

New

requirements

for property

managers

From 28  
September  
2019 **property  
managers must  
be registered**



**Government of South Australia**

Attorney-General's Department

# New requirements for property managers

Property managers are employed by land agents and manage residential or commercial properties. If you run a property management business, you must be a registered land agent.

## Property manager registration

**From 28 September 2019 property managers must be registered.**

Requiring property managers to be registered means that only suitably qualified people can take on the responsibility of managing someone else's valuable asset. This will offer greater security for landlords and also tenants.

You can apply for registration from **1 February 2019** if you:

- > have completed the relevant qualifications
- > have a police clearance no more than 12 months old
- > are 18 years of age, or over
- > pay the application fees.

A registration cannot be granted if you have been:

- > convicted of an indictable offence of dishonesty
- > convicted of a summary offence of dishonesty in the last 10 years.

It is recommended that you lodge your application for registration by 30 August 2019 to ensure that you receive your registration in time to comply from 28 September 2019. There is no financial disadvantage in applying early.

Please note that you will not need to hold a property managers registration if:

- > you only manage properties for yourself or relatives
- > you work for a community housing provider
- > you work for an agent and take calls or arrange maintenance appointments in relation to properties (e.g. reception duties).

## Penalties

From 28 September 2019 anyone who is employed as a property manager must be registered, otherwise they risk a maximum penalty of \$20,000. Land agents also risk a \$20,000 penalty if their property management staff are not registered.

## Qualification requirements

The following table outlines the requirements for land agents, sales representatives and property managers.

<b>Existing Land agents</b>	No further training
<b>Existing sales reps</b>	<p>Need to apply to have the property management condition added to the registration card.</p> <p>Four additional units of training must be completed, as outlined at <b><a href="https://sa.gov.au/realestate">sa.gov.au/realestate</a></b></p>
<b>Property managers (includes commercial and residential)</b>	<p>Need to apply for a property management registration.</p> <p>You must complete certain training modules. These are listed at <b><a href="https://sa.gov.au/realestate">sa.gov.au/realestate</a></b></p>



## Applying for registration

From 1 February 2019 you can apply online at **[sa.gov.au/realestate](https://sa.gov.au/realestate)**

Once your application for a property manager registration is approved, you will be notified by Consumer and Business Services (CBS).

## Digital registration

The real estate industry is moving to digital registration, which means that you will be able to carry your property manager registration on your mobile phone or tablet. Plastic registration cards are being phased out.

If you are unable to display your digital registration due to circumstances beyond your control – eg no internet coverage or a faulty phone – CBS compliance officers will consider alternative methods to check whether you are appropriately registered.

# Responsibilities of property managers

As a property manager you must comply with certain legal obligations:

> **Carry your registration**

You must carry your registration with you at all times while working as a property manager.

> **Act honestly**

You must not provide false information to your landlords or tenants. For example, you must not seek payment from the landlord for maintenance work that has not actually been done.

> **Deal with trust money appropriately**

When receiving trust money it must be promptly deposited into the agent's trust account. You must not misuse funds from trust accounts.

> **Manage the tenancy**

The *Residential Tenancies Act 1995* sets out requirements for things such as lodging a bond, collecting rent, paying accounts, arranging repairs and issuing notices to the tenant if they are in breach of the rental agreement.

If you breach the law with how you manage a property, you could be fined or your registration cancelled.

For more information

**Consumer and Business Services**

**Telephone 131 882**

**[www.cbs.sa.gov.au](http://www.cbs.sa.gov.au)**



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