



Managing Tenancy Disputes

How to keep tenancy issues from turning into tenancy disputes



Overview

As a property manager you deal with tenancy issues and disputes on a daily basis. This workshop is designed to assist you to better manage those matters. You will develop better tenancy management systems and procedures ensuring that the majority of tenancy issues do not turn into tenancy disputes in the first instance; which is a sure way to keep applications out of the ACT Civil and Administrative Tribunal (ACAT).

Facilitator

Kathy Thane is a former full-time member of the NSW Consumer Trader and Tenancy Tribunal and has also worked as a licensed real estate agent in Sydney. She is an accredited trainer, lawyer and mediator with over 20 years of alternative dispute resolution experience.

Kathy currently undertakes team dynamic assessments, investigations, mediation and training in corporate and government workplace settings. She provides practical strategies that are directly applicable to the real estate industry that can be used to better manage tenancy disputes.

Benefits

- Effectively resolve escalating situations by using the latest alternative dispute resolution (ADR) skills and techniques applied specifically for the residential tenancy context.
- Determine whether settling a matter or proceeding to the Tribunal is in the best interests of your lessors.
- Strategies on how to effectively prepare and present for ACAT applications so that your landlord has the best possible chance of success.

Learning Outcomes

By participating in this workshop, you will:

- assess disputes and conflict in the real estate context
- develop systems and procedures to reduce tenancy disputes from occurring

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- apply basic ADR skills and strategies to negotiate resolution
 - identify which disputes should be settled
 - prepare and present effective ACAT tenancy applications.
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CPD points

On successful completion of this workshop, real estate participants will achieve 8 of the required 12 points of professional development to meet the ACT Office of Regulatory Services (ORS) conditions for the renewal of a licence or certificate of registration.

Details

Date: One full-day workshop on Thursday 12 April 2012

Time: 8.30am-4.30pm

Where: WISDOM Learning Centre Fairbairn ACT

Cost: \$660, including all materials and gourmet catering

How to register

Register online at www.wisdomlearning.com.au or contact us for more details.

