



Hello again fellow agents



At last potential home borrowers are sensibly looking at the future of global uncertainty and hesitating about buying property, which it seems will continue to fall in price, despite an occasional month where there is a very slight uptrend but no chance for a long time of a real recovery in the market — could it be 3 to

4 years?

Those sellers under mortgage stress will “sell at any price” just to avoid a Mortgagee in Possession sale which, because the banks don't want to be stuck with property, generally results in a bargain price sale amount. This leaves the Seller with outstanding debt so many declare bankruptcy - a terrible outcome - except for the Bank which just adds extra charges to other borrowers and, of course, ensures its shareholders come first.

THE FIRST COMMANDMENT OF SUCCESS

Thou must labour each day as if thy life hung in the balance. Ye were not created for a life of idleness. Ye cannot eat from sunrise to sunset, or drink, or play or make love.

Work is not your enemy but your friend. Always perform all that is asked of you and more.



Thy reward will come.

Staff costs are over \$65 per hour. Can you afford for them to sit in the office and wait for something to happen? They need to be proactive, not reactive.

Are they out “farming”, creating a network of people who might refer business to them, following up on your own and other agents expired listings; getting price reductions?

There are number of other sayings that are similar to the **First Commandment of Success** which you may have heard before and could reflect on, two of which are:

1. *For every action there is an equal and opposite reaction,* and
2. *There are three types of people in the world...*

Those that make it happen

Those that watch it happen, and

*Those that say “What the*****happened?”.*

COMMITMENT – (from the *Book of Wisdom*)



Until one is committed, there is hesitancy, the chance to draw back, always ineffectiveness.

Concerning all acts of initiative (and creation), there is one elementary truth, the ignorance of which kills countless ideas and splendid plans: that the moment one definitely commits oneself, then Providence moves too.

All sorts of things occur to help one that would never otherwise have occurred.

A whole stream of events issues from the decision raising in one's favour all manner of unforeseen incidents and meetings and material assistance, which no man could have dreamed would have come his way.

Office Manual

EIGHT IMPORTANT ADVANTAGES OF HAVING WORKPLACE POLICIES AND PROCEDURES

Having policies and procedures in place can provide the following benefits to your business:

- a. They help employees know what is expected of them with respect to standards of behaviour and work performance .
- b. They set rules and guidelines for decision-making in routine situations so that employees and managers do not need to continually ask senior managers what to do.
- c. They help you to adopt a consistent and clear response across the business to continually refer to situations involving employee interaction.
- d. They allow you to demonstrate good faith that employees will be treated fairly and equally.
- e. They allow you to have an accepted method of dealing with complaints and misunderstandings in place to help avoid favouritism.
- f. They give you a means of communicating information to new employees.
- g. They offer you protection from breaches of employment legislation, such as equal opportunity and anti-discrimination.
- h. Most importantly, they assist to ensure the business is seen to be compliant with the Legislation under which it operates, and especially the new Work Health & Safety Laws.

And, Joanna Weekes, Editor of *OH&S Bulletin* advised us in June the following:



Your workplace must have policies and procedures in place to deal with the health and safety of your workers and all other people who enter your workplace – this is part of your compliance to health and safety legislation. If a health and safety inspector attends your workplace in response to a suspected breach or reported safety issue, the inspector will always ask you to provide copies of the company health and safety policies.

WHO AM I?



I came with you when you came into this world and I will be with you always .I came as your helper to record your life and support you with inspiration of the events we have both shared. I am easily controlled; you only have to assert your authority over me. Show me exactly what you want and after a few lessons I will do it automatically.

I am completely at your command. I am your servant and can lift you to greatness or, if you tell me, I can assist you to fail. Whatever you ask of me I will provide you with. You may use me for success, mediocre Performance or failure, it makes no difference to me. Be too easy with me and allow me to control you and I could destroy you. Be strong with me, control and train me, and I will place the world at your feet.

If you think you know the answer to the above contact us and, if you are correct, we will give you a free copy of the Manual or other product of your choice to the value of \$440.00. Just send us an email by 15th August.

Only one entry per office allowed.

LARRY WINGET'S TEN RULES FOR BUSINESS SUCCESS



Larry Winget was one of the leading international speakers at the AREL Conference at Darling Harbour in May. He is a five time New Times/Wall Street Journal best selling Author and a member of the International Speaker Hall of Fame.

Larry's Ten Rules for Business Success are:

1. A deal is a deal.
2. Do what you said you would do, when you said you would do it, the way you said you would do it.
3. Do the right thing every time; not the cheap thing or the easy thing - the right thing.
4. Be the person others can count on to get things done.
5. Work hard on your job, and harder on yourself.
6. Never tolerate poor performance in yourself or others.
7. Focus on accomplishment - not activity.
8. Work faster, smarter and harder.
9. You are paid to work.; you aren't paid to play, socialise, be happy or like your job -only to work.
10. Manage priorities, not time.

Our comment: Whilst we do not agree with all of Larry's Rules, what matters is – Success can be achieved by following many different paths - BUT it's "Your Own Dam Fault" if you're not successful - and Larry certainly agrees with that.



TIME MANAGEMENT TIP

One of the main enemies of effective Time Management (or more precisely Self - Management) is a lack of priorities. There are two ways of prioritising your workload, these being:

Doing the easiest or less irksome tasks first (which most people do) or Doing the most difficult tasks first.

Most people that use the first approach find that, as the day is nearing to a close, they still have the most difficult issues to deal with and, as it's getting close to knock off time, these tasks get put into the next day's list of "to do's".

This goes on for a few more days until the once "difficult" task becomes "super difficult" and even if it's then dealt with there are grave consequences. And you don't feel good at the end of each day knowing that tomorrow there's still all those unresolved tough issues to tackle (which you don't of course).

If you deal with the most difficult issues at the start of the day, by noon you have only the simple tasks to complete and you can go home at the end of the day feeling you have accomplished your goals and managed "yourself" very effectively.



USING YOUR SIGNAGE MORE EFFECTIVELY

The use of SELLING, NOW SELLING. SELLING NOW or SALE on signage is hardly inspirational.

You are better off using the old standard FOR SALE - or if you want to dare to be different and stand out from the pack, just do as a smart agent did in the late 1980's, get your signs to display ONLY your name, logo, etc. — but no mention of selling.

This different marketing approach resulted in getting everyone's attention, creating "height of mind" awareness - the result - more Listings and Sales.

NEW WORK HEALTH & SAFETY LEGISLATION



Following the Federal Government's national requirements, the NSW, ACT, NT, SA and Queensland Governments have already introduced the new Legislation and the other States will soon follow. Fines for non compliance can be up to **\$3 million.**

The Legislation places many more obligations on staff (including Commission Agents), Sub-contractors, Contractors and Company Directors, as well as Management.

If you haven't already updated your current **WHS Procedures and Policies to comply** then we can assist with a WHS Pack containing:

1. A **summary of the new Legislation** as it applies to Agents (44 pages for NSW and 55 pages for Queensland of the 250+ page Acts) - note there is no summary for other States & Territories available
2. A **WHS Procedures Manual** with Checklists (26 pages), and
3. A **WHS Policy Manual** with required Forms which staff & management should sign off on (36 pages) to assist with compliance.



Answering "NO" to any of the following questions alone means you may be non-compliant and need to review your existing position.

1. Do you have a formal WHS Policy Manual that management and staff have agreed to and signed that complies with the new Legislation?
2. Have you established a consultation process with your employees to discuss at least quarterly WHS issues?
3. Do you have a risk assessment process for identifying, assessing and controlling hazards in the workplace, including all properties managed and for sale?
4. Do you have a clearly defined office procedures that cover all WHS issues that can exist in the office and work related "out of office" situations?
8. Do you have a return to work program in place in the event of an injury occurring to employees, contractors or the public?

Cost of the WHS Pack is just **\$330.00** for NSW and Queensland Agents, and **\$220.00** for other States/Territories (a small investment to assist secure peace of mind) and it is sent by email with a 14 day Invoice which you can pay by EFT or cheque. Just advise your billing address when ordering, preferably by email.

For more details on the Pack just go to our Website or send us an email.

Until our next Newsletter,

Best regards.

Alan Fleming