

## Deputy Premier John Rau MP

Minister for Consumer and Business Services

Wednesday, 31 May 2017

### **Dodgy residential property managers on notice**

The State Government will regulate the residential property management sector to strengthen protections for both landlords and tenants.

The *Land Agents (Registration of Property Managers and Other Matters) Amendment Bill 2017*, introduced into Parliament today will extend regulation in the real estate sector to include residential property managers.

People seeking to register as residential property managers will need to hold the requisite qualifications, to ensure they have the necessary skills and knowledge base to work in the sector.

The Bill also gives the Commissioner for Consumer Affairs the power to take action against unprofessional property managers – ranging from financial penalties to deregistration.

### **Background**

This Bill sets clear standards for residential property managers and sanctions for property managers who act unprofessionally.

The proposed registration system was developed in consultation with the real estate sector and the non-government sector.

It will only apply to people employed as residential property managers, and not those individuals with a less formal arrangement – such as managing a residential property for a relative.

### **Quotes attributable to the Minister for Consumer and Business Services John Rau**

A great level of trust is placed in residential property managers by both landlords and tenants – and the majority of them do the right thing.

Landlords expect them to protect their investment and manage their money, while tenants expect them to respond to their concerns in a prompt, professional manner.

These changes mean both tenants and landlords can have confidence they are dealing with a competent, qualified professional.

When they make a complaint a tenant or landlord, they can know there will be appropriate consequences.

Disturbing reports of 'cowboy' managers are damaging the reputation of the whole sector. Landlords and tenants are entitled to expect professional managers.

### **Quotes attributable to CEO of the Real Estate Institute of SA Greg Troughton**

South Australian tenants and landlords have a right to deal with properly trained individuals when it comes to the homes they live in and the houses they invest in.

Most Property Managers are the hardest working individuals in real estate in South Australia.

Walking the quagmire of balancing the needs of the landlord and tenant is not an easy thing to do, and licensing will better ensure, for generations to come, that they meet the training requirements to undertake this very important balancing act in the South Australian community.

### **Quotes attributable to AnglicareSA CEO Peter Sandeman**

The changes will create a much stronger and professional sector where the interests of all parties in the residential property market are taken into consideration.

Tenants will know they are dealing with trained and qualified professionals and property managers will have a much clearer understanding of what their obligations are.

We believe this is a win-win for the sector which will ultimately create a safer and more secure tenancy market.