

Sales agent instructions- Selling a property with a DHA Lease in place

Overview

The owner of a DHA investment property has selected your agency to sell their property. The following information will be helpful to assist you in this process.

The owner is required to abide by the lease conditions of the DHA lease agreement and property care contract (if applicable). As the chosen selling agent, it is important you are aware of the terms of the DHA lease agreement so that you can adhere to the conditions when marketing and selling the property. A breach of the lease conditions can affect the owner's ability to sell the property.

Defence members and their families occupy properties leased to DHA. Therefore, DHA requires you to respect their privacy and security at all times.

How do I access information on the property?

DHA will only communicate directly with the owner of the property and not their appointed selling agent.

The owner will provide you with a copy of the DHA lease agreement, rental details, floor plan, photographs and a list of fixtures within the property. If you require additional information to assist you in selling the property, please ask the owner to request the information by email via lessormangement@dha.gov.au.

How do I access occupant details to organise an inspection?

The owner will provide you with the occupant contact details. It is extremely important that you contact the occupant as soon as practicable to introduce yourself and discuss the inspection requirements. If the occupant advises they will be away during the course of the sale process, they can nominate a representative to allow access to the property in their absence. If you have had no response from the occupant, please ask the owner to advise DHA via email to lessormangement@dha.gov.au.

The occupant details must not be provided to third parties. The privacy and security of our occupants is very important and you must consider this when coordinating any inspections.

How should the property be marketed?

The property is leased to DHA and should be marketed as an investment property. To ensure all conditions of the DHA lease agreement are met, and to minimise disruption to the occupants, you must adhere to the following when marketing the property:

- Any advertising for the property must clearly state that the property is subject to a lease and include the lease terms
- A "For Sale" sign must not be erected in front of the property
- The street number and street name of the property must not appear in any advertising
- The property is not pin-pointed on any map highlighting the exact location
- Open homes should not be arranged or advertised
- Agents are not to take photos of the property, occupants or their personal effects.

The owner will provide photographs from DHA's system, which can be used for marketing purposes. Please note that photographs are taken during vacancy periods and in most instances are not professional photographs. If the property becomes vacant during the sale, you may be able to arrange for new photographs to be taken.

If further guidance on how to market the property is required, please contact lessormangement@dha.gov.au.

What do I need to know about selling a DHA leased property?

To ensure all conditions of the DHA lease agreement are met, and to minimise disruption to occupants, you must adhere to the following during the sales process:

- Prospective purchasers must be qualified and understand that the property is leased to DHA. A selling agent can qualify a purchaser by ensuring the purchaser:
 - has reviewed all photos and a copy of the property floor plan
 - has reviewed a copy of the DHA lease agreement
 - has familiarised themselves with the region in which the property is located
 - is in a financial position to submit an offer following the property inspection.
- Open homes should not be conducted.
- Auctions should not be held on or adjacent to the property*.
- Have the Owner advise DHA if the property:
 - is listed for sale
 - is withdrawn from sale
 - goes under offer
 - has exchanged (and has a known settlement date)
 - has settled.

**As open homes are not permitted, an auction may not be the best method for selling a DHA leased property.*

Conducting an inspection of a DHA leased property

Prior to conducting the inspection, you should:

- ensure purchasers are qualified
- ensure purchasers understand that the property is leased to DHA and cannot be occupied
- record details of the potential purchaser when a contract is issued out or the property address is distributed.

Should the purchaser wish to drive past the property, under **no** circumstances are they to:

- approach the property or the occupant
- take any photos of the property
- look through the windows or over fences of the property.

The purchaser should not book any travel to the area until the inspection has been confirmed with the occupant. The occupant must be provided a minimum of 72 hours notice for any inspection requests.

When conducting the inspection, you should:

- Arrive early to allow time to introduce yourself to the occupant and explain the purpose of the visit.
- Advise the occupant that you are not a DHA staff member, but an agent acting on behalf of the property owner. If the occupant has any maintenance issues, advise them that they need to contact DHA directly as you are unable to assist or make any comment.
- Advise the occupant what to expect during the inspection, such as:
 - how long it will take
 - that a walk through of the property will be facilitated
 - that cupboards will not be opened without the occupant's approval
 - that the purchaser will be accompanied through the property (they should not be left on their own)
 - that no photos will be taken.
- Invite the occupant to accompany you as you walk around the property with the purchaser.
- Advise the purchaser that they are to be accompanied throughout the inspection (they should not be left on their own).
- Advise the purchaser to respect the occupant's privacy by not opening cupboards or taking photos.
- Advise the purchaser that any lengthy discussion about the purchase is to be conducted outside of the property so as to not take up too much of the occupant's time.
- Advise the purchaser not to engage in lengthy discussions with the occupant.