government then takes that stamp duty to refund itself for the equity it takes in the first home buyer's property."

"For first home buyers, who have waited a long time and made major sacrifices to enter the market, this is a bitter pill to swallow. With the median house price in Sydney over \$1 million and, therefore, not exempt from stamp duty, any suggestion that this proposed scheme will help people overcome the stamp duty barrier is clearly wrong."

Mr McKibbin added that numerous questions have yet to be answered about the functionality of the proposed scheme.

"How might the Government's interest in a property impact the first home buyers' ability to secure finance," he asked. "Does the Government stand to benefit from increases in the value of the property, particularly if the first home buyer makes improvements?"

"There are many ripple effects that such a proposed scheme could have that will distort the market even more."



"For first home buyers, who have waited a long time and made major sacrifices to enter the market, this is a bitter pill to swallow."

Tim McKibbin
REINSW CEO



Housing affordability report released

The *REIA Housing Affordability Report* for the December 2021 quarter has been released and shows that housing affordability has continued to decline. REIA President Hayden Groves said “affordability for both home buyers and renters has become a key issue for Australians and, with interest rate rises looming, could worsen.”



DOWNLOAD the REIA Housing Affordability Report at reinsw.com.au

	PROPORTION OF FAMILY INCOME NEEDED TO MEET			
	HOME LOAN REPAYMENTS		RENT PAYMENTS	
State	December quarter 2021	December quarter 2020	December quarter 2021	December quarter 2020
New South Wales	46.5%	40.7%	26.1%	25.8%
Victoria	37.3%	32.3%	19.8%	20.0%
Queensland	33.4%	30.5%	21.7%	21.8%
South Australia	31.3%	29.8%	24.0%	23.5%
Western Australia	26.2%	26.0%	19.7%	18.5%
Tasmania	33.3%	30.5%	30.0%	28.7%
Northern Territory	25.1%	23.6%	25.9%	21.2%
Australian Capital Territory	27.5%	25.7%	22.2%	22.7%
National	37.0%	33.1%	23.0%	22.7%

Mr Mudgee receives Australia Day award

Hugh Bateman, the Founder of The Property Shop and longstanding REINSW member, has been honoured with an Order of Australia for his significant service to his local community and to the real estate industry.

Hugh's moniker of 'Mr Mudgee' is well deserved – and it's easier to list the community causes and organisations that Hugh hasn't contributed to, rather than those he has.

“My parents had an attitude of giving,” he said. “I was taught that if we keep taking and not giving, we're going to be living in a pretty bad old world – so giving back is something I've instituted from a personal and family point of view, as well as a community point of view and also in business.”

Over the years, Hugh has served as Chairman of the Salvos Red Shield Appeal, Mudgee Business Enterprise Centre and Mudgee Business Association. He's also a patron of the Mudgee Museum and Mudgee Hospital Auxiliary, and has served as a councillor at the Mudgee Shire



Council. The list of organisations and charities that have benefited from Hugh's efforts goes on and on.

But perhaps his most significant contribution has been as the founder of the Pink Up Your Town initiative, which is an annual fundraiser for the McGrath Foundation.

“It all started with the Pink Tractor Trek in 2015, when I drove 3,000 kilometres across New South Wales to raise money for breast cancer care,” Hugh explained. “From there, I started Pink Up Mudgee in 2016 and it went national in 2017. Now, there are suburbs, towns and cities all

over Australia that ‘pink up’ every October.”

To date, the Pink Tractor Trek and Pink Up Mudgee events have raised close to \$850,000 for the McGrath Foundation.

Hugh's contribution to the real estate industry has been no less significant. Rolling up his sleeves to contribute from the earliest days of his career, he has served on various Chapter Committees and was a member of the REINSW Board.

His outstanding contribution to REINSW and the industry was recognised in 2001, when he received REINSW's highest honour – the Woodrow Weight Award. He was again recognised in 2010 with the REINSW Centenary Award.

REINSW CEO Tim McKibbin congratulated Hugh on receiving this significant honour.

“There is no one more deserving in our industry of an Order of Australia,” he said. “Hugh has always been, and continues to be, a shining example of the very best our industry has to offer. Congratulations Hugh!”



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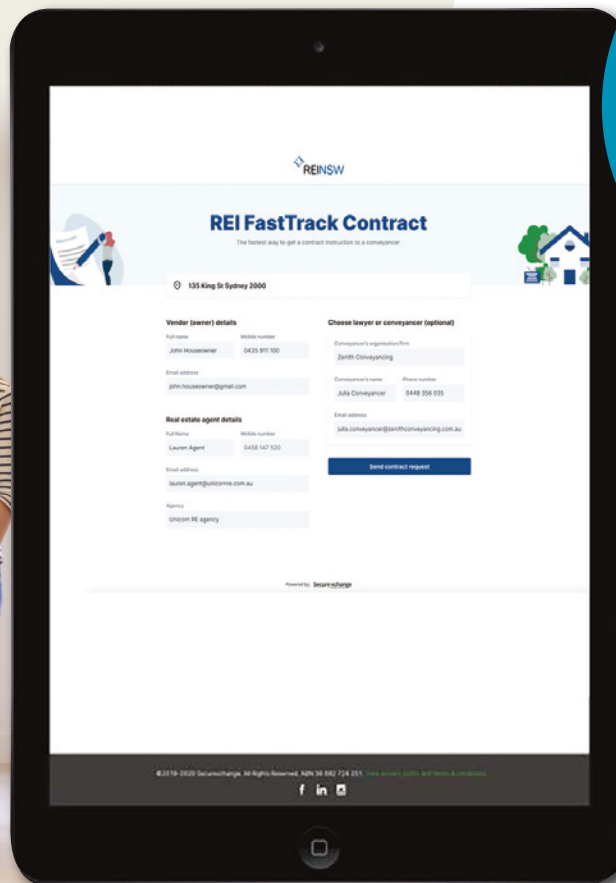
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Meet the Board

Every member of the REINSW Board of Directors is committed to representing the interests of real estate professionals across New South Wales. Here we introduce two of our Board members.



Jo Natoli

Principal at The Rental Specialists

One of the REINSW Board's newest Directors, Jo Natoli was elected in November 2021.

A desire to give back to the industry motivated Jo to put her hand up for the Board of Directors.

"The real estate industry has been very good to me over the years, and I feel I'm now at a stage in my career where I'm in a position to make a real contribution," she said. "I also want to participate in legislative change. I want to be a voice for agents – particularly property managers – and do what I can to ensure that the legal and practice framework is suitable and facilitates what we do."

Jo also strongly believes that levels of professionalism and education need to increase.

"Unfortunately, there's been a high turnover of property managers in recent times – and this does, inevitably, have an impact on the level of service we're able to deliver as an industry," she said. "I'd like to see more emphasis on property management-specific education and training, as this will have a knock-on effect in terms of professionalism."

With a background in property management and as a business owner, as well as in the property development and construction industries, Jo believes there is much she can bring to the Board.

"Working outside the real estate industry for a number of years has not only broadened my experience, but also gives me a more expansive perspective," she said. "Looking beyond our own industry for ideas and potential solutions to issues is not only important, it's essential."

When it comes to REINSW membership, Jo said that "it's a must".

"This has always been my view, but at no time was it more evident than when the effects of the COVID-19 pandemic hit our industry," she said. "Where would we all have been without the daily updates and constant stream of information coming from REINSW?"

"Even putting the pandemic aside, our industry is one of constant change. As an individual agent, it's impossible to stay abreast of everything on your own. And why would you want to when the expert – REINSW – is there to provide you with all the information and training that you need?"

"REINSW does so much for the real estate industry – and we should all be supporting the organisation that supports us."



Amanda Tate

Managing Director at LJ Hooker Taree

Amanda Tate was elected to the REINSW Board of Directors in November 2021.

"I've always been very active within the LJ Hooker network and, after seeing Leanne Pilkington present at a Women on Boards webinar last year, I decided it was time to step up and contribute at an industry level," she said. "There are so many issues that impact our industry in so many ways, and I feel that there's a lot that I can offer to add to REINSW's voice."

"On a local level, our business makes a point of getting involved in housing policy and other issues relating to property. We know both our State and Federal members, and often talk to them about what's happening in the community and suggest what can be done to address issues of concern."

"I think this is valuable experience that I can bring to the REINSW Board."

While keen to contribute on all levels, Amanda has a particular interest in property management.

"Our business runs a large rent roll and, like all property managers, experience the issues that can stem from government policy," she said. "I want to be a voice for property managers and, importantly, regional property managers. While we experience many of the same issues and challenges as our metropolitan counterparts, there are those that are different – and I'm now in a position to give a voice to these issues and challenges."

Amanda said REINSW membership is essential for all agents, but even more so for regional agents.

"In regional areas, we don't necessarily have access to the same opportunities for training and networking, so being able to reach out to REINSW for information and support when needed is a godsend," she said.

"Having access to the REINSW Helpline is worth its weight in gold. Any time you have a question, you can reach out to the team and know that you're receiving the right advice. They know the industry and they know the law – and they know what it's like to be in your shoes."

"And with all the compliance hoops we have to jump through, I believe that you simply can't afford to not join REINSW."

Recipe for real estate success

After a successful 40-year real estate career, multi-award-winning industry professional Craig Marshall isn't ready to put his feet up quite yet. His latest venture, *Marshall Chan Yahl*, brings together three of the best performing and hardest working agents on Sydney's North Shore – and the young agency is already kicking some impressive real estate goals.

By HEDGIE GUNDRY

Marshall Chan Yahl – or MCY as it's known – is the culmination of decades of hard work for founders Craig Marshall, William Chan and James Yahl, and is a shining example of real estate best practice.

In just over two years, MCY has expanded rapidly from five to 40 staff across sales and property management, opened three successful offices in Gordon, St Ives and Turrumurra, and now services multiple high-yield suburbs stretching from Wahroonga down to Chatswood. James Yahl in St Ives and Jessica Liu in Gordon are already the number one agents in their respective markets.

MCY Managing Director Craig Marshall is in his element – and deservedly so.

"I love growing this business, as it makes me feel 20 years younger," he said. "In a relatively short period, we've achieved over 400 sales and already have more than 200 properties under management. We've taken the Gordon and St Ives markets by storm and are focused on replicating this suburb success.

"I'm already very proud of our young and dynamic team," he said.



Solid foundations

Other than a wealth of industry expertise and an incredible team, Craig attributes the success of his new venture to clever marketing, excellent customer service and an enjoyable workplace culture.

"One of the main strategies that helped us when we started is our distinctive branding and marketing," he explained. "We needed to make sure people knew who we were – and, with the right marketing and some great exposure, we impacted the marketplace very quickly.

"For me, the key to having a successful business is not looking at competitors or comparing ourselves to other real estate agents. Instead, I always look at other companies in different industries – not just here, but all around the world – to see what's going on and what we can learn.

"Our focus on branding and marketing was followed by a focus on guaranteeing excellent customer service to make sure people come back to us and become our strongest advocates. And the secret here is to overstaff, rather than understaff. Many real estate agencies go too hard, too fast, and they fall apart. If you're overstaffed, you can always service your customers.

"There's obviously a balance, but I think we've got this just right at MCY."

L to R: Carl Ferris, James Yahl, William Chan, Craig Marshall and David Marshall.



Enjoyable culture

Craig also believes in the importance of creating a tight-knit workplace culture based on teamwork and job satisfaction.

“Building enjoyable cultures is what I love to do,” he explained. “For example, even 20 years ago, I understood the considerable value of taking my team away for weekends. Team bonding experiences were relatively new back then, and I’m pleased we’re starting to do this again at MCY now COVID restrictions have been lifted.

“I also learned many years ago that even if you pay someone well, they’re still at risk of leaving if there’s no job satisfaction. Our salespeople are offered more money at times from rival agencies – but they didn’t leave in the old days and they don’t leave today, because we provide so much support and training, and are genuinely invested in their careers.

“I believe in growing good people with the right attitude, finding their talents and helping them reach their fullest potential, compared to other companies who can take a more ‘sink or swim’ approach with their salespeople.”

Craig is also a strong advocate for a flat management structure built on equality and respect.



“One of my core workplace philosophies is that I treat everybody the same – from the newest apprentices to the top salespeople. We’re all on the same level. I’ve never, ever sat in an office on my own, which means I’m part of the team.”

Craig Marshall
Marshall Chan Yahl



“One of my core workplace philosophies is that I treat everybody the same – from the newest apprentices to the top salespeople. We’re all on the same level. I’ve never, ever sat in an office on my own, which means I’m part of the team.

“And I listen. I will pick up the phone or return calls to any staff member at any time of day. At MCY, we now have 15 people who have worked with us before, and I firmly believe they’ve come back due to the inclusive and enjoyable culture we’ve created.”

Community involvement

Craig is a Rotary Paul Harris Fellow and, throughout his career, has been highly active within his local community. And, like most real estate agencies, MCY is now part of the fabric of the local community and is committed to giving back where it can.

MCY sponsors three bowling clubs, the St Ives Netball Club and fundraises for the MS Foundation, among other local organisations and charitable causes. Craig also holds an auction every year for the Trish Foundation, which also focuses on raising money for MS.

“Real estate is a people business, so you have to look after your community,” he said. “And it’s really rewarding. I call it a partnership. Real estate is lucrative, so it’s amazing to sell homes and give money back to the community where it’s needed.”

Looking forward

So what does the future hold for Craig and MCY?

“The market will bump along this year and we will continue to consolidate in our market area where there’s so much opportunity,” he said.

“It’s been such a huge two years and we need to stabilise in the next 18 months or so. There are always challenges with expanding. The business is not perfect and there’s lots of fine-tuning I’d like to do.

“Over the next 10 years, my goal is to build MCY up to a level where William and James can take over. It will be my legacy and an absolute pleasure to see the careers I’ve created over the years flourish and grow.

“I know I’ll have to stop sooner or later. My team keeps telling me that I’ll still be coming in with my walking stick when I’m 80 years old! But I genuinely love real estate and helping people grow, so I’ll continue for as long as I can.” ■



Building from the ground up

Chris Henry, Managing Director of River Realty, was always destined for a successful career in real estate. Here he talks about his journey, shares some setbacks and reveals the lessons he's learnt along the way. By TINA LIPTAI

Chris Henry's drive to run his own business and lead a team was first sparked when he was still at school. Afternoons spent at work with his stepfather, who ran his own property and investment business, left a lasting impression and instilled a strong work ethic that still guides him today as Managing Director of River Realty and in his role as Sales Director.

"My stepfather was self-employed," Chris explained. "He spoke about the business a lot and shared his experience with me. He would pick me up from school and I'd spend afternoons with him at work. I saw the flexibility he had because he ran his own business.

"Importantly, I saw how engaged my stepfather was with his customers and as a leader. I was attracted to that leadership aspect, but I also learnt the hands-on, customer service side of real estate.

"At the end of each day, we'd go home and I'd do my homework – and then we'd do it all again the next day.

"Both my mum and my stepfather showed me that rewards come from hard work. You need to work hard to achieve your goals."

After high school, Chris completed a business studies qualification at TAFE, while also working as a commercial and domestic plasterer for his brother-in-law's business.


"After I finished at TAFE, I was working 14-hour days, six days a week," he said. "I really enjoyed the hands-on creative aspect of the work. I had the opportunity to work with architects and designers on big-budget projects like shopping centres and waterfront properties, as well as smaller patches and repairs. There were huge contrasts in both the type of work and the type of clients, which made it very interesting.

"My brother-in-law had a great work ethic and we both worked really hard to grow the business. Working with him fostered a new way of thinking and operating for me. I could see his drive and passion. Owning my own business was always something I wanted to do – so, after four years, I decided to open my own commercial and domestic plastering firm. I loved the start-up phase, including winning jobs and building the business."

Joining the family business

After four years running his own business, Chris' stepfather was diagnosed with cancer, which prompted his decision to join the family real estate business – then known as Hunter River Realty.

"Mum had a good small business with several employees and, at the time I made the decision, she needed some help because of my stepfather's diagnosis," he explained. "I was still in my early 20s, but I already realised the



"I saw how engaged my stepfather was with his customers and as a leader.

I was attracted to that leadership aspect, but I also learnt the hands-on, customer service side of real estate."



physical toll that working in the construction industry was having on my body. My stepfather had conversations with me about planning for my future and it was the right time to make the move to real estate."

Working alongside his mum and one of the experienced agents in her team, Chris soon found his feet in the business.

"In some ways, it was a big shift coming from the construction industry," he explained. "The culture, language, dress code and how you engage with customers is quite different. But I quickly discovered that I enjoyed helping customers achieve their goals and I was passionate about property."

Bump in the road

A few years after establishing himself in real estate, Chris aligned with a large building and development firm in what seemed to be a great opportunity to step back into the construction industry. While too good to resist, it did, however, lead down an extremely bumpy road.

"I still get goosebumps just thinking about that time," Chris said. "Working in construction sales and development is good financially – and I was doing well – but I was very naïve about where I was going and what was happening within the company that I'd invested in. Unfortunately, the company went bankrupt after a few years. I had invested family money and quickly learned the harsh reality of corporate insolvency."



"If you're working on something you're interested in and passionate about, you'll always be able to find new and better ways to do things."



Chris had a young family at the time and, because of the situation, they had to leave their dream family home and start fresh again.

"At the time, it felt like my whole world had crashed," he recalled. "It was incredibly stressful, but I feel that the experience has made my wife and I the people who we are today.

"They were hard times, but it has served us well. We came through it all and are stronger as a couple because of it. We know business can be

Why I love real estate

"I'm one of those people who is genuinely passionate about working with people and property," Chris said. "I developed an interest in property from a young age, because my family was involved with it and everything I've done has been built on that foundation. My experience working in the construction industry felt like a natural fit and a blending of the skills I had from real estate."

Today, what Chris loves most is working with his staff in the business.

"My team are a pleasure to work with and I have great relationships with them, which is important to me," he said. "I also enjoy working with our customers to achieve the results they want and deserve. Real estate is an exciting industry. There are always problems to solve and new ways to develop and improve, which keeps things interesting."

Chris' best piece of advice to anyone who is starting out in the industry is "to find what you love and do that as much as you can".

"If you can work on something you're passionate about, you'll find ways to innovate and deliver the best outcomes," he said.

"From day one, working with customers has always lit me up, so that's where I have put my focus and energy."

challenging and, importantly, we know we can work together as a couple to do what needs to be done.

"Ultimately, it was a great lesson about why you need to look beneath the surface. It's given me a strong sense for recognising business dealings that aren't quite what they appear or seem too good to be true. Back then, I was very naïve to the corporate world and I took so much on face value.

"I'm glad it happened back then, because it taught me a lot about assessing opportunities that come to me. Day-to-day activities for work need to align with your values and who you are as a person.

"In my early days of work, I was very focused on how I could please others. But now, I really understand the importance of being true to who you are and holding on to your integrity. Being successful is not all about financial wins."

Fortunately, Chris was able to return to his mother's real estate business where he worked 16-hour days to recover financially.

"Real estate gave me the opportunity to get us back on our feet," he said.

Back on track

Today Chris is the Managing Director of River Realty, a rebranded and innovative business built from his mother's agency. And, two years ago, he launched his own coaching business aimed at agents and business owners who want to achieve more.

"The coaching side is in addition to the real estate business, but it's something that blends my experience and passion with a deeper purpose," he explained. "I want to help people achieve their goals and share with them the things I have learnt, so they can take that into their own business."

As a leader and coach, Chris' biggest piece of advice to anyone looking to improve how they operate is to work on something you're passionate about and be disciplined about how you apply yourself.

"There's an opportunity to reflect on what you do and reinvent your approach every year," he said. "This year, I'm working on driving innovation and I want to focus on implementing Property Improvement Planning – a blend of construction and property management – where we can work with our clients to forecast and plan what will need to be upgraded or replaced in their investment properties.

"If you're working on something you're interested in and passionate about, you'll always be able to find new and better ways to do things." ■



Leadership insights

“To be a great leader, you need to remain a student,” Chris said. “I work with both an international coach and a local coach, which gives me valuable insights. And I seek out coaches from outside the real estate industry, so I can keep broadening my perspective.”

“Leadership is also about looking for the right education to offer to your team, so they can continue to grow and develop professionally. A leader needs to understand that everyone’s journey is different – and the best thing you can do for your team is to tailor your approach to the individual, while encouraging and nurturing them to walk their own path.”

Chris explained that ‘leading from the front’ is one of his key philosophies, but this has meant that he’s needed to make the strategic decision to hand operations of the business to other people.

“I knew I couldn’t take on more operations and I wanted to remain a selling agent. So I decided to recruit a CEO to run the operations side of the business,” he explained. “I know my skill set is of better use to the team and business if I am on-the-ground and with customers and our agents.”

Career tips

1 Play the long game

Success takes time.

There’s no fast road to creating a great career – and, if anyone offers you a fast track, you should tread carefully. Building a successful career and achieving any of your goals is about creating a strategy, working consistently and having the discipline to stay on track. Align yourself with people who will support you to get where you want to be.

2 Keep learning

Look for a great coach who will be able to help you accelerate your learning, make you accountable and provide you with access to the people and information you need to keep developing professionally. It doesn’t need to be someone who is in the real estate industry. In fact, someone outside the industry may serve you better.

3 Be disciplined

Have a system or routine in place and stick with it so you can stay focused. There are so many distractions that come across your desk every day that seem important. In reality, they’re pulling you in the wrong direction and away from your plan. You need to have the discipline to make sure everything you do aligns with your values and goals.



Honesty and hard work

What started as a childhood fascination with the local property pages has built to a thriving real estate career based on honesty and hardwork for Emma Cochrane, joint owner and General Manager of Raine & Horne Nowra.

By CATH DICKINSON

How long have you been in the real estate industry?

It's 11 years now.

Growing up, I always looked forward to the day the local paper came out. I'd run to the mailbox to collect it and then back inside to sit down and flick to the real estate pages. I was fascinated by the pictures, inside and out, and would spend ages studying them. It was the same when we were in the car. I'd gaze out the window to see all the houses whizzing by, wondering what they were like inside. So, I guess it was inevitable that I'd end up building a career involving property.

Doing my Year 10 work experience at an agency went a long way to confirming that the real estate industry was for me. In fact, I now part own and manage that very agency.

When I finished school, I did head off to university to study commerce and worked part-time at the agency on reception. But it only took 12 months for me to realise that I didn't want to be an accountant. What I really wanted was to work in real estate.

What do you enjoy most about your role?

Put simply, helping people. I genuinely get a rush out of solving people's problems, whether it's a client or a member of my team. I like to think of myself as a problem solver.

What's the most important part of your day?

In a practical sense, it's the time I spend over breakfast each day. This is when I go through my emails and look at my calendar. It's when I make a plan for the day and delegate tasks to my team. But my favourite part of the day is meeting up with my team at a local café to have coffee. We take turns for who buys the round each day and it's a wonderful opportunity to have an informal chat and really build team bonds.

What's been the highlight of your career so far?

Honestly, I'm incredibly proud of the team we've built at Raine & Horne Nowra. The team is now 15 strong, and everyone genuinely cares about each other. We're all excited to come together each day, work together, help each other and share in all our collective achievements, big and small.

At the time of taking over the agency management in 2018, my goal was to improve the culture - and I'm really delighted to see that this has happened.

We did a recent Q&A with our team for our Instagram and Facebook pages, and one of the questions was: "What do you love most about working at Raine & Horne Nowra?" For almost every person, the answer was: "It's like a big family, everyone is helpful and supportive" This really warms my heart and confirms that we're definitely heading in the right direction.

Who do you look up to in the real estate industry?

My father-in-law, Alex Cochrane. He started in real estate at an older age - around 50 - and built up a strong and successful real estate business and is well respected in the local community, and also by his team. I also look up to my husband, Jared Cochrane. He's been working in the real estate industry for about 15 years now and is great at what he does. He wins awards all the time, but even so, remains extremely humble.

Both Alex and Jared are extremely hardworking. I like to think of myself as a hardworking person, but I know how much I can learn by observing the two of them. They've shown me hard work will take you a long way.

Very early on, Alex said to me: "Always be honest. If you always tell the truth, you'll never need to remember what you've said."

"Very early on, Alex said to me: 'Always be honest. If you always tell the truth, you'll never need to remember what you've said.' It's so true."



It's so true. And I think that's what I admire about him and my husband - they are honest to their very core

What's been the most challenging part of your role in the last 12 months?

The last 12 months – and, indeed, the last two years – have been challenging for everyone. The



“I’m incredibly proud of the team we’ve built at Raine & Horne Nowra. The team is now 15 strong, and everyone genuinely cares about each other. We’re all excited to come together each day, work together, help each other and share in all our collective achievements, big and small.”



COVID-19 pandemic was a curve ball for all of us on a business level. For me, personally, I struggled with running our business, keeping the team together, home-schooling a kindergartner and having a toddler running around. It was a lot. It was hard enough working remotely and keeping the team on the same page, all the while having kids running around in the background of a Zoom call. But it was the same for everyone, and we all learnt how to adapt.

If you could change one thing about the real estate industry, what would it be?

I believe there needs to be better regulation of the industry and more enforcement. It might be an unpopular point of view, but I think it's needed.

While we've come a long, long way in the last few years with the commencement of the reforms in March 2020, there's still a way to go. There are still too many agents out there doing the wrong thing and bending, if not breaking, the law. As a result, all of our reputations suffer. It has to stop.

Regulation should never be a problem if you're doing the right thing.

When you're not at work, how do you like to spend your time?

Because both my husband and I work in the business, it can be hard for us to find time together. So, we're committed to always spending Sundays together – our “family days”. We love getting out and about with our daughters, and exploring the local area.

I grew up wakeboarding, water skiing, sailing and diving, so Summer sees me drawn to the water. And in Winter, I'm a very keen snow skier. After a long week in the office, I love anything outside! ■

Making a difference

Colin Lee, CEO and Founder of Inspire Realty, has always aspired to do more than simply earn a living from his day job. He's committed to giving back and benefiting the lives of those around him. Here are a few of the organisations that benefit from Colin's contribution.

Mentoring Men

Mentoring Men's mission is to support men in their life journey. They do this by providing free one-on-one mentoring through non-judgemental support, encouragement and a listening ear. Since launching in 2018, men across Australia have benefited from the program.

Colin sought out Mentoring Men in 2019 after a life-changing event.

"Like many, when COVID hit, I was made redundant from my role," he explained. "My wife was seven months pregnant at the time and I knew that I'd likely be out of work for a while.

"I felt an incredible amount of pressure to remain positive. But, more and more, I was overwhelmed with loneliness and anxiety. I knew I had to do something before things got worse.

"I realised that I wasn't good at talking about my life challenges with my loved ones, so I connected with Mentoring Men. Having one-on-one mentoring with someone who understood and could provide guidance really improved my mental health."

Later, Colin became a mentor himself.

"The benefits of this program include overcoming loneliness and isolation, finding purpose, and learning coping strategies," he explained.

"I'm personally motivated to shine a light on mental health in males and shatter the stigma of being vulnerable and asking for help. I want to encourage men and boys to be more open about talking to each other about the struggles they are experiencing, and talk about issues before they escalate to a point of no return."

In this context, Colin noted suicide rates in Australia.

"Of the 3,318 deaths by suicide in Australia in 2019, 2,502 were

males," he said. "Suicide is the number one killer of men aged 15 to 44. My goal, through my work with Mentoring Men, is to help increase awareness and change the way men approach their mental health to reduce this horrific statistic."

In addition to being a mentor, Colin has also helped Mentoring Men by assisting with fundraising activities, including the organisation's primary annual fundraising evening.

mentoringmen.org.au

Children's Cancer Institute

The Children's Cancer Institute is the only independent medical research organisation in Australia that's wholly dedicated to curing childhood cancer and pioneering safer treatments.

When one of his clients mentioned that she worked for the Children's Cancer Institute, Colin was motivated to learn more.

"In Australia, every week, 20 children are diagnosed with cancer and three die," Colin said. "As a father, I found the statistics terrifying and decided to get involved.

"Last year, I took part in the CEO Dare to Cure challenge, which saw me eating bugs, walking on fire and glass, and lying in a pit of snakes. The challenge raised a staggering \$580,000. To put it mildly, it was uncomfortable – but my discomfort is nothing compared to what these kids with cancer go through. They are truly inspiring and I'm proud to contribute."

ccia.org.au

Australian Malaysian Singaporean Association

Established in 1970, AMSA promotes the interests and welfare of former residents of Malaysia and Singapore, and brings them together to network and socialise.

"AMSA is committed to social and community concerns," Colin said. "It promotes multiculturalism for the benefit of future generations."

Colin's family immigrated to Australia more than 20 years ago and he has been part of AMSA for the last six years.

"I was President of AMSA from 2018-2021 and, during that time, organised more than 30 business networking functions to promote interaction with the local business community," he said.

"I also helped organise more than 30 regular social and sports events, as well as over 20 cultural festivals, all of which expanded our AMSA network and further built strong community relationships.

"Australia has given my family and I so much – and, through AMSA, I can give back."

amsa.org.au





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Longstanding loyalty

For more than 110 years, REINSW has been at the centre of the real estate industry in New South Wales. Here, some of the Institute's most enduring members talk about their history and what REINSW membership has meant to them over the years.

By KATHY SALTER



The Callagher office (seen here in the 1920s) has occupied the same location on Parramatta Road in Sydney for decades.

Callagher

Cary Giezekamp, Managing Director at Callagher, sold his first house when he was just 15 years old. He fondly remembers spending the whole commission on dating girls, along with his first suit, complete with leather elbow patches!

He also remembers learning how to keep his head below the layer of cigarette smoke that hung in the office, and how multi-million dollar deals used to be signed and sealed over lunch.

Callagher has been a family business for five generations, since Cary's great-grandfather, James Callagher, founded the agency in Sydney's Inner West in 1899. And while much has changed in the years since then, some things have remained constant.

"Our standards and our culture, the way we do our work with reliability, efficiency, passion, good connections and ethics, have been a giant part of the business since my great-grandfather passed those values down to my grandfather," Cary said.

Callagher's membership of REINSW has been another constant that has been handed down through the generations.

"I know the agency has been a member for a very long time," Cary said. "In fact, I think we were one of the founding members, along with the Forsyth family.

"Certainly, as long as I can remember, we went to the Institute Gala Dinners, and they've always been fun.

"Now, what I like about REINSW is that they lobby the Government. So many things happen behind the scenes that, as an agency, we don't have time to even consider. I don't think a lot of agencies actually know all the work that's involved.

"During the COVID-19 pandemic, REINSW was our source of truth," he added. "There weren't many places that we could go and get a correct and common-sense explanation of what we could and couldn't do. They negotiated to allow us to keep our businesses open, and that just shows how strong the Institute is."



"I know the agency has been a member for a very long time. In fact, I think we were one of the founding members, along with the Forsyth family."

Cary Giezekamp
Callagher

David Haggarty First National Real Estate

"It's always been a given that we are part of the Institute," Alexandra Haggarty, Managing Director at David Haggarty First National Real Estate in Maitland, said.

A family-owned and run agency that is 'two generations young', David Haggarty First National was founded by Alexandra's in-laws, Lyn and David Haggarty, over 40 years ago. They became part of the First National network 35 years ago. Now owned and operated by Alexandra and her husband Mick, the agency is a longstanding member of REINSW.

In the 20 years that Alexandra has been with the business, she's seen her share of changes. She remembers how agents would take film cameras to properties, and only ever photograph the front of the house. The 12-exposure films would be developed using a local one-hour service and then rushed back to the agency to be glued and stuck in the window.

"Compare that with what we do today with professional photography and video, and all the marketing that we do," she laughed.

"I remember the first time that I went to REI House in Sydney and I came back into the office telling everyone that I had met Ann Banister from the Helpline. I was like a fangirl! It was like meeting someone famous. Everyone in all the agencies knew her. The Helpline has helped us with some sticky situations over the years.

"I feel very strongly that, as an industry, we need to support our association because they are the ones that will go in to bat for us with legislation."

"REINSW is our voice back to the decision-makers and they have our backs. Not being part of an industry association, it's like not voting. You can't expect your voice to be heard."



The David Haggarty First National office has been a well-known fixture on High Street in Maitland for decades.



"I feel very strongly that, as an industry, we need to support our association because they are the ones that will go in to bat for us with legislation."

Alexandra Haggarty
David Haggarty First National Real Estate

Forsyth

In 1898, James Snodgrass' great-grandfather, Robert Todd Forsyth, broke with the family tannery tradition and opened RT Forsyth, Willoughby's first real estate agency. He was followed by his son, Jim Forsyth, and then James' uncle, Michael Forsyth, who passed the reins to James' mother, Margaret.

"For some reason, since I was a boy, it was always going to be me who would take over next," James said. "I had cousins and siblings who never got into the business, so I took it on 22 years ago when my uncle retired."

RT Forsyth was a staunch believer in the importance of institutions with strength and ethics, and he was one of the founding members of the Real Estate Auctioneers and Agents Association in 1910, that became the Real Estate Institute of New South Wales in 1921. RT went on to be a member of the Board of Directors and was President from 1935 to 1936.

"The Real Estate Institute has been a part of our company, basically from day dot," James said.

"Since the early days, the Institute has had strong ethics and what I like is that they put together a code of conduct. They were the first to bring accountability to real estate and gave the industry something to build on.

"In some ways, real estate hasn't changed since my grandfather's era. We take people out, we show them properties, we sell. But in other ways, it's changed dramatically.

"I think the future will bring more changes inside the industry. Property managers are underpaid for what they do, and I think that's going to change. Technology is evolving and I don't think we'll continue to see high street agencies on every corner.

"I also think REINSW needs to be supported more by members, and the sector needs to work together as a strong body that can move forward with influence." ■



James Snodgrass
Forsyth

"In some ways, real estate hasn't changed since my grandfather's era. We take people out, we show them properties, we sell. But in other ways, it's changed dramatically."



The original RT Forsyth office, established in 1898.

Strata success

With the release of the NSW Government's recommendations regarding the five-year review of strata schemes laws, it's clear that REINSW has had a significant influence on the proposed direction for legislative reform.

The *Strata Schemes Management Act 2015* (NSW) and the *Strata Schemes Development Act 2015* (NSW) introduced significant changes to the management and regulation of strata schemes in New South Wales.

Now, with the five-year statutory review well under way and after gathering stakeholder input on a wide range of issues, the NSW Government has released its *Report on the Statutory Review of NSW Strata Schemes Laws*.

"In reviewing the Report, it's clear that REINSW has had a significant influence on the reform process to date," REINSW CEO Tim McKibbin said. "REINSW is referenced throughout the Report and many of the examples included in our submission have been used to illustrate practice issues arising from the current legislation."

Five-year statutory review

"Almost from the moment the new framework commenced in November 2016, the REINSW Strata Management Chapter Committee began analysing the changes," REINSW CEO Tim McKibbin said. "We

knew the mandatory statutory review would come around all too quickly and the Chapter Committee kept a watchful eye on the impact of the reforms on day-to-day practice, continually assessing what was working and what was not."

Even before the official launch of the review and the release of the *Statutory Review of the NSW Strata Schemes Laws Discussion Paper* in late 2020, the Chapter Committee were preparing REINSW's lobbying platform.

"We lodged a preliminary submission in October 2020 ahead of the release of the Discussion Paper," Mr McKibbin explained. "In this submission, we made 25 recommendations across a range of problematic areas identified by the Chapter Committee as requiring reform."

"When the Discussion Paper was released, it was clear that the NSW Government had taken our initial submission into account in crafting aspects of their call for stakeholder input."

The Discussion Paper was extensive, posing 140 questions, and REINSW lodged a comprehensive submission in response to the issues raised, as well as raising various other key issues.

Mr McKibbin noted that REINSW's submission in response to the Discussion Paper was a "colossal" piece of work. "Extending to more than 60 pages,

the submission leaves no stone unturned," he said.

"Importantly, throughout the process, REINSW and the Strata Management Chapter Committee have been in regular contact with key government stakeholders, including representatives from the Real Estate and Housing Regulatory Policy Division of the NSW Department of Customer Service and also representatives from the NSW Office of the Registrar General. This collaboration has been extremely beneficial for all involved."

"REINSW is referenced throughout the Report and many of the examples included in our submission have been used to illustrate practice issues arising from the current legislation."

Tim McKibbin
REINSW CEO



Lobbying wins

The *Report on the Statutory Review of NSW Strata Schemes Laws* was released and REINSW has conducted a detailed review of the recommendations made for reform.

"We are incredibly proud of the influence that REINSW has had on the NSW Government's thinking," Mr McKibbin said. "More than two dozen of our recommendations have been adopted in full, and many more have been adopted in part or have influenced the Government's position."

"In addition, content from the REINSW submission has been extracted across a range of issues, using our examples to illustrate problematic areas of practice and how the current legislation operates on a day-to-day basis for strata managers."

"We have clearly been a very influential stakeholder in the reform process to date."

Looking ahead

Mr McKibbin noted that there is still a long way to go.

"Legislative reform on this scale takes time," he said. "Consider the five-year statutory review of the *Residential Tenancies Act 2010* (NSW). The Discussion Paper for that review was released in October 2015. However, the reforms did not commence until March 2020. It was a long road."

"But REINSW was there every step of the way, providing input and feedback – as we will be with this strata schemes review."

"All property transactions are complex – but strata is extremely complex. This complexity demands a legislative framework that delivers better outcomes for the consumers, professionals and businesses operating in the sector."

"This is our goal, and we will continue to work tirelessly to achieve it on behalf of members and the wider industry." ■

5-YEAR STRATA REVIEW

INITIAL SUBMISSION BY REINSW to advise government of key issues of concern

Lodged October 2020

Statutory Review of NSW Strata Schemes Laws DISCUSSION PAPER

Released October 2021

Stakeholder input requested on **140** questions

REINSW submission in response to Discussion Paper
Lodged April 2021

+200 hours to prepare

100 recommendations made

MINISTER'S REPORT on the Statutory Review of NSW Strata Schemes Laws

Released November 2021

139 recommendations following stakeholder input

25 lobbying wins where REINSW recommendations fully adopted

8 partial lobbying wins where REINSW recommendations partially adopted

7 areas where Report supported REINSW's recommendation for no change

+30 references to REINSW submission showing significant influence on Report



DOWNLOAD submissions and summary of lobbying wins at reinsw.com.au/submissions



Addressing affordability and supply

The release of the Federal Government's long-awaited report into the state of housing affordability and supply in Australia has once again ignited the debate as to how to best address this escalating issue.

The House of Representatives Standing Committee on Tax and Revenue released its report – *The Australian Dream: Inquiry into housing affordability and supply in Australia* – on 18 March 2022. The Report follows a seven-month parliamentary inquiry.

Among the recommendations set out in the Report were the proposals to allow first home buyers to use their superannuation savings as security for a home loan and that states should ditch stamp duty in favour of a land tax.

REINSW CEO Tim McKibbin said that coordinated action across all levels of government is required to solve the affordability crisis.

“While there’s no single solution, increasing the supply of property is the most important action and has the potential to have the greatest impact,” he emphasised.

“The Report’s recommendations for incentivising high quality, higher density living that is close to public transport, particularly under-utilised public transport, is a no-brainer. But the planning process stands in the way of an appropriate development response.”

“The planning system in New South Wales is nothing short of atrocious. It’s typical for it to take longer to be granted development approval than it takes to complete the construction phase of the project.”

Mr McKibbin noted that other recommendations in the Report regarding

property tax reform, and replacing stamp duty with land tax, are not new.

“Stamp duty is clearly an enormous barrier to affordability, but all three levels of government are overly dependent on property tax,” he said. “The combination of this dependency adds more than 40 per cent to the amount paid by the purchaser. Replacing stamp duty with an annual property tax does not remove government’s dependency on property tax. It’s essentially a rebranding exercise.”

Mr McKibbin said that any reforms need to target the needs of first home buyers.

“Enabling first home buyers to access more money merely increases the debt they will have to service,” he said. “Instead, alleviating the tax burden on this cohort will make property more affordable and help them service a more appropriate loan, while not inflating property prices.

“This latest Inquiry into housing affordability is not the first and the findings of past inquiries remain unaddressed or have focused on demand strategies, which will not solve the supply problem.

“Let’s hope this time that recommendations around supply translate to real actions and the Government recognises the need to wean itself off property taxes.” ■



“Replacing stamp duty with an annual property tax does not remove government’s dependency on property tax. It’s essentially a rebranding exercise.”

Tim McKibbin
REINSW CEO

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www.reinswawards.com.au

Dodging disaster

In business, as in life, risks are everywhere. And, if recent weeks with catastrophic flooding have taught us nothing else, some risks have the potential to cripple your agency. Being aware of the risks your agency faces and being prepared for them is a critical part of running a successful business. How? By having a Business Continuity Plan in place.

By CATH DICKINSON

While risks by their very nature are unpredictable in terms of when they can happen, having a solid Business Continuity Plan in place to deal with risks when they arise can mean the difference between your agency surviving tough times or having to close your doors. Even the smallest of potential threats facing your agency – whether natural, human or technology driven – can quickly snowball into a catastrophe.

A Business Continuity Plan will help you to minimise downtime, organise a response and deploy the resources needed for the prompt recovery of your agency.

In an uncertain world where risks are ever changing, having a Business Continuity Plan in place is essential for every real estate agency. While it won't necessarily prevent risks, it will help you minimise the damage caused. Just think – it could be a lot worse. If you don't have a Business Continuity Plan in place, the damage you suffer could be far more significant and your ability to handle that damage could be severely impacted.

So don't get caught out. Start thinking about your Business Continuity Plan today.

Following is a six-step process for you to build an effective Business Continuity Plan.

1 Obtain commitment and identify risk

Most Business Continuity Plans fail to take hold due to a lack of senior management buy-in. This is why it's crucial to get your agency's key decision makers on board from the start,

because they'll be the key players who will ultimately provide leadership in a time of crisis.

Start the Business Continuity Plan process with a workshop with your agency's leadership team.

Prepare by researching any existing plans, their effectiveness, cost and resources required. This will highlight any gaps. The workshop should also be used to understand and formulate any risk appetite. How quickly does management believe the agency's clients and stakeholders will want key services to resume following a disruption?

A risk appetite statement provides a directive to management and staff about organisational tolerance during an outage.

Quicker response times generally come at a cost, so your agency needs to understand the costs and benefits of its desired tolerance to any disruption.

2 Carry out a risk assessment

When it comes to identifying and assessing risks, some are more obvious than others. Think of an iceberg. There are risks that are easily identifiable – the ones that lie above the water line. You can see them coming. But, as we all know, what lies above the waterline is just the tip of the iceberg. Beneath the surface lies an absolute plethora of other risks that need to be considered. If they're not, just like an iceberg, they have the potential to sink your agency.

So what sort of risks are we talking about? All of them! Big. Small. Pretty much anything and everything you can think of.

A detailed risk assessment across the agency and its functions will highlight existing areas of weakness and identify plausible disruption scenarios. Every business is different and will inevitably be faced with different risks, however most business disruptions can be classified into four general areas.

“In an uncertain world where risks are ever changing, having a Business Continuity Plan in place is essential for every real estate agency. While it won't necessarily prevent risks, it will help you minimise the damage caused.”

“Staff need to be trained so they are aware of the Business Continuity Plan, what their roles and responsibilities are and who to contact should the need arise. Training will help to build staff capability and confidence to enable a smooth transition from crisis mode to business recovery.”



These areas are:

- **Natural disasters**, such as fires, floods and storms resulting in damage to the office or building
- **Property and equipment related problems**, such as damage, theft or vandalism
- **Employee incidents**, including theft or fraud by staff and the loss of key team members
- **Cyber attacks or incidents**, resulting in the loss of data or compromising access to IT resources

Life can be unpredictable, and you never know what may be around the corner. A business disruption may come from any one or more of these scenarios.

3 Conduct a business impact analysis

Armed with your list of potential risks, you can now conduct a business impact analysis.

This is possibly the most important step in the overall Business Continuity Plan process. The analysis should capture operational impacts, financial exposure, technological reliance and resource requirements across key business areas during a disruption.

The business impact analysis should identify any operations that are time sensitive and the time frames by which these operations need to be fully serviceable.

You also need to identify any contingency resources and plans. Business units often have manual contingencies built into their day-to-day operations to handle minor service outages. In some cases, these manual contingencies can be stretched to form an alternative business process should the need arise.

By critically thinking about each risk in this way, you'll soon develop a clearer picture about which of the risks pose the most serious threats.

4 Develop the plan

The business impact analysis forms the basis of the overall Business Continuity Plan. A robust Business Continuity Plan should include the agency's plan and response in four stages.

These four stages are:

1. **Emergency response procedures:** The main focus at this stage is to ensure the safety of all staff and the security of the agency's assets. This step is usually a 'first five minutes' approach and no business directive is required.
2. **Crisis management response:** This stage involves the first critical decisions about what the crisis is and what the agency's response should be. The Business Continuity Plan should identify a crisis management team (including key decision makers), the responsibilities of team members and the process and criteria for conducting an impact analysis.
3. **Business recovery:** This stage outlines the procedures and activities necessary to restore critical functionality and services. These may not be restored to pre-crisis levels and may involve skeletal or contingency resources and procedures. Alternative operational sites and key business resources should be identified.
4. **Business resumption:** This stage involves returning the business to a pre-crisis operational level. The Business Continuity Plan shouldn't be too prescriptive here, as the road to resumption will be dependent on the nature of the crisis and a range of other variables. Rather, this section should contain a broad outline of responsibilities and key processes.

Once the Business Continuity Plan has been signed off, it needs to be distributed to staff and backup copies should be stored in an accessible location. Importantly, the plan should be viewed as a live document that's reviewed, updated and improved over time.

5 Implementation and training

Staff need to be trained so they are aware of the Business Continuity Plan, what their roles and responsibilities are and who to contact should the need arise.

Training will help to build staff capability and confidence to enable a smooth transition from crisis mode to business recovery and, ultimately, to the business resumption phase.

6 Testing and exercising

Just as we do fire drills to ensure staff are trained and processes are working if a fire breaks out, the same applies to your Business Continuity Plan.

Regular testing and exercising of the plan is critical to success. Your team is more likely to respond well to a crisis if they've practised what to do in advance.

Annual testing is highly recommended, which can also help to identify gaps and weaknesses in processes, steps and resources. ■



Under pressure

The challenges posed by the COVID-19 pandemic may have caused an exodus of commercial property managers, but industry experts are hopeful of a silver lining for employment in this management asset sector.

By KATRINA CREER

Wearing masks and social distancing will forever be synonymous with the COVID-19 pandemic. But, for commercial property managers, something else will burn in their memory.

Two words – “rent relief”.

As go-betweens for landlords and tenants, commercial property managers have had the difficult task of arranging lease reductions for impacted businesses. So big have been the challenges over the last two years that some professionals have opted to leave the industry altogether.

“The pandemic has been a very stressful time, because of ongoing negotiations,” Bobby Suminoski, Director and Principal at Four Walls Commercial in Newcastle, said.



“The pandemic has been a very stressful time, because of ongoing negotiations. The working-from-home factor didn’t really help, because property management tends to be hands-on – and, even though it can be performed quite diligently remotely, you don’t always have all the resources that you might have in an office.”

Bobby Suminoski
Four Walls Commercial

“The working-from-home factor didn’t really help, because property management tends to be hands-on, even though it can be performed quite diligently remotely. There was still the necessity of arranging incoming and outgoing tenant inspections, as well as general maintenance.”

The main source of tension was proving tenants had a genuine case for being granted rent relief.

“Many complained they were being made to jump through too many hoops,” Mr Suminoski said. “They expected their rent to be reduced in accordance with what they were telling property managers, but without following proper procedures and providing the relevant financial evidence.”

“Similarly, owners weren’t prepared to offer that relief in accordance with the Mandatory Code of Conduct for Commercial Leasing, unless they received proper information such as a Business Activity Statement or Profit and Loss Statement. They wanted to ensure that their consideration toward the lessee was fair and equitable in accordance with the rules.”

“In some instances, backlash from both parties led to some very heated discussions and correspondence.”

Mr Suminoski said many commercial property managers in the Hunter Valley region, where he is based, quit their role and moved into less demanding fields, but still around property and construction.

“It put people under significant stress, trying to facilitate tenants’ requests that just weren’t justified with evidence,” he said. “Luckily, we only had a few cases. Most of our landlords and tenants were very amicable. But it only took that handful of cases to push negotiations and timeframes out significantly, which meant continual pressure.”

Impact on employment

Finding qualified staff has been identified as one of the biggest challenges for this important sector of the real estate industry.

A survey, conducted by commercial property management software platform Cirrus8 in December 2021, found that many people expect the effects of COVID-19 to continue into the coming financial year. Respondents reported difficulties employing commercial property managers in the past 12 to 18



months, with more than half expecting it to remain that way at least for the next year.

As a result, retaining and upskilling staff have been identified as key priorities for businesses in 2022, along with growing rent rolls, increasing productivity, setting up sustainable processes and adopting modern technology.

The survey also highlighted the increased demands faced by commercial property managers. Respondents reported both landlords and tenants now have higher expectations of customer service and response times.

Stabilising market

The staffing crisis coincides with a more buoyant outlook for commercial leasing since the outbreak of the COVID-19 pandemic.

The Property Council of Australia's latest *Office Market Report* shows remote work has not led to the spike in office vacancies as feared. Latest figures show tenant demand has lifted an average one per cent across the country's CBDs, and 0.7 per cent in non-CBD markets.

Ken Morrison, Chief Executive of the Property Council of Australia, said this illustrates office space is "alive and well in today's economy, even if the pandemic changes how we use workspaces".

"While aggregate vacancy levels have risen slightly from 11.9 per cent to 12.1 per cent, the driver of this has been new supply of office space, not a drop in demand," he said. "The reality is that most CBD businesses continue to see the office as integral to their future, and that is reflected in the increased demand for office space over the past six months."

The upside

According to leading property recruitment specialist Virginia Brookes, negotiating commercial deals appeals to those who love the business side of real estate. Another drawcard is the regular Monday to Friday working week.

"Often people want to transfer across to commercial because they don't want to have to deal with the emotional side of residential sales that comes with selling people's houses," the Director at Resolver Recruitment said. "You don't need to have as much empathy in commercial property, because it's based on facts and figures."

Commercial property managers also need to have a good understanding of legislation and the ability to interpret clauses within the leases. It's well-suited to young agents looking to pivot their career. And there's a good monetary incentive, with top commercial leasing agents earning between \$150,000 to \$250,000 annually.

Combine your passions

Asset management specialist Hayden Bennett started in the residential sector straight after high school. But a stint

"The changes experienced during the initial lockdown in 2020 were a bit like 'boot camp' because of their intensity, while 2021 was a year to put their training to the test. As a result, I believe my team – and in many ways the industry – has come out of the other side of lockdowns stronger than ever."

Hayden Bennett
Commercial Property Group



in commercial leasing changed his career direction. He started the Commercial Property Group 17 years ago when he was just 23. The business now manages a significant portfolio with five asset managers.

"I have a love of business and property, so for me it was a good way of having the best of both worlds," Mr Bennett said.

While the past two years have been challenging, he sees some positivity for the sector as a result of the pandemic. This includes embracing technology, such as DocuSign and video conferencing, which has streamlined processes. While his team also enjoys working in the office, they are now able to access the company server remotely.

"The changes experienced during the initial lockdown in 2020 were a bit like 'boot camp' because of their intensity, while 2021 was a year to put their training to the test," Mr Bennett said. "As a result, I believe that my property management team – and in many ways the industry – has come out of the other side of lockdowns stronger than ever."

"We really bonded by weekly think-tankings and trying to find solutions for high-urgency tasks where people were stuck and trying to find an answer. I really tried to fill people with confidence that it wasn't going to be this way forever. My thinking was 'if we can get through this, then we can get through anything'." ■

Fighting identity fraud

Identity fraud is more common than it should be, yet many agencies have still not implemented prevention procedures to protect themselves. Here are REINSW's tips to ensure you know who the property owner is and whether they have the right to sell or lease the property.

1. Read the Supervision Guidelines

NSW Fair Trading's *Supervision Guidelines* outline a clear set of procedures to protect agents from identity fraud. These procedures are designed to enable agents to verify the identity of a party with whom they are proposing to enter into an agency agreement, and protect against people falsely claiming to be legitimate owners. You should familiarise yourself with the *Supervision Guidelines*.

2. Confirm identity

You must verify the property owner's identity from an original or certified copy of a primary proof of identity document, such as a current driver's licence or passport. You must also sight original or certified copies of two secondary proof of identity documents, such as a current Medicare card, credit card, electricity bill or rates notice. When confirming the property owner's identity, do so in a face-to-face environment whenever possible.

3. Confirm legal ownership of the property

You must verify the ownership of the property from an original or certified copy of a primary property ownership document, such as a certificate of title or land valuation notice. Cross check these details against the verified identity of your property owner.

4. Fill in the checklist

The REINSW *Supervision Guidelines Manual* includes a Proof of Identity Checklist. You should complete this straightforward checklist with every property owner and ensure the relevant details are carefully recorded. Once filled in, place the completed Checklist on the sales or property management file. This ensures it is readily available in the future should Fair Trading request an inspection.

5. Implement processes

While the Supervision Guidelines may seem to be adding an extra layer of paperwork, it is essential to implement processes at your agency to ensure the procedures set out are implemented to protect against identity fraud.

6. Always verify

It may be slightly awkward to ask longstanding clients or people you know to supply documentation to confirm their identity, but this doesn't match the embarrassment of falling victim to



fraud or receiving a penalty or fine. Be sure to verify the property owner's identity in every instance.

7. Only deal with the verified owner

Once you have verified the property owner's identity, deal only with them (or their properly appointed representative) going forward and have procedures in place to ensure this is the case. For example: have security questions in place; always check signatures against originals held on file; use only postal and email addresses known to be genuine; and don't use new contact details until verified through correspondence via the original contact details.

8. Heed warning signs

Always be alert to warning signs. These may include: requests for funds to be sent to a different bank account; advice that the sale is urgent; transactions involving people located overseas or documents issued abroad; the use of generic email addresses (like Hotmail or Gmail); and changes in address or other contact details. ■



You can view the *Supervision Guidelines* at fairtrading.nsw.gov.au. To subscribe to the REINSW *Supervision Guidelines Manual*, go to reinsw.com.au



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Weekdays | 9am - 5pm



The blurred lines of smoke alarm compliance

As a property manager, you may think that the new smoke alarms legislation in New South Wales means you don't need to worry about the strata properties on your rent roll. Think again!

Don't be caught out. Unless the tenants in a strata property have confirmation in writing that the strata scheme is responsible for the maintenance of smoke alarms in their lot, the landlord remains liable.

Troy Thompson, Managing Director at Smoke Alarms Australia, said that landlords often believe that the strata manager for their strata scheme is looking after smoke alarms compliance – but this is not necessarily the case.

“If there's no written confirmation provided to the tenant that the owners corporation takes full responsibility for the repair and replacement of the alarms, then the landlord must step in,” Troy said.

“Therefore, if any of your landlords believe that the strata manager for their strata scheme covers the maintenance of smoke alarms inside their lot, you should secure a copy of the written advice supplied to the tenant to confirm.

“You should also obtain written advice from the strata manager advising that they are taking responsibility. This will provide protection for you and your landlord.”

Why the confusion?

Strata obligations for fire safety are outlined in the relevant council requirements for the whole of the building and these may vary from council to council. Where a strata property is tenanted, the *Residential Tenancies Act 2010* (NSW) also applies.

The *Residential Tenancies Act* outlines the responsibilities of the landlord regarding smoke alarms; that is, to ensure that the property has working and compliant smoke alarms. These smoke alarms must also comply with the Building Code of Australia, which sets out where smoke alarms should be located, as well as the quantity and type. There are strict timeframes for the repair and maintenance of smoke alarms, so it's important

to know who this responsibility rests with before the need to repair or replace arises.

Each time a tenancy changes, the property manager requires smoke alarm information to enter on the ingoing condition report. If the tenant agrees, information from a service report within the last 12 months can be used; however, it is considered best practice to carry out an inspection at the start of each new tenancy.

Making it easy to comply

Property managers using Smoke Alarms Australia's annual subscription can add a service call to their new tenancy process to ensure they are always compliant. Subscriptions include unlimited service calls, so it doesn't matter how often tenancies turn over.

“Our market leading client portal integrates with property management platforms and tenants love the convenience of our Tenant App,” Troy said. “We've focused on making compliance as simple as possible for property managers with our cost-effective annual subscription and streamlined process. There are provisions for strata properties to be excluded once confirmation is provided that a landlord's owners' corporation has taken full responsibility.”

Better safe than sorry

Keeping up with smoke alarm compliance is a legal obligation for property managers and landlords, and it also saves lives.

Partnering with a smoke alarm service provider who can manage maintenance and compliance requirements, such as Smoke Alarms Australia, is the simplest way to ensure you are meeting your legislative obligations and fulfilling your duty of care to your tenants.

To find out more about Smoke Alarms Australia, call 1300 125 276 or go to smokealarmsaustralia.com.au ■

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Best of both worlds in PORT MACQUARIE

By HELEN HULL

Port Macquarie has performed strongly during the COVID-19 pandemic, with many people who previously travelled to Noosa or Byron Bay discovering the area, according to David Gray.

"The combination of lifestyle and employment opportunities is attractive," Mr Gray, Owner and CEO of Elders Port Macquarie, said.

"Port Macquarie has a river and a beach, a hospital and a TAFE. And, more and more, it is accessible due to the recent airport expansion, as well as the freeway, which is getting closer to Sydney due to upgrades. Most importantly, we offer lifestyle choices – and the pandemic has sped up people's decisions to focus on lifestyle.

"What I love is that you can come here to relax, but still maintain a cosmopolitan lifestyle. Beautiful national parks are easily accessible and we're also seeing a gentrification trend, which is taking hospitality to the next level."

Mr Gray said demand is coming from a wide variety of buyers and, as Sydney buyers move in, locals are moving to quieter areas.

"There are also country folk, who have worked their lives

on the farm and are now moving to the water," he explained. "We continue to see interest from Armidale and Bathurst buyers. Crescent Head is also seeing a wave of growth, as people discover the region. It's popular with people who are thinking of retirement."

According to Mr Gray, a lot more development up and down the coast is on the horizon, which should see a recovery in the rental market.

"The vacancy rate was calculated at one per cent, but it was really zero or even worse than zero in reality," Mr Gray said. "It's an exciting time, because the strength of the market has boosted the confidence of developers and we'll definitely see more stock on the market going forward and an acceleration in new builds.

"If you are looking to build a new home, it's about a six month wait. The construction industry can't keep up and many builders aren't even quoting on jobs at the moment."

Looking ahead, Mr Gray believes the market will remain strong in Port Macquarie, even if the Sydney market slows.

"A slowing Sydney market will see people making the decision to cash out as they see prices start to decline," he said. "The trend to resign and move out of the city, in what has been dubbed the 'year of the resignation', is alive and well. There are lots of opportunities in all employment fields in Port Macquarie, particularly professional services, recruitment and construction." ■



"There are lots of opportunities in all employment

fields in Port Macquarie, particularly professional services, recruitment and construction."

David Gray
Elders Port Macquarie



All roads lead to PARKES

By HELEN HULL

Parkes is a melting pot for industry and liveability. Central to Melbourne, Sydney and Brisbane, it has an abundance of jobs, as well as reliable connectivity, which appeals greatly to remote workers.

"The Parkes market is frantic at the moment," Tracie Robertson, Managing Director and Principal at Ray White Parkes, said.

"We've seen our average sale price rise 14 per cent in the last 12 months, from \$310,000 to \$354,000. Tellingly, there has been solid growth in the number of transactions, rising from 225 in 2020 to 347 in 2021."

Ms Robertson said growth has been steady and constant.

"We're trying to take everything we can to auction," she said. "Rather than selling at the first inspection, we're doing all we can to ensure that all interested parties have a fair and equal opportunity to buy at auction and sellers are achieving the best price in the market. With a 100 per cent clearance rate at auction and all properties sold above reserve, it's definitely worth the four weeks' work."

Parkes is the site for the first Special Activation Precinct for regional New South Wales. Due for completion in 2023, the project will create 3,000 jobs in the area.

"Parkes is the only place in Australia where you can put

freight on a train and go North, South, East and West, and plays a key role in the mining industry," Ms Robertson explained. "The council also has a 'can-do' attitude when it comes to industry and the area offers a thriving, positive, warm and prosperous community."

"New trends are emerging, with an explosion of people studying through the recently established Parkes Country University Centre, where engineering is a popular subject. The facility is incredibly important in ensuring that our youth can get an education without moving away and fosters the idea that we're growing our future workforce."

Ms Robertson is also seeing a shift westward, with workers happy to commute further distances.

"We're seeing people buying in Parkes with the intention to do the one-hour drive to Orange to work," she explained. "There are also people working in Dubbo, which is just over an hour away, and living in Parkes due to its affordability."

"The area is popular with investors, who are able to achieve strong yields for their property portfolio."

Looking ahead, Ms Robertson said Parkes will continue to see steady growth.

"There's no doubt about it," she said. "The council has written its 20-year housing strategy, with 1,361 houses required in the Parkes Shire to keep up with supply demands." ■

"Parkes is the only place in Australia where you can put freight on a train and go North, South, East and West, and plays a key role in the mining industry."

Tracie Robertson
Ray White Parkes



Training in the spotlight

“Everything we do in the REINSW Training team must be centred on providing members and learners with the highest level of customer service.”

Aaron Barber
REINSW Training
Manager

INTRODUCING REINSW'S NEW TRAINING MANAGER

REINSW is excited to welcome Aaron Barber as our new Training Manager.

Aaron has dedicated his career to adult education and is perfectly positioned to lead the REINSW Training team, and drive strategic growth by expanding and diversifying the Institute's reach into the industry.

“My background is in adult education,” Aaron explained. “I spent more than 20 years working with emergency services, including St John Ambulance, NSW Rural Fire Service and Marine Rescue NSW. During this time, I trained emergency service personnel about their legislative obligations and safety requirements.

“I've also worked with a number of Registered Training Organisations, including the Pharmacy Guild of Australia. I particularly enjoyed my time with the Guild, which saw me developing programs to train pharmacists

about legislation, and also writing and delivering CPD courses.”

It was Aaron's time with the Pharmacy Guild that whet his appetite to work with industry membership organisations.

“I loved my time at the Guild and thrived on working with members to build a stronger industry through better education and training,” he said.

“This is what I'm most excited about in coming to REINSW. I'm passionate about adult education and want to further build REINSW's RTO to provide the level of service, support, education and training that members not only need, but should also expect.

“There are exciting times ahead and I'm looking forward to

working closely with REINSW members to develop targeted and innovative programs to support their career journey.”



LOOKING AHEAD

REINSW Training Manager Aaron Barber said he and his team are firmly focused on the future and have committed to achieving three key priorities.

“There's no ‘instant fix’, but members can rest assured that all of us in the REINSW Training team will be focusing our efforts on achieving these outcomes,” he said.

Improving customer service

“Everything we do in the REINSW Training team must be centred on providing members and learners with the highest level of customer service,” Aaron said.

“Customers want their questions answered

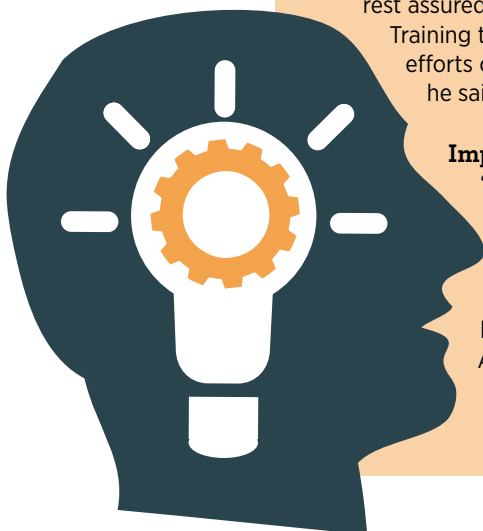
immediately, so we need to have the best information possible available via the REINSW website and other marketing materials.

“The same goes for our call centre. When customers call us, they want their questions answered on the spot – so we'll be focusing our efforts on ensuring our team have the knowledge and information they need to answer questions and support the learner journey.”

Defining the learner journey

“Completing the base-level qualifications is essential, but training for our industry needs to go so much further,” Aaron said.

“First, we want all of our learners to enjoy their experience with REINSW. Next, we want to not only maintain, but elevate the quality of training we are providing, including materials and support.



MEETING INDUSTRY NEEDS

Supporting REINSW members on their career journey is at the core of everything REINSW does. Whether it's lobbying for a better legislative framework, providing answers to curly questions via the Helpline, or ensuring that the industry has access to the best possible training, REINSW is on hand.

"When it comes to education and training, the REINSW Training team is focused on ensuring all of our courses are 'fit for purpose'," REINSW Training Manager Aaron Barber said.

Delivery options

"We know that the quality of our course content is outstanding, and we will continue to draw on our network of industry-leading trainers and experts to enhance this content. We're also committed to improving the learner experience, whether in a face-to-face environment or using online tools.

"Our goal is to streamline the learning experience, make it easier for learners to work through the content and assessments, and ultimately achieve their learning goals, so they can apply new skills and knowledge to their role."

Recognising the different people learn in different ways and have different work and lifestyle constraints, Aaron said that REINSW is looking to extend its range of delivery options.

"There are some courses that lend themselves more to a face-to-face classroom setting – but, equally, there are those who are suited to online or a blend of both face-to-face and online," he said. "Our goal is to ensure that we provide the learning delivery options that best suit our members and the industry."

Going further

While always ensuring that REINSW courses meet government requirements for qualifications, Aaron said that the REINSW Training team is equally focused on providing training content that goes further than the

bare minimum.

"We want to ensure that our members are up to date with consumer expectations and that their knowledge is moving with the market," he said.

"Ethics, privacy and cyber security are just a few topics that come to mind.

"These sort of topics don't fall within the qualifications framework, but are essential for every agent to know – and we're focused on ensuring our training offering includes content to ensure REINSW members are equipped to meet the needs and expectations of consumers."



"Finally, and importantly, we don't want our training to be 'tick and flick'. We want it to be specific and applicable to identified industry roles. And not just at an entry level – we want to further develop pathways for those identified roles, so members can clearly see the path they can take to develop their career.

"Our goal is to demonstrate, through our training programs, that real estate is not just a job – it's a lifelong career. And by training with REINSW, you can build a long-term, successful career."

Enhancing course development

"In the coming weeks and months, we'll also be looking at our course development,"

Aaron explained. "Our goal is to streamline our materials and make it easier for learners to complete their studies with REINSW.

"We'll be looking at not just the content of our training, but also how we deliver that training, including hardcopy, online and other interactive options.

"In addition, we'll be focusing on blended models of learning, where learners can create their own mix of face-to-face and online learning to complete their qualifications and ongoing training requirements.

"Our goal is to provide options, so there is a learning experience that works for everyone." ■



Find out more about REINSW training courses

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- ✓ No course fees for trainees[^]
- ✓ Commence any time of the year
- ✓ Up-skill staff to meet business needs
- ✓ Promote employee loyalty
- ✓ Quality assured training by the peak industry association

[^] This training is subsidised by the NSW Government.

Visit: training.reinsw.com.au/traineeships

New members

Today the real estate business is more competitive than ever before and membership of REINSW has never been more important. We're proud to welcome the following agencies to our membership ranks.

ABL Rural Auctions
Gulgong

Accomm Holidays
Ettalong Beach

Blossom Properties
Marsden Park

BYAS Property Group
Menangle

Clarke & Co Estate Agents
East Maitland

Cobden & Hayson
Annandale

Di Jones Lower North Shore
Mona Vale

Di Jones Real Estate
Lindfield

Di Jones Real Estate
Terrigal

Di Jones Real Estate
Wollongong

Dream Design Property
Sydney

First National Port Stephens
Salamander Bay

Graeme Welsh Real Estate
Goulburn North

Grant Foley Property
Balmain

Home & Hearth Property
Bowral

Mate Realty
Petersham

One Agency JD Property Agents
Fair Meadow

Parkview Real Estate Group
Bankstown Square

Point Residential
Mortlake

Ray White Commercial
Sydney

Schneider Real Estate
West Chatswood

Society Real Estate
Sydney

Top Tier Real Estate
Wattle Grove

Tracy Roberts Property
Greystanes


Tracy Roberts Real Estate
Castle Hill

The agencies listed took out membership in December 2021 and January 2022.



MAKE THE MOST OF YOUR MEMBERSHIP


As an REINSW member, you can benefit every day. REINSW is committed to providing products and services to help members achieve a competitive edge in today's business environment.

Find out more  reinsw.com.au  (02) 9264 2343  membership@reinsw.com.au

Media snapshot


Follow REINSW's social media channels for all the latest from our newsroom and up-to-the-minute news on issues that affect you.

Facebook
facebook.com/REINSW



MEDIA RELEASE: Real Estate Institute of New South Wales CEO Tim McKibbin responds to the Report of Federal Inquiry into Housing Affordability and Supply. READ MORE: <https://bit.ly/3NiuJiv> #reinsw #mediarelease #realestateaustralia

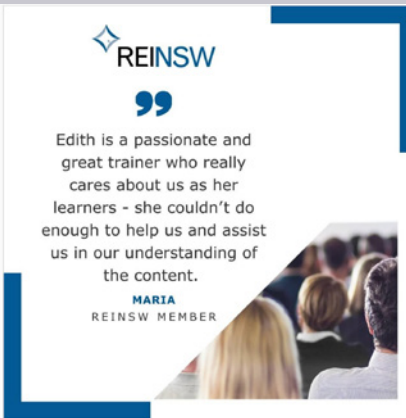
MEDIA RELEASE



House prices have increased at the highest rates in two decades with a rise of 25.1% for the 12 months ending December 2021, the latest REIA Real Estate Market Facts has found. READ MORE: <https://bit.ly/3N8I9E3> #reinsw #reia #realestateaustralia #marketfacts #report

Real Estate Market Facts

Instagram
Instagram.com/reinsw_au



Edith is a passionate and great trainer who really cares about us as her learners - she couldn't do enough to help us and assist us in our understanding of the content.

MARIA
REINSW MEMBER


#TestimonialTuesday 🌟 The REINSW training staff are passionate, knowledgeable, and dedicated to seeing you make the most of your real estate course with us. 🙌 #reinsw



FIND OUT ALL OUR THIRD PARTY MEMBER BENEFITS!


As an REINSW member you are entitled to various third-party benefits. With our membership, you can save on your next big holiday, office stationery and your next car, with big brands such as Audi, BMW, The Accommodation Brokers and MORE! Make the most out of your REINSW membership in 2022, by taking advantage of all our third-party benefits. LEARN MORE: <https://bit.ly/3g4JdJE>

Webinars
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Disaster and flood relief

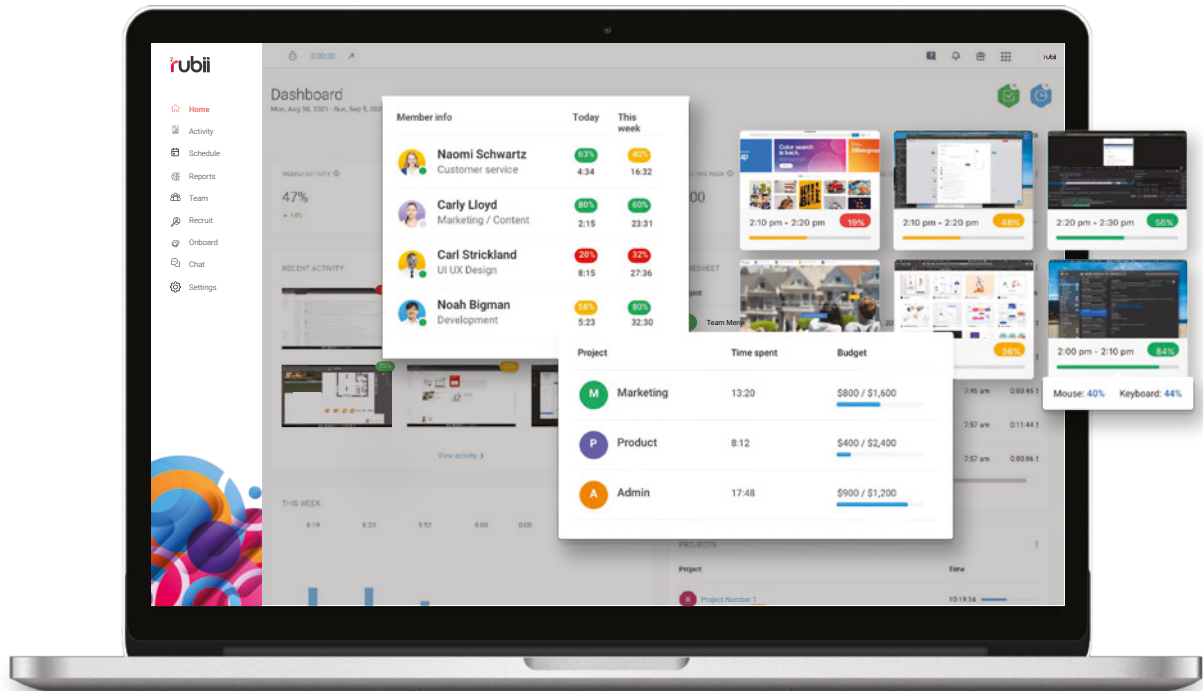
NSW Small Business Commissioner Chris Lamont discusses grants and payments, and how you can access them.



Strata schemes review

REINSW Tim McKibbin and Leisha de Aboitz from Massons talk about the Strata Statutory Review.

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