

Correct Rental & Monies Paid

We are regularly receiving funds from Tenants which does not equal the exact rental amount due or the payment due on an account.

For example, we despatch a Water Corporation invoice for water used of \$98.30 and the Tenant will pay \$100.00 and simply input the narration "Water."

This causes two problems:

1. Firstly, we now have a credit on your account for \$1.60 which appears on your ledger daily and we must hold this small amount in our Trust Account until it can be offset against another account in the future. Our trust account is audited daily and little amounts like this can cause issues with the account to balance.
2. Secondly, by only putting "Water" or "Rent," we do not know who the remitter (Tenant) is and therefore cannot allocate it correctly against your account or rent.

We therefore request with **every** payment to the PB&A Trust account, that you always pay the exact amount requested and always reference *your name* or the *property address* so we can identify the remitter.

For example, 'Jane Smith - Water' or '123 Bloggs St - Water'

Storm Damage

The winter season is certainly here and so far we have had more than the usual reports of storm damage from our Tenants.

There has been many severe weather storms and Western Power and the SES are working tirelessly to ensure black outs and damage to houses are minimised.

This season appears to be no exception and we are bracing ourselves for the inclement weather we receive from now until late September. Our contractors have been inundated with work and we ask for your patience as we work hard to ensure everyone is looked after in a timely manner.

In this regard, should you experience any storm related damage (ie roof leaks, fences down, lack of power etc) where possible, **please take a photo of the damage** and forward an email to us as soon as possible with a summary of the event.

Importantly, you should take steps to minimise the damage where possible before it occurs and once it has occurred. This includes making sure that all your personal contents are fully insured. Please monitor your emails and our Facebook page for weather warnings and a helpful checklist. Stay safe!



Meet the Team | Jasmine Hall



Jasmine commenced with PB&A in June 2021 to assist our two property managers with the day to day running of the portfolio. Jasmine came to us with a few years experience already under her belt and has hit the ground running to ensure our Owners, Tenants and Trades are all receiving high end service and communication which we have become known for her at PB&A.

Jasmine is known to bring a smile to the faces of those around her and has a great sense of humour and strong work ethic. Jasmine is passionate about animals (she has a special place in her heart for cats) and she loves reading and dancing. She is also somewhat of a desert queen and you may be lucky enough to experience her carrot cake at some point!

Most importantly Jasmine has the ability to remain calm and focussed even under pressure without losing her bubbly personality.

Social Media

Here at Peter Bruhn & Associates we have been brain storming ideas on how we can use our social media to assist you in different aspects when it comes to your rental.

We currently have two segments running on both Facebook and Instagram to assist when it comes to things to look out for with your routine inspections and commonly missed cleaning items (eg, air con filters, range hood filters etc) and styling tips to help you make your rental feel like your home. Our social media also has regular market updates and local features of places and activities in nearby suburbs.

We have some big and exciting changes happening over the next 6-12 months including a re-brand and name change, so be sure to follow along on our social media to be kept up to date and have the opportunity to enter the competitions.



<https://www.facebook.com/PeterBruhnAssoc>



@peterbruhn_and_associates

We would like to take this opportunity to say thank you to those Tenants who have consistently paid their rent on time, paid their accounts on time, reported maintenance in a timely manner and presented the property beautifully for their inspections. It is an absolute pleasure to work with you. Please remember that your property manager has a job to do and that if you are asked to attend to something at the property or you are reminded to pay an account, it is not a personal attack. Abuse and derogatory communication is not acceptable and will not be tolerated.