

The Essentials..

FIGHT FIRE WITH FIRE?

FALSE. SUCH ACTION WILL ONLY
LEAD TO A LARGER FIRE.

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Office Update

Now that our new team are well under way our new procedures are slowly being implemented and adhered to. You may have noticed some changes.

One of our main aims is to improve property management/ landlord communication. We will endeavour to contact you as much as possible regarding any changes to tenancy, maintenance and your property in general.

Property Tree

We would like to remind everyone of how easy it is to use the property tree portal for all communications.

We find this is the easiest way to share information between the office, owners and tenants. Recently we sent an email to all our tenants advising that the Property Tree portal is the best way to log any maintenance for their property. Moving forward you should be able to see any issues as soon as they arise. This is also how we will send out new management agreements and request approval for tenancy renewals. If you do not know your property tree login or are unable to access it, please contact the office and we can resend you an invitation.

Management Agreements

As we are slowly trying to catch up on new procedures within the office we are chasing up on expired and soon-to-expire management agreements. If you have received a renewal we ask that you please sign it and send it back as soon as possible.

You may have noticed that the date range has changed and our agreements are no longer exactly 24 months. In order to ensure our office is running efficiently as possible we are extending or decreasing management lengths in order to ensure all agreements expire on June 30th. We are hoping with this change the renewal process will become more streamlined for all parties; knowing that your agreement will expire with the financial year will help not just you, but your accountant or



Summers Coming

Spring is well and truly upon us and Summer isn't far away. With the changing seasons it's a good time to have annual maintenance checks completed on your property.

As we come into fire season we suggest cleaning gutters and trimming over hanging trees to prevent excess dry garden debris around your property. As weeds and bushes are your tenants responsibility we often ensure these are taken care of with every inspection however will suggest they are more strict at this time of year.

With the annual maintenance now can be a convenient time to schedule pest control checks. If you would like, the office can organise all of these things on your behalf and liaise with vendors and tenants.

Air conditioner Filters

Now is a perfect time to ensure your air conditioners are in good working order. As most have been sitting dormant for the last 3-5 months they may have collected a layer of dust on and in the vents. The easiest way to clean the filters is with a vacuum and then submerge and soak them in a 1/2 vinegar, 1/2 water solution.



Irrigation

For those properties with a garden or lawn, have you considered installing irrigation systems? As much as we trust our tenants to take care of your gardens, it may be beneficial to consider a low maintenance irrigation system. If we take away tenants requirements to buy a hose and water a garden 2-3 times a week and replace it with simply turning on a tap or setting a timer, it may ensure gardens and lawns have a better chance of surviving the summer.



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Edition: October 2018

In principal, a note from Michele

TRAINING- Recently our dedicated team have been to training with REISA , making sure we are keeping up with new SACAT legislation within the industry.

Our aim is to always ensure our Team are well informed with in the industry, looking after you our valued client and portfolio

Regards,

Michele

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Landlord Insurance

Do you have landlord insurance?
Do you know what you're covered for?
Have you got enough coverage?
Have you reviewed your coverage recently?
When considering your insurance make sure you take into considerations fixtures and fittings, renovations and alterations. Most importantly ensure your covered for unpaid rent and tenant damage. We all like to believe it will never happen to us, but truth of the matter is, it's better to be safe than sorry. EPM highly recommends MGA Insurance brokers. Not only do we have our own accounts manager making claims easier and quicker, we have also found they have the most comprehensive coverage for landlords. It's important to know when your covered by your insurance and if there are situations or circumstances that make your insurance void. These situations can be things like periodical lease or tenants in arrears that have not been served a form 2 breach notice. If you would like advice on insurance don't hesitate to contact the office.

Meet Our Team

With all the changes at EPM we would like to introduce ourselves a little better. Each month we'll introduce a new staff member and tell you a little of their story.

Jamie Streten– Office Manager

Jamie is our new administration and accounts extraordinaire. She's the one responsible for making sure everything is getting done and everyone is getting paid! Thanks Jamie!
Jamie has 2 beautiful little girls, Sophia, 3 and Georgia, 8 months. She and her husband have lived in several different states where she has worked in Property Management for the past 11 years giving her a wide wealth of knowledge about our industry around the country. She has owned her own business on two occasions and understands the great importance of profits and losses making Jamie the perfect person to oversee the management of your investment.

When Your Tenant Vacates

Do you know when your tenant's lease expires or if they are moving out of your investment property? It is essential to us that our property managers are proactive leading up to your tenants lease end date. From 3 months out we will contact you to ask for your considerations on these points:

- Do you and the tenant/s want to sign another lease?
- What length of lease do you want?
- Discuss the current market and the possibility of a rent increase (60 days' notice is required for any rent increase)
- If the tenant is vacating, ensure that your marketing campaign starts immediately and is appealing to prospective tenants to attract interest.
- Marketing and open homes should occur before the tenant moves out to minimize the vacancy period between tenants.
- Pre-vacate inspection.

Recently Rented Properties

- * **Tara St, O'Sullivan Beach**
3 Bed, 2 Bath, 1 Carport/Garage
- * **Greenway Crescent, Hillbank**
4 Bed, 2 Bath, 2 Carport/Garage
- * **Douglas Drive, Munno Para**
3 Bed, 2 Bath, 3 Carport/Garage
- * **11 Gawler Road, Two Wells**
3 Bed, 1 Bath, 2 Carport/Garage

