

Welcome to PB&A's fourth Tenant Newsletter. We strive to provide you with relevant and practical content as we understand you are busy and don't have a lot of spare time to read long detailed articles. We are passionate about making sure you are getting the most out of your property rental experience with PB&A. We welcome any feedback you have from the experience.

Water Leaks

Well what a year it has been. I think most of us are looking forward to bidding 2020 a swift farewell and welcoming a positive start to 2021.

Leading up to our Christmas break we will be sending out information regarding our Christmas hours and emergency procedures so please keep an eye out for these.

In this newsletter we wanted to bring your attention to the issue of water leaks which can become extremely costly if left undetected. This is a common issue which is easy to detect if you are aware of how to. Please be sure to run a leak test if you suspect there may be an issue.

How to detect a leak:

Your water meter is a good place to start to perform a basic leak test.

1. Turn off all taps- Make sure all taps and water using appliances are turned off.
2. Find your water meter- Find your water meter which is usually in your front garden close to the verge.
3. Write down the numbers or take a photo on your phone.
4. Wait 30 minutes- If there is a leak the water meter will move.
5. Write down the numbers again. This will show you how much water you are losing.

Leaks Inside Your Home

- Look in the kitchen, bathroom/s and laundry for dripping taps or leaking washing machine and dishwasher connections.
- Damp patches on the walls may also indicate a leak. Check the walls behind any taps or plumbing,

Leaks In Irrigation Systems

- Irrigation systems often use the most water in a household and leaks in these systems can be costly.
- Regularly test your garden irrigation system for leaks.
- Try to be home when your irrigation system is scheduled to run so that you can detect a leak.

Leaks Outside Your Home

- Look in your outdoor garden for dripping taps or hoses, and check irrigation systems (including sprinklers).
- Other items to check include automatic solenoids, manual isolation valves and exposed pipe work.
- Hot water systems and air conditioning units can sometimes leak, so make sure you check them for leaks.
- Damp and unstable brick paving and garden areas that may be moist and greener than expected can be a sign of leak.

Swimming Pools

As we are well and truly into the summer months now. Those of you that have a swimming pool may find yourself having issues with water going green. In order to maintain a healthy pool over summer please see the information below.

Tips for keeping your pool in tip top condition through the warm summer months:

- Operate the filtration system six to eight hours a day
- Regularly check sanitiser levels, ideally on a daily basis
- Check the pH every two days
- Check the Total Alkalinity (TA) weekly
- Check and clean the skimmer basket and hair and lint pot basket weekly
- Have your pool water checked at your local pool shop every two weeks
- Thoroughly backwash your sand or DE filter or remove and clean the cartridge from your cartridge filter, depending on pool use
- Maintain the water level at least half way up to the skimmer box opening
- Clean the pool and vacuum the walls and floor of the pool regularly

Covid Updates

As you know Western Australia has been very lucky so far with keeping our COVID cases low and we have managed to be able to ease off on some of the restrictions. As a result we are now back to conducting home opens and routine inspections through our normal processes, however we still ask that if you are not feeling well please let us know as soon as possible so that we can reschedule your inspection until a later date. Thank you to those who have been courteous and followed this protocol.

Pest Control

In WA, there are numerous species of spiders commonly seen around homes and businesses in our state. These can be treated by either engaging a pest control company or buying a barrier spray from your local hardware supplier.

Redback Spiders



Black House Spiders



White Tailed Spiders



Daddy Long Legs Spiders



Huntsman Spiders



Financial situation

If you are experiencing financial hardship as a result of the Covid-19 situation we urge you to make contact with your property manager. You will be asked to provide some documents to show you are in genuine financial hardship. This is to protect the people who genuinely need to assistance and ensure that it is going to the right places. We have previously sent out more detailed information on this process. You can access information regarding this matter on the link provided below.

<https://www.commerce.wa.gov.au/consumer-protection/residential-tenancies-covid-19-response>

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