



6157.

*CHORUS:
SERVING AND
SINGING FROM
THE SAME
SONG SHEET*

*LEE PALACE:
A 6157
INSTITUTION*

*LEE, DAVE AND
FREMANTLE 'FAMILY'
HOCKEY CLUB*

*"TAKING THE
TRUTH SERUM"*

A publication of:
One Residential
Sales and Property Management

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ONE
RESIDENTIAL

Welcome to 6157.

Here's our eleventh edition of 6157!

Our story on Malcom Doig and Allan Ulrich, the two local heroes of Quarantine Park, struck a chord with many and gave both a sense of history and a deep appreciation for what's been preserved by the river in Bicton.

The Spring edition has more great stuff from where you live.

We visited the Chorus Kitchen in Palmyra to discover a thriving volunteer-based organisation that's doing all sorts of good things through the southern corridor.

Just around the corner from Chorus, we also review Lee Palace, a local institution for nearly three decades!

6157 also gives an honest assessment of the dynamic of the real estate industry in the current market, and catches up with Lee Abbott & Dave Winner to hear about their club, Fremantle Hockey Club.

Thanks for your feedback so far—hope you enjoy the read!


Michael Forzatti
Managing Director



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**ONE
RESIDENTIAL
STAYS IN
TOP 20
SELLING
AGENCIES,
STATEWIDE.**

ONE's team of market leading salespeople and a cracking admin crew laid down another stellar year in 2017/18.

One Residential was eighteenth across the state (by number of listings sold) with 218 sales totalling a \$122,972,750. The team also consolidated its position as #1 agency in Palmyra, Melville, and the entire City of Melville by number of listings sold.

**2017/18
Top 20 Office
in WA**



one great song

SERVING, VOLUNTEERING, AND THE BRILLIANT WORK OF CHORUS KITCHEN

Every week, a large band of seventy-six volunteers based in Palmyra are a part of preparing meals that move through the southern corridor of Perth from Mosman Park to Singleton. 1300 meals are distributed weekly to a diverse range of people who, for different reasons, are unable to prepare meals for themselves. In many ways, the people behind Chorus Kitchen are 'facilitators of independence'; they assist their customers through helping them with the tough stuff. We caught up with Chorus Kitchen to discover the difference that they are making in the lives of many.

STORY+PHOTOS:
SIMON ELLIOTT

Each day at Palmyra's Chorus Kitchen, a team of volunteers takes fresh meals to a host of people across Perth's southern suburbs. It's a three-course meal; fresh, affordable, quality food that is delivered Monday through Friday with frozen meals on Fridays to carry customers over the weekend. The meals are low-cost; partly subsidised through the Department of Health, but predominantly through the customer. The meals form one part of a greater service extended by Chorus Kitchen: the extending of care and connection.

Volunteers play their roles either in the kitchen or on the road, as the deliverers of meals. Kitchen volunteers arrive for one of two shifts: 6 am - 11 am, or 10 am - 2 pm, while drivers come at 8:30 am to ferry meals to customers and are typically finished by around 11 am.

Mandy Waters is a rarity at Chorus Kitchen. Among 82 people in the kitchen, the office and on the road, she's a full-time worker. Formerly with Community First, Mandy has worked in a range of different roles for seven years. She's currently employed as 'Specialist of Community Services' and says it's the best job she's ever had.

"I've always wanted to come alongside people and help. Here I get to do that every single day," she says.



"The reality is that a lot of our customers have very little social interaction and, for some, our driver and that short conversation might be the only one they have for the day. That's both sad and wonderful."

- MANDY

"I guess our product is the delivery of a three-course meal, but our service is far greater than this," Mandy says.

"The meals themselves are crucial. They have to be good. We pride ourselves on providing fresh food that is big on flavour and tailored to the dietary and taste preference of our customers,"

"But each meal delivery is also a chance to check in. To see how our customers are doing. To have a chat about their day and what's happening for them,"

"The reality is that a lot of our customers have very little social interaction and, for some, our driver and that short conversation might be the only one they have for the day. That's both sad and wonderful,"

"The knock on the door each day is a lifeline - a connection with what is often the same familiar face for many, many years," says Mandy.

Because of this dynamic, there are layers to the service provided by Chorus Kitchen. They check on how people are going - whether they're well, how they're feeling - and ensure a continuity of care that would otherwise disappear.

To be a volunteer at Chorus Kitchen is about far more than driving a car or peeling vegetables. It's to be part of a bigger picture.

"Our volunteers are our lifblood. They're crucial. We look for people who are kind, caring, want to make a difference, love a chat, and love people," Mandy says.

You quickly gain an understanding, talking to Mandy, that Chorus is about both the intentional and the organic. The provision of meals is intentional - customers request it - but it's the organic opportunities that spring from the intentional that are both essential and deeply satisfying.

"It's an amazing service we're a part of providing. I have no doubts about that," Mandy adds proudly.

WHEN THE CHORUS STARTED SINGING

Chorus launched in 2017 as an amalgamation of three different community service organisations with far longer histories.

Community First International, Volunteer Taskforce, and Care Options were three smaller organisations providing services across a range of home and community care programs.

With changes in legislation and the way in which services were being provided, it was decided that a stronger service could be provided by the three organisations merging to one: Chorus!

There are twenty-two Chorus sites across the metropolitan area. The merging of the three organisations has enabled a more extensive suite of community services with which to assist their customers. Depending on the specific program being provided, Chorus receives funding primarily through

Federal, State and Local Government grants.

More broadly, the organisation provides mental health services, employment services, and in-home services such as gardening, transport, social support and a visitor's scheme. Among the services offered, Chorus is a community home-support service provider with the National Disability Insurance Scheme.

Meals on Wheels had been a service particular to Community First International and was rebadged as Chorus Kitchen.

'THEY'RE NOT OUR CUSTOMERS'

While referring to those who receive meals as customers, Mandy was quick to point out that they weren't the customers of Chorus. This seemed a curious distinction to make, so we unpacked that a little more.

"I don't consider them our customers; they're people that we are helping to live the lives that they choose. We don't want to claim them as 'ours', they're people that we're assisting. There's a real partnership involved," Mandy explains.

ALL SORTS OF REASONS

People use the services provided by Chorus Kitchen for many reasons. No two stories are the same but each has a common thread: they are retaining a sense of independence and still live in their own homes. It's this sense of autonomy that the organisation strives hard to preserve.

"In a broader sense, we assist them with the things they find difficult, but we don't necessarily provide the stand-alone service,"

"We provide help so they can remain independent,"

"For example, our cleaning services (another arm of the Chorus organisation) assists the customer in cleaning, but we're helping them do it together rather than moving in and 'doing the job'. It's about preserving independence and dignity as much as it is about providing a service," Mandy adds.

For some, the elderly wife has passed away leaving a husband that has never needed to cook and suddenly needing meals provided. Chorus steps in.

Some have dementia and are unable to have gas or electric cookers for safety reasons. Others with physical and mental disabilities are unable to prepare their meals yet treasure their independence.

Others may be able to cook but struggle to provide a balanced, nutritious diet. Chorus can bring what they need to the table. Others still, don't require help themselves but help with someone for whom they are caring.

"It's a wide range of people who approach us. Sometimes it's the individual who approaches us,

other times it's a family member or friend who makes the first call," Mandy adds.

IT'S MORE THAN GIVING

As we look across a dining room to see a group of kitchen volunteers enjoying morning tea together, it's easy to see that it's not only the receivers of help that are impacted but the givers of help that are formed into a tight-knit community.

Volunteers offer themselves at all kinds of frequencies. Some for five days a week, some working one shift each fortnight. Each is valued for being a part of something more significant: facilitating independence for those served by Chorus Kitchen, but also enjoying the intrinsic rewards of giving and helping.

One of those at the table, Jaydlee, is a full-time pharmacist volunteering once each week. She's not alone in her belief that she gains far more than she gives in the act of service. As they eat, chat, and laugh through their tea break together, few could argue that truth.

Another volunteer, who is about to leave the organisation due to relocating, has served Meals on Wheels/Chorus Kitchen for the past 33 years. Mandy notes that it's common for volunteers to have a far longer association with the organisation than many of the paid staff. It's one big team at Chorus Kitchen - 76 volunteers, six paid staff - each is dependent on the other.

IN THE MIDST OF THE MUNDANE

While Mandy recognises that some of the administrative work in her role is quite mundane, she's quick to add, that in middle of those moments can be great beauty.

"I remember a heavy admin day in the office when the phone rang, and I had a sense of 'I don't have time for that call right now'. On the other end of the phone was a family member in tears who was simply overwhelmed at the support their Dad was receiving through Chorus Kitchen. It's in moments like that you realise again that it's why we do what we do. The mundane plays a part in creating those moments,"

"It's a unique space in which to work. If you don't care about people, you're really in the wrong place. The passion that everyone has for what they do is what makes this whole thing great," Mandy adds.

ONE GREAT SONG

Margaret Mead once said, "Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has". It only takes a short while at Chorus Kitchen to be reminded of this once more. A team that is singing together from the same song sheet not only creates a sweet song but when passion and service are the fuel, can make a profound difference in the lives of many. This is the work of Chorus Kitchen. ⁶¹₅₇



terry's story

Terry Woodward joined Chorus Kitchen five years ago as a volunteer driver and distributes meals twice each week.

His introduction to the organisation came during long service leave with a previous employer.

"I was looking for volunteer work when I discovered Meals on Wheels (Chorus Kitchen's former name). I drove for them for a month and when I retired a year later, took on two shifts each week," said Terry.

"These days, I do Mondays and Wednesdays and help out when I can beyond that," he adds.

Each shift, Terry arrives around 8 am for a quick chat with the other drivers - a chance to catch up with recent events, swap stories, and be briefed on anything particular about the day's run.

"We gather around the table each shift. It's like being back at work!"

"I have a regular route for deliveries each week and deliver around a dozen meals on each run," said Terry.

Drop-offs vary according to the needs of the customer. Most visits are around five minutes and involve a quick chat, a laugh or joke, and an update on life.

"I might be the only person they see for the whole day, and you realise how important that is in someone's life,

"It's rewarding because we deal with a great diversity of people who are dealing with different levels of loneliness and incapacitations...we're just there to help them along a little and, often, be the brightest part of their day," Terry says.

"Loneliness is the greatest thing I encounter - they expect that I'll be there and sometimes I'm the only person who's around to help them with a simple job like changing a light globe or, for one lady, fixing a wheelchair," says Terry.

After five years, Terry knows plenty about the lives of those he's serving. He feels the loss when one of them passes away because the relationship he's forged over the years is far beyond service delivery. It's friendship, care and concern.

It doesn't take too long to realise that Terry is undoubtedly richer for the work and the relationships as well. ⁶¹₅₇



Mr T's story

Mr T passed away a year or so back in his mid-nineties, but he left a profound legacy behind him.

Mr T started his relationship with (then) Meals on Wheels about seven years ago. He was an English gentleman and former sailor who had moved to Perth with his wife. He came to us after his wife died, but he didn't want help (as much as he may have been in need of it).

The relationship began with meals being delivered, but as Mr T's health declined, we also helped him with his cleaning. Before much longer he was unable to drive, so there was help for transportation so he could do his shopping and still get out a little.

Mr T's guard fell away quickly, and he fell in love with us just as we had fallen for him. He would drop in at Palmyra for the simplest of jobs (paying a bill or whatever excuse he could find!), and he'd spend half an hour having conversations with anyone who was around.

Everyone loved Mr T, but his health continued to decline. When he finally needed to move into residential aged care, we were devastated. So was he. The bond between him and so many here had grown so deep that it was like saying goodbye to a family member.

We had an afternoon tea to say goodbye to Mr T; so many people came along because he'd made an impact on so many by his simple presence.

Mr T died shortly after.

I'm so pleased that we were able to provide Mr T with another five years of independence through the different services we offered. I look at the life of a man like him and think "we're making a difference". In ways large and small, we're absolutely making a difference.

It's the relationships you build with people like Mr T that make the work we do so deeply rewarding. ⁶¹/₅₇

MKT
LDR.

PALMYRA: MARKET UPDATE



Michael Forzatti was the highest listing salesperson in Western Australia in 2016/17. He has received this award for three of the last four years. The largest portion of Michael's sales is in the Palmyra area, an area where One Residential is the clear market leader. In this market update, Michael provides some thoughts on the relevance of the median price in the market.

If it seems like the Palmyra market updates in recent quarters have been consistent and unspectacular, this would be a reasonable reflection of what's been happening on the ground!

As with recent quarters, it hasn't been a case of 'nothing's happening' but 'not a lot has changed'.

In a market such as this, it only takes a few listings and sales to feel as though we could be experiencing something different. That's indeed been my experience over the past two months, but the truth is, the underlying factors in the market have changed little, so my observations are predominantly anecdotal.

This much has been true of market activity over the past couple of months: there's been a higher level of sales and properties coming on to the market than I experienced in the previous 3-4 months put together!

Three of those sales have been affected in their first week on the market with one of them on Kitchener Road attracting over forty groups through the property in four days resulting in five competing offers. That's rare in the current market and momentarily felt like the clock was wound back a decade!

While there has not been a great deal of stock coming on to the Palmyra market, I've been fortunate to have listed more than my share in the last few months.

The homes that have been selling recently have been well-presented and recently renovated. There's been a real lack of supply of established character homes coming onto the market, but when they have, they've generated plenty of interested and sold quickly at strong prices.

There's also been a minor influx of brand new homes on small blocks coming onto the market.

A factor adding a further handbrake on the market of late is the number of bank declines on finance. Even with highly qualified buyers, the extra hoops that purchasers are being required to jump through both slows down the speed of settlement (and is quite dispiriting along the way).

As I speak with other market specialists in the surrounding areas, I hear similar stories - occasional bumps in activity, rapid sales of quality product, but generally low to medium activity.

As we move through spring, I'm anticipating a bump rather than a spike. There's simply not enough of a catalyst amongst the prevailing market conditions to result in significant changes in the market. Don't expect any records to be suddenly broken, but anticipate a greater vibrancy in market activity.

People who don't need to sell are content right now to wait another year to roll around and see if much changes.

In Spring as in now, the market will bubble away, though I anticipate that the bubbles will continue to be quite small! ⁶¹/₅₇

THE CURRENT
PALMYRA MARKET

2.5%

SUBURB GROWTH,
CURRENT QUARTER

0.0%

SUBURB GROWTH,
YEAR TO DATE

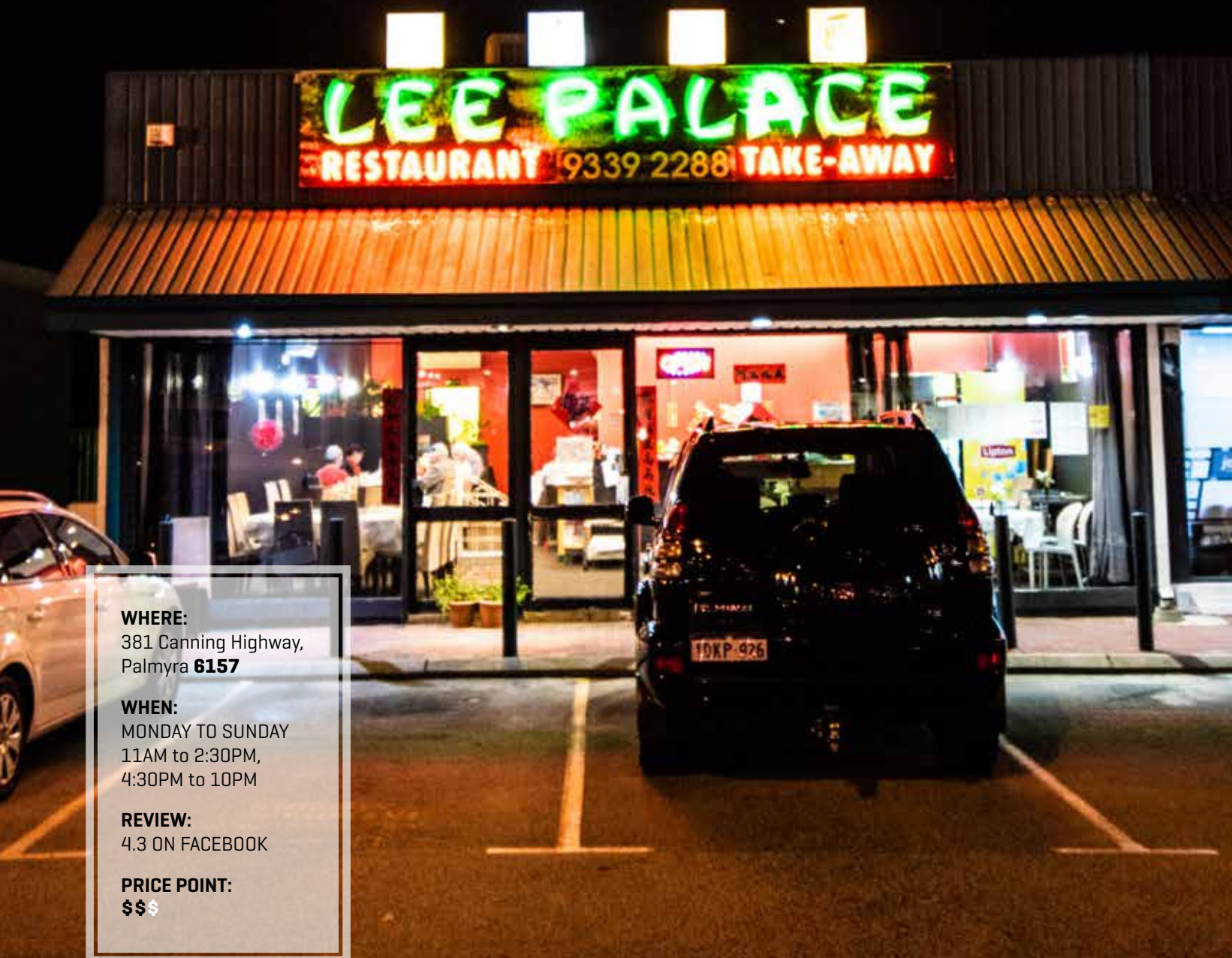
Median sale price:

\$620,000





LEE PALACE



WHERE:

381 Canning Highway,
Palmyra **6157**

WHEN:

MONDAY TO SUNDAY
11AM to 2:30PM,
4:30PM to 10PM

REVIEW:

4.3 ON FACEBOOK

PRICE POINT:

\$\$\$



Some of the sweetest discoveries from trawling the eating houses of a postcode are the stories behind them: their families, successes and challenges. Last Friday night was no exception.

Amidst the shiny and new, the established and reinvented is the classic steady staple; the suburban Chinese restaurant and takeout. So, on the first weekend of spring, we took a table at Lee Palace.

Lee Palace is a weathered standard on Canning Highway, Palmyra (opposite Palmyra Plaza).

While competitors have come and gone, Lee Palace has kept doing their thing, and their thing has been fresh, flavoursome Chinese food. While not so focussed on the currency and aesthetic of their fit-out, flavour has been front and centre. (I'm not going to lie, the paint-peeled front door wasn't grounds for optimism, but the food experience would be the real winner here.)



The sizzling sounds of prawns on cast iron punctuated the hubbub of conversation in the restaurant that was about two-thirds full for most of our meal.

The Vegetarian trawled through pages of prawns, seafood, beef, pork, chicken, and duck, feeling more forlorn for vegetarian options with each turn of the battered plastic sleeved binder.

There was a stifled 'hallelujah' when the last page was headed "Tau Foo" (Bean Curd). Hope sprung eternal; the vegetarian would be eating not groaking tonight!

Before the Vegetarian had even found the last page, the Carnivore's first instalment had arrived: Chicken Sweet Corn Soup. A staple of any Chinese restaurant, the youngest member at the table vowed she wouldn't like but quickly changed her tune after the first mouthful. "So thick and chickeny", she offered. Hard to argue that one.

The Carnivore's main course was epic! While a cast iron tray of fresh-sliced onion didn't seem much to write home about, the pouring of the mango prawns onto the onion bed created a cacophony of cackle and steam that bathed the table in a cloud of steam. When normal visibility resumed and the Carnivores were prepared to brave potential infernal temperatures, the noises of approval were life-affirming. A nearby table who had received the same offering was also caught in mild euphoria. Thumbs up all round!

Back to the vegetarian. The clay pot won out and it did not disappoint. As it bubbled and spattered over the scribbled notes of this review, the saliva glands were piqued with anticipation. Authentic Chinese cuisine is a sensory adventure. The tofu and veggies melded with the sizzling saltiness of the clay pot's flavour and aside from the overly exuberant, scalding first mouthful, was a brilliant sustained burst of flavour.

We couldn't resist introducing the 6-year-old to deep-fried ice-cream as well as a banana fritter. What sorcery could be involved in its preparation, she imagined, as we sought to convince her that hot and

cold could co-exist in the same ball of dough. Bamboozled but not disappointed, she squealed with delight as the reality surpassed expectations.

Lee Palace has been operating continuously since 1989. Thomas Wai is the longest serving of the four owners that carried the baton here for 15 years. Like many suburban Chinese restaurants, the establishment has a 50/50 split of dine-in and takeaway. As we learned of future plans for the business and a new lease that had just been signed for the premises, we were reminded again of the importance of eating local. Uber Eats has affected many restaurants in recent times with the hard erosion of margins (about 30-40% to Uber) seeing a drop in profitability. With the margins being given away greater than margins available, this may be a storm that has to be ridden out, but it's also a wake-up call and survival challenge for many others. As a local, you can help by eating local, eating out, using in-house delivery systems or picking up your takeaway!

Anyway, rant over. Lee Palace is a stalwart in 6157 and it's easy enough to see why. Make it your next lazy eat-out or eat-in night. They're just around the corner! **6157**



“MY CLUB”

WITH LEE ABBOTT & DAVE WINNER

It may have taken Lee Abbott many years of marriage to talk him round, but after playing hockey for 34 years herself, she managed to talk husband, Dave, into giving hockey a go. That was six years back, and the two Fremantle Hockey Club stalwarts (nor their children) aren't showing any signs of slowing down!

Lee, you're the veteran of the family, how did it all begin for you?
I fell in love with the game 40 years back when I started playing juniors with Willetton Hockey Club, and have played ever since!

Dave, how did you stay out of the game so long?!
I fought it for years! It all came crumbling down on a Masters hockey trip

For more information on all forms of hockey offered year round at Fremantle Hockey Club, visit: freohockey.com

to Busselton. The team was desperate for a fill-in. I answered the call, was stationed to the left wing, and went on from there. These days, I play Saturday afternoons in the Over 40s Division 3 competition.

Lee, tell us about your club and your involvement in it.
Our whole family are part of Fremantle Hockey Club. The club is 85 years old and based at Stevens Reserve; we've been members for twenty years!

Our club promotes itself as Western Australia's friendliest family Hockey Club. It's certainly been our experience. From 'Hook into Hockey' for 3-4 year olds, to our Over-60s vets comp, there's something for everyone.

While we've all been part of the club as players, I've been involved on the administrative side for many years as well; as President and as Vice President of the Ladies. I'm currently Vice President of Juniors.

Dave, what do you love about the game?
I think one of the best things for a bloke over 40 is that you can keep

playing the game for a long time and your body doesn't get beaten up in the process. One of our vets is in his seventies which just shows that you can keep on enjoying the game for many, many years. There's no continuous barrage of bumps to deal with, but you get a great work out and great social base.

Lee, have you noticed many changes in the game over your playing years?
Plenty. Mostly in the past ten years. It's a far quicker game now and more of a spectator game than it was decades back.

Would you recommend hockey to someone who'd never played the game before?
Absolutely. We have many who've never played coming through our summer seven-a-side comps. Because of the family-friendly environment, many play from a young age, while others return after years away from the game. We also have a 'back to hockey' group re-teaching basic skills to younger and older people alike.

How long do you two plan to keep playing?
As long as we can. ⁶¹₅₇

Taking the truth serum.

In this issue of 6157, Michael Forzatti addresses a dynamic that's prevalent in a market where the reality of selling prices conflicts with the news that salespeople would love to be providing.

ONE on ONE

with MICHAEL FORZATTI



When pressed in “A Few Good Men”, Col. Jessep (played by Jack Nicholson) cracked and blurted out: “The truth? You can’t handle the truth!”. That may be a fair summation of where agents and owners are at in the market right now.

It’s understandable. Agents meet with a homeowner to discuss the sale of their home, hear what they paid for that home five to eight years ago and think “there’s no way they want to hear the brutal facts of what their home is worth now”. We want to tell them that it’s worth more than what they paid for it and try to figure a way to avoid being the bearer of bad news.

For some salespeople this means not stating a selling price at all, for others, it means inflating what’s realistic so that we can appear – at least in the initial phase – to be capable of avoiding reality and delivering the impossible.

It’s natural enough for us to want to have a friend and be popular rather than disappoint, so salespeople may say what they believe the homeowner wants to hear rather than providing the information that will help sell their home.

The reality, as much as I’m sorry to say it, is not rosy right now.

Here’s a slice of Palmyra reality. In the last six months, there have been around 30 two-bedroom units for sale in Palmyra. Nine of those have sold. They are selling for, on average, 20% less than their purchase price 5 years ago. That’s reality. Unarguable.

Some agents circumnavigate this reality by doing all they can to avoid having to state reality with selling strategies such as: “Absolutely all offers presented”, “Contact agent”, “Price on Application”, or “Expressions of Interest”. In the overwhelming majority of cases, the market’s reply is silence. They don’t respond to no information. We hang on to glimmers of hope that have no connection with the current market conditions.

We hold back the truth because there’s no shortage of commentators out there who are eager to paint a rosier picture than reality out there, and we don’t want to be the lone, unpopular voice in the desert speaking the truth.

If you can pull back, you can see further. If you’re in a position to take the long-term view, you can be secure that at some point the market will turn and that the long-range projection will be of an appreciating asset. For those in that boat, the current reality is almost irrelevant.

While this market presents great possibilities for those wishing to upgrade their home, for many others, it’s a case of looking away for a while.

What’s the hope in all of this from a property market point of view? Well, for those who can wait for the market to turn and can’t benefit from the opportunities that exist to buy up right now, I say again: wait.

Everyone is waiting for a turn in the market, but the corner we’re anticipating is of some steady growth ahead in the next couple of years, not a spike or a big boom.

For now, agents and owners have to have regular reality checks. Selling agents need to take the truth serum before sitting down with sellers and be prepared to give them an honest assessment of ‘now’. Selling prices informed by ‘now’ are what will sell homes, not dreams of what could have been.

Agents have to adapt. To provide current information that can bring a current result. Or we’re wasting everyone’s time and potentially

delivering an outcome that is even poorer than it may have been if we’d started with pricing based on an honest assessment of the market.

How do you choose an agent right now? Look at their results. Look how many properties they’ve sold in the last month/three months/six months. If they’ve been selling well, they’ve been dealing with reality. If they’ve listed plenty and not sold many, they may be after friends over results.

Will this make those agents popular? Perhaps not in the short term. Will it help those agents sell your home? If their skill and experience are paired with an accurate reflection of the current market, yes, definitely. Has there ever been any other way to sell a home?!

61
57



61
57

61 57.

SOME
OF THE
ONES IN
PAL-
MYRA

**MKT
LDR.**

FOR SALES DATA, ADVICE AND EXPERTISE
IN PALMYRA, **CALL THE MARKET LEADER,**
MICHAEL FORZATTI ON 0419 904 907



**101 ADRIAN STREET
STYLE CENTRAL**

Fr \$599,000

This property has been renovated to the highest standard, with not a thing left to do! The list of features and benefits are endless, this property is ready for you to just pack your bags and move in.

3 1 2



**2/37 HAMMAD STREET
PARKSIDE GEM!**

Fr\$339,000

This ONE is an extremely rare find! Nestled away in a quiet cul-de-sac the WOW factor with this villa home is the benefit of direct gated access from your courtyard to one of Paly's favourite parks!

2 1 1



**31A ELVIRA STREET
JUST RIGHT!**

Fr \$569,000

Perfectly located in the heart of Palmyra, this BRICK AND TILE streetfront home sits on a large landholding and offers great space for young families with the secured yard and POOL area!

3 1 2



187A FORREST STREET Fr\$699,000
UNIQUE CHARACTER ENTERTAINER

This delightful customised home sits on an elevated STREET FRONT block of 527sqm, oozes street appeal and provides liveability and flexibility for years to come!

4 2 2



36B CARRINGTON STREET
STUNNING RENOVATIONS - PERFECT ENTERTAINER!

This FULLY RENOVATED super impressive STAND-ALONE lifestyle home is a pleasure to bring to market and will tempt the most fastidious buyers with a keen eye for quality fixtures and finishes!

3 1 2



14A CLEOPATRA STREET
AMAZING REAR RETREAT - PREMIER LOCATION!

Nestled away on an large 621sqm elevated rear block in a sought after location, this two storey gem is a must see. A seamless mix of cottage and modern charm, the home has been beautifully refurbished to enhance the creature comforts of this flexible family home.

4 2 2



24 ELVIRA STREET
RENOVATED CHARACTER CLASSIC!

This ONE is special and essential viewing for fastidious buyers! You will love coming home to this beautiful character cottage nestled on a picturesque and elevated block in a prime location.

3 1 2



64B JUSTINIAN ST Fr \$529,000
SECURE SINGLE LEVEL LIVING!

Set on a whisper quiet GREEN TITLE BLOCK this delightful and immaculate home offers a spacious, practical floor plan with fantastic outdoor living.

3 1 2



4B ZENOBIA STREET
THE ULTIMATE FAMILY RETREAT

Nestled away on a 584sqm block, this private and secure home is positioned in an elevated and enviable location at the most desirable East Freo end of town!

4 2 2



**ENTER TO
WIN A
DINNER FOR
FOUR
AT LEE PALACE**

For the chance to win a dinner for four at Lee Palace, message One Residential's Facebook page.

There's no tricky questions, just let us know that you're entering the competition.

'Like' and 'Share' us while you're there!

**Entries close:
31 OCTOBER 2018**

**DO YOU
KNOW A
LOCAL
HERO?**

At One Residential, we love to recognise the people that make a great place to live, a great place to live.

If you know someone that you think deserves to be publicly recognised for being a champ, let us know. We'd love to help!

PEOPLE WHO MAKE A PLACE GREAT.
**LOCAL
HEROES**
KUDOS!



MANAGING WITH ONE IN 6157.

big beards and property management

PROPERTY MANAGER, EILIF LILAND ON
MANAGING YOUR PROPERTY IN 6157

After working as a surveyor for the past 15 years, Eilif Liland was ready for a change of career path. A long-term interest in Real Estate fuelled by having his own investment properties led him to consider Property Management as a long-term proposition.

All of that has culminated in him being one of the latest additions to the Property Management team at One Residential.

How long have you been at One? Before then?

I've been here for six months now, initially as an Assistant Property Manager, then as a Property Manager. Before that, I was a Surveyor for fifteen years.

What attracted you to Property Management?

I'd have to say 'prolonged exposure'. I've had the great advantage of observing the industry from a close range for over a decade. I'm now married to the Principal's youngest daughter [Jessica] and for all the time we've been together, I've got to see how property management looks; what makes it easy, hard, and successful. Perhaps the greatest advantage was learning by osmosis without ever thinking that I was preparing myself for the industry.

Have you had any experience in property management prior to One Residential?

Yes. Jess and I have had our own investment property in Palmyra for the past five years, so we've got to see first hand the dynamic of the landlord/tenant/property manager relationship.

Are there crossover skills between surveying and property management?

I'd say pretty much everything! Computers and communication are obvious ones, but the relationship management being the intermediary between suppliers, contractors and the company was highly transferable.

Developing written and verbal communication skills that weren't 'one-size-fits-all' was important as a surveyor and it's certainly important in property management as well.

Also, a strong knowledge of construction [albeit at a far larger scale] is handy when it comes to both house inspections and organising maintenance work.

What makes a great property management service?

Foremost, I think prompt, open communication coupled with an understanding of the industry is what I think owners and tenants are seeking.

Good people skills and strong time management skills are essential in this industry. I believe compassion is

important. Depending on where the market cycle is at, you find yourself dealing with some difficult personal circumstances which can be made better or worse through the compassion you bring to the job.

A strong knowledge of the local area and an ability to work with a diverse range of people is essential. You're also unlikely to get too far without a strong knowledge of the industry and Residential Tenancies Act.

How do you find the tension between providing a quality service to both tenants and owners alike?

We're the conduit between those two and while, ultimately, we're working for the owner, we need to cultivate both relationships based on impartiality and fairness. That can be tough sometimes, but it's always the goal.

What's a good day look like in PM?

Hypothetically?! Everyone's paid their rent, nothing's broken down, there's no messages or emergency call-outs from the previous night, all invoices have been paid, all properties have been let, and the sun is shining. That's not too much to ask, is it?

If there's one piece of advice you'd give to an owner, what would it be?

In the current market, to set your expectations at a reasonable level. The rent your property can command is a reflection of the market. It always will be.

How about a tenant?

That a lot of trouble-shooting can be done independently. We're certainly here to help, but the simplest solution is sometimes the one you can take on your own!

What does success look like for you at One Residential?

In the long term, it looks like a good, healthy rent roll with happy owners and tenants. Pretty simple, really.

How handy is a large beard as a Property Manager?

Ha! I'd like to think it commands a little more respect, but we'll see how that plays out over time!

Thanks for your time, Eilif. **61
57**

ONERS

our people:
out there
and doing
good stuff

ONE RESIDENTIAL: CAPS OF GREAT YEAR IN TOP 20 STATEWIDE



One has consolidated its position in the Top 20 Sales Offices across the state, finishing 18th in the recent REIWA Awards Night.

One was eighteenth across the state [by number of listings sold] with 218 sales totalling a \$122,972,750. **Once again, One lead the way as the #1 agency in the City of Melville and the suburbs of Palmyra, Melville and Booragoon.** Our team of market leaders consistently punch above their weight, delivering big results month after month!

ONE'S GUN FINISHES 2017/18 PODIUMS ONCE MORE!



Michael Forzatti is polished off 2017/18 in a similar fashion to his finishes over the past decade - on the podium or at its top!

With another One market leader, Shane Beaumont, keeping him running hard, Michael has been leading the way in Palmyra once again. Michael finished third [by listings sold] in the state with 75 sales at a value of \$49,528,500. A brilliant effort in a tough market!

BEAUMONT CLINCHES SECOND, LEADS GOSNELLS.



Shane Beaumont backed up last year's stellar effort at the 2018 REIWA Awards Night, finishing second once again.

Finishing the year with 77 sales for a total of value of \$30,645,750, Shane was awarded Master Salesperson and was the 2nd Highest Selling Salesperson in WA [by properties sold] and continues to be the market leader in his primary patch of Gosnells. Add the fact that Shane recently married in Positano and you have the makings of a stellar year on all fronts! Great stuff, Shane.

MULCAHY STEPS UP A NOTCH!



One's Booragoon market leader, Andrew Mulcahy, took another giant step up the ladder in 2017/2018, entering the \$16-20 Million Club.

Andrew sold 22 properties for a total value of \$16,488,000 to cap off a great year and continue as one of the highest selling salepeople in Booragoon.

MICHAEL JENNINGS KEEPS MOVING MELVILLE



Michael Jennings, Melville's market leader for over five years, capped off another strong year in 2017/18 by joining the \$16-20 Million Club at the REIWA Awards Night.

Michael sold 28 properties in 2017/18 for a total value of \$18,074,500



DOES YOUR 6157 CLUB NEED ANOTHER PLAYER?

As a community-based business, we're passionate about the patches of turf in which we operate. Our business rises on the back of results, relationships, and our connection to the community.

One sponsors a range of clubs and community groups through annual and ongoing commitments.

If you would like your community club or group to be considered for sponsorship by One, we invite you to email us with your details at info@onersidential.com.au You never know!

SHANE & SAMANTHA TIE THE KNOT IN POSITANO



Cheered on by friends and work colleagues, Shane Beaumont was married to Samantha on the Amalfi Coast on July 18.

We can't be sure, and perhaps shouldn't mention it, but we think Shane may be reaching into his pocket to complete another sale!





SPRING BURSTS INTO LIFE!

Spring is a great season to get out there and see things grow! Here's 20 things that Nature Play have put together to make spring plenty of fun for kids.

1. Collect fallen winter sticks and build a cubby or giant nest to sit in
2. Find a good sturdy tree, make a rope swing and pretend you're Tarzan
3. Take a photo or sketch of a flower or tree at the beginning of spring and watch it change over the season.
4. Explore Palmyra to see how many blossoms you can find
5. Listen out for male Koalas in a National Park (it's breeding season)
6. Collect natural things to make a hanging mobile to hang outdoors
7. Plant tomatoes, basil, cucumbers, pumpkins or lettuce in a patch, in recycled pots, pans, milk containers, even old boots
8. Build a scarecrow for your veggie patch
9. Make a necklace or garland from sour sops, dandelions or daisies
10. Head to a creek or wetland with a net and magnifying glass and see what you scoop up (remember to return anything to the water)
11. Collect natural objects from the ground and make a giant mandala
12. Pick a flower, place it in a glass of water with some food coloring or dye and watch the petals change colour
13. Take a Day Trip to Bells Rapids!
14. Ask your dad what his favourite childhood outdoor activities were and try and do them together one weekend.
15. Grab your friends and go fly kites
16. Go on a bushwalk and see how many spring wildflowers you can find
17. Start a spring nature journal with poems, drawings, and things you've collected
18. Find an old gum tree and spot the birds going in, poking their heads out or nesting in hollows
19. Start a spring nature journal with poems, drawings, and things you've collected
20. Make a simple insect hotel or minibeast mansion in your yard.

GREEN WASTE COLLECTION IN 6157



The service, provided by the City of Melville is for collection from your verge according to council requirements and applies to residential properties only.

One Residential
Sales and Property Management

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ONE
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