

Property Management during COVID-19

150 Respondents

Published at 22 May 2020



Property Managers, landlords and tenants have had to adapt quickly from disruptions caused by COVID-19.

The top three challenges

For Property Managers

72.6%

Unreasonable expectations created by media commentary on rent assistance

70.8%

Lack of clear communication from government

58.4%

Stress caused while addressing tenant and landlord frustrations

For Landlords

86.7%

No government recognition of the landlord's financial stress

71.7%

Unreasonable expectations set by government and media

63.7%

Limited information on support for landlords

For Tenants

75.2%

Sharing of personal financial information to be eligible for the support

73.4%

Inability to pay the agreed rent

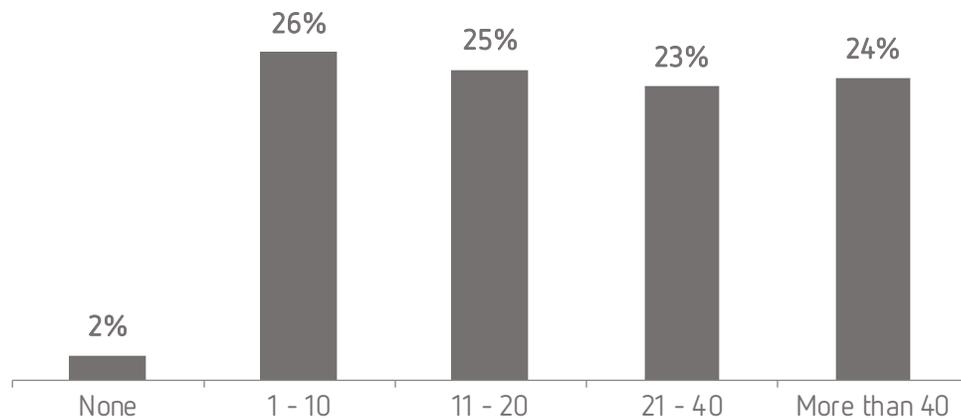
67.3%

Lack of understanding of the emergency measures

Property Managers have been busy addressing tenants' requests as an impact of the pandemic.

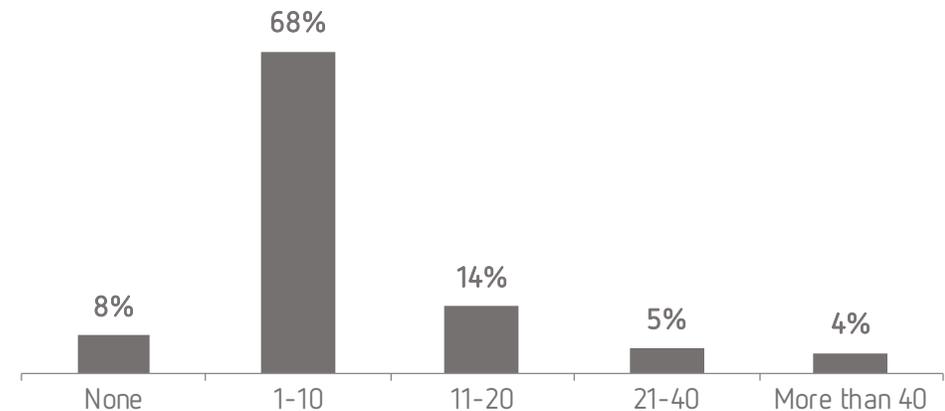
98% of survey respondents **received at least one enquiry related to COVID-19.**

Since 29 March, how many financial hardship (COVID-19) related queries have you received from tenants?



92% of the respondents **received at least one 28-day notice to vacate** from the tenant.

How many 28-day notices to vacate have you received from tenants after 29 March 2020?

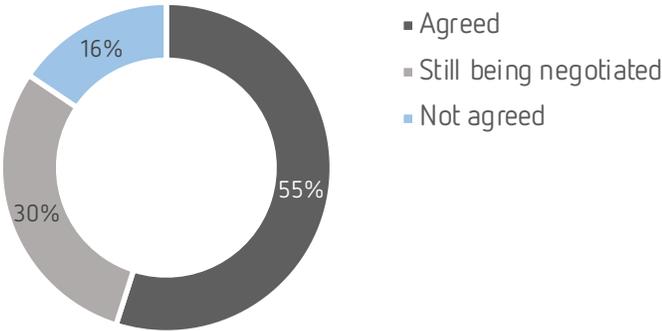


About one in five respondents received a 14-day notice to vacate, with financial hardship as the main reason.

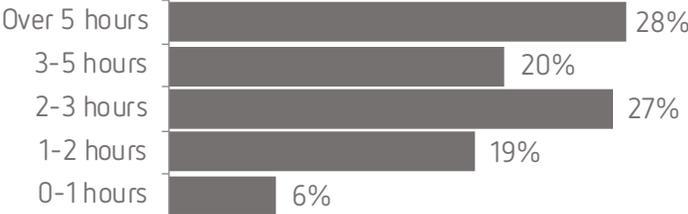
How successful have Property Managers been at handling mediations between tenants and landlords

More than half of the rent variation requests have been agreed between landlords and tenants. Most of them took between 2 to 3 hours and some over 5 hours. Majority of agents found the process to be challenging to mediate.

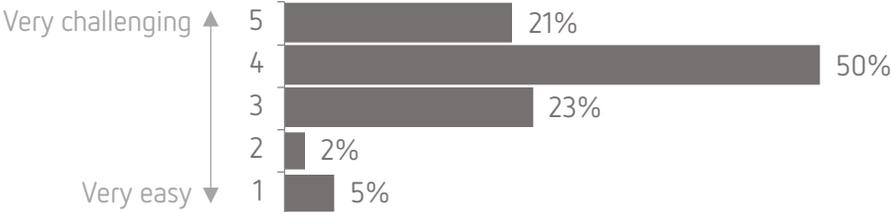
What percentage of rent variation requests have been negotiated and agreed by landlords and tenants?



On average, how long does the negotiation process take?



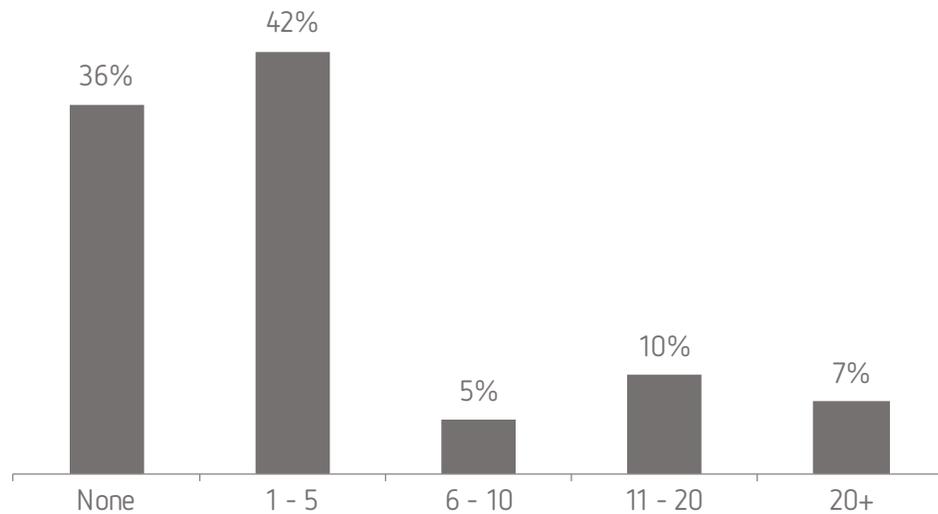
How would you rate your experience managing the negotiation process between tenant and landlord?



During these uncertain times, most landlords are not looking to evict their tenants or sell.

Less than half of the respondents received between 1 to 5 requests for a termination or possession order, whilst 36% did not get any orders since 29 March 2020.

How many enquiries from landlords have you received regarding seeking a termination or possession order (or general eviction) after 29 March 2020?



The predominant reasons for a termination order

51.2%

The landlord has engaged an agent to sell the rented premises or has prepared or entered into a contract of sale for the rented premises

51.2%

The premises are, immediately after the termination date, to be occupied by the landlord or a close relative

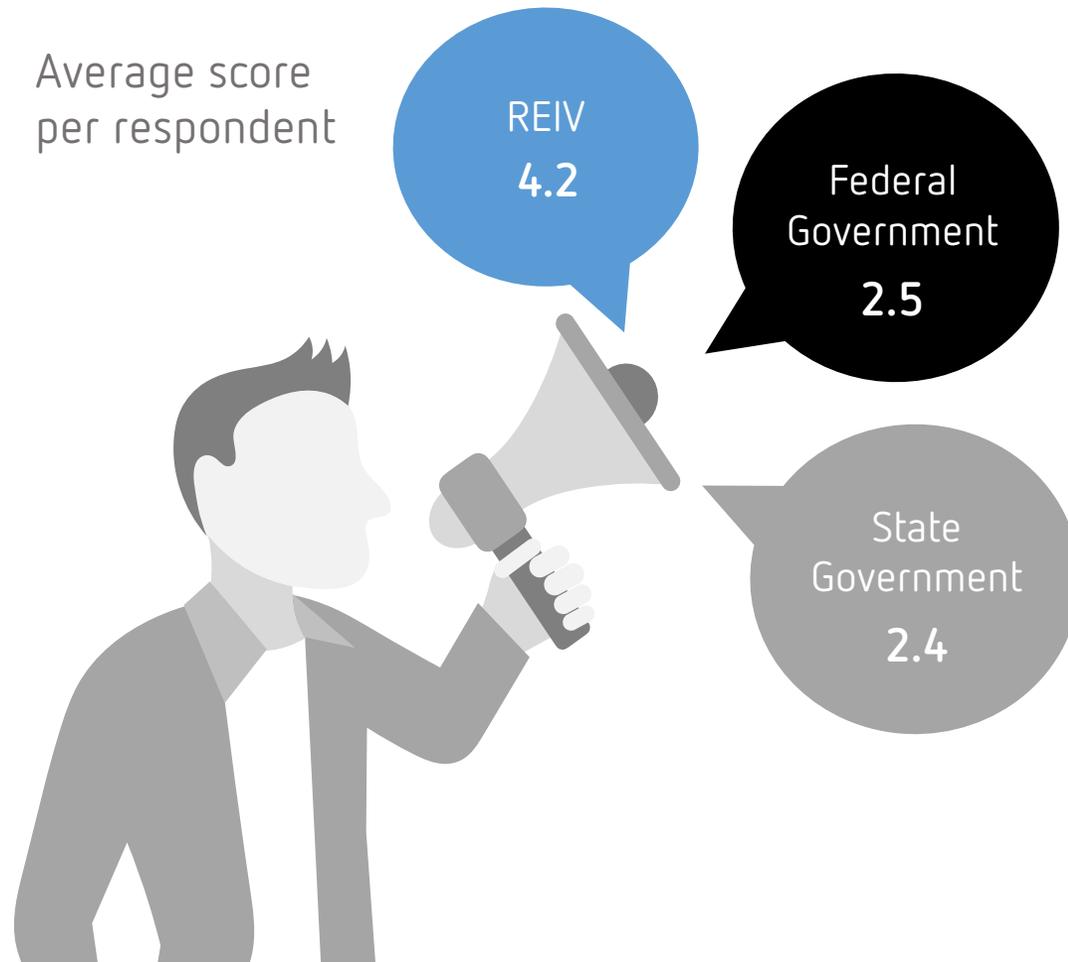
50.0%

The tenant has failed to comply with the tenant's obligations under the tenancy agreement or the Act, including by not paying rent, in circumstances where the tenant could comply with the obligations without suffering severe hardship

Satisfaction on support received navigating through COVID-19.

How satisfied are you with the communication regarding the emergency measures?
(1 = Very Dissatisfied, 5 = Very Satisfied)

Average score per respondent



REIV are proud to be able to assist our members during these challenging times, with the average respondent being satisfied with how we communicate with their enquiries.

Half of the survey respondents are dissatisfied with how the government is handling the situation during the outbreak. The Federal and State government need to step up during an emergency.