

Welcome to our first newsletter for 2021. We hope this year has started off well for you all. In this newsletter we will be discussing routine inspections and explaining their purpose. We will also be looking at air conditioning filters and reticulation.

Routine Inspections

Whilst we know that sometimes routine inspections can be an inconvenience to you, they are a great way to connect with your property manager and advise or bring their attention to any maintenance or concerns that you may be having at the property.

Our property managers do not stay any longer than what is required to check that the property is in good condition and assess whether there may be any underlying issues that could end up costing a lot of time or money to repair. Our Property Managers are well trained and all have police clearances. They will always ensure that if you are not home the house is left locked up and secure.

The most common issues at properties are water leaks which is why your property manager will need to inspect underneath sinks to ensure there is no evidence of a slow leak, which can cause severe damage to cupboards and could potentially produce mold. Your health and well being is of utmost important to us and your Landlord.

Air Conditioning Filters

At this time of year, our air conditioning units are working overtime to keep us cool. It is important that you remember to keep the filters clean and return the vents back to the unit dust free so that they can continue to work to their optimum performance level. If you do not do this you will be putting unnecessary strain on the unit and the motor which can lead to early failure of the unit and result in a costly repair or replacement. If you are unsure how to do this please google the model number and it will give you specific care instructions on how to clean out the filters.



Reticulation

As we are well and truly into the hot summer months, we would like to take this opportunity to remind you that adequately watering the lawns and gardens is your responsibility.

This is a friendly reminder to ensure you check your system regularly to make sure it is working and test it to make sure it is covering all areas of the lawns and gardens. If you do happen to notice a fault this **MUST** be reported to your property manager immediately.

You are required to hand water all areas of the lawns and gardens if the reticulation is not working to keep them alive and healthy until the reticulation can be fixed. If you allow the lawns or gardens to die then it will be your responsibility to cover any costs associated in getting the lawns and gardens back up to the condition in which they were at the beginning of your tenancy. The cost to do this is far greater than the time taken to check the system regularly and attend to any sprinkler cleaning or replacement.

Reporting Maintenance

All Routine/General repairs must be submitted in writing via email to office@peterbruhn.com.au as soon as practicable, with photos to be taken and submitted with your request to your property manager. These issues need to be reported within three days of any damage occurring to the premises.

A repair that does not pose a threat to your health, safety or security and does not require immediate attention (i.e. if it occurs on Sunday and it could be attended to on Monday) is deemed a Routine/General repair. Any non-urgent maintenance organised by the Tenant without prior consent from the Owner will be at the Tenant's cost.

Urgent maintenance still needs to be reported by email with photographic evidence and via text message to your property manager. Please allow your Property Manager 45 minutes to contact you back via phone after calling our emergency phone number if it is out of office hours. If you do not hear from the property manager please refer to the Tenants Handbook for the relevant and qualified emergency contact for the issue.



Emergencies

In an emergency, please phone your property manager direct within office hours. If the emergency occurs outside of business hours please call the emergency phone (0439 878 849) and follow the after-hours process outlined in the Tenant Handbook which you were given at the commencement of tenancy, this can also be found on our website under the TENANTS tab.

Any major emergency after hours can also be reported to SES on 132500.

Account Process Reminder



Recently we sent all tenants an email bulletin explaining the account process below so all our Tenants are aware of the process and can follow it accordingly:

Please be advised that all tenant accounts are due for payment within **14 days** of the notice being sent to you. All accounts need to be paid promptly into the Peter Bruhn & Associates Trust Account (the same account that you pay your rent into).

Please use your allocated reference details and include details for what the payment relates to. For example, water or electricity. **Please do NOT pay water accounts directly to the water corporation.** Please ensure when making a payment that you transfer the exact amount as shown on your invoice, please do not round up the amount.

Tenants with overdue accounts will receive a reminder which may be followed up with a breach notice if the payment continues to remain outstanding. If you are having issues in paying your accounts please notify your property manager immediately to discuss.