

# The Essentials..



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Welcome to our first newsletter for 2018/2019 financial year. It's hard to believe we are half way through the year already. It won't be long until we're decorating trees and eating too much at Christmas dinner.

## Office Update

### EPM Team update

As Essential Property Management evolves and upgrades, so does our team. At this time we wish to farewell Bernadette, Emily and Kath and bid them the very best of luck in their new endeavours. We'd like to take this opportunity to welcome and introduce our new faces. We have composed a team of highly dedicated professionals who are committed to providing superior customer service to our clients. All of which bringing a wealth of knowledge and experience.

Our present team:

- Michele Stephen, Principal
- Kaitlyn Wright, Investor Support Manager
- Donna Hewish, Property Manager
- Nicola Telke, Property Manager
- Jamie Streten, Lead Administration
- Melad Ahmad, Trainee Administration Support

After taking some time off to enjoy family and recover from sickness, Michele will be returning to take charge of the business.

## New Property Managers

**Donna** brings with her over 17 years of experience in sales, property management, business development, commercial development and community housing.

Donna describes herself as tough but fair, endeavouring to take the utmost care in every aspect of her life and your investment. Donna has taken to her role with EPM in leaps and bounds and we are looking forward to many more years with her on board.

**Nicola** has worked in the industry for 11 years and comes from a front-line management background. She has wasted no time illustrating her capabilities within the industry.

Nicola's professionalism, constant communication and attention to detail streamline perfectly with Essential Property Management's strong customer focus and pursuit to be the best property management firm in the region.

With a strong aptitude on current government legislation and compliance, Nicola ensures that your rental property is in the safest, most highly

Within the coming weeks your new property manager will endeavour to contact you and introduce themselves.

We will be releasing photos of our new team in upcoming newsletters

## Investment Support

With the new changes in the office we have appointed a new Investment Support Manager.

**Kaitlyn** joins us predominantly to assist owners with new investment opportunities and will be working closely with the team to ensure all our properties are maintained to the highest possible standard and give you the best possible return and service.

Kaitlyn is Jason's youngest sister and will be training closely with him to benefit from his wealth of knowledge and experience.

If you have any questions surrounding investments, feel free to contact Kaitlyn directly.



## New Administration

### Helping make our service even better

**Melad** has been working with us for some time now and is improving in leaps and bounds. We are immensely proud of the progress he has made in the industry and are excited to see him begin his formal training with Real Estate Training College.

**Jamie** comes to EPM from Queensland. She moved here with her young family and has been working in Property Management for over 11 years. She has owned her own business on several occasions and understands the importance of your investment and a positive return for your financial future.

She has worked with a wide range of property types and diversity backgrounds giving her the knowledge and understanding of a high standard for customer service and attention to detail.

Her favourite industry motto of "Begin with the end in mind" will bring a fresh new outlook on our current policies and procedures to ensure your property is in good hands.

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# The Essentials..

## In principal, a note from Michele

I'm excited to be back in the office and in the swing of things with my newly appointed property management team.

We've been working hard at ensuring everything is running smoothly with all the changes and getting over the end of financial year hump.

Now that I'm back full time I'm really looking forward to unveiling my plans for the future and inviting you all to join us in kicking goals.

Regards,

*Michele*

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## Smoke Alarms

With changes to legislation at a federal and state level, it is more important than ever that landlords ensure that their rental property is properly fitted with the required number of working smoke alarms, complying with Australian Standards. Smoke alarms must be tested every year and replaced every 10 years. We have found that non compliant smoke alarms could void your building insurance. As such we have spent time doing extensive research and comparing industry standards to find a company we believe offers the best value and practices for annual smoke alarm checks. We have attached a brochure for Kenrich Electrical Services.



## Revitalising Your Space

Are you giving your space the time and attention it deserves?

### Do a Deep Clean

Do a deep clean of your yard and garden; Remove any trash, dead plants, weeds, and old plastic lawn ornaments that have been sitting around baking in the sun. If you want to fully utilize your garden, you'll need to be sure that its soil is clean and unobstructed.

### Start Recycling

It's relatively easy to make recycling a regular household process. Simply set up some recycling bins beside the garbage can and put waste where it really belongs.

### Compost and Grow

Waste from fruits and vegetables, egg shells, and coffee grounds can be composted to feed your garden. As it decomposes, mix it in with your garden soil to enrich it.

### Repurpose As Much as Possible

Mason jars can be used for storage, organization, and keeping leftovers fresh. If you're using your garden for food, you can reuse the mason jar to preserve your fruits and vegetables.

By Melanie Saunders  
To read more visit  
[nakedrealestate.com.au](http://nakedrealestate.com.au)

## Protect Your Home From Termite Damage

### Did you know?

Termites can devalue your home by more than 25%! Most home-owners do not know the dangers of termite damage. These pests can patiently gnaw the wood of your home and garden for years before you discover their damage - hiding inside walls, floors, roofs, or hollowed out and painted woodwork.



Therefore, using pest and termite inspection service from time to time and residential pest control service is an excellent investment to maintain the value of your property.

In coming months EPM will be working with a trusted pest control company to set-up annual inspections and necessary treatments. To save you time and money

## Client Surveys

Over the coming weeks we will be looking to our clients to provide valuable feedback on our services. We will then use this information & learnings to ensure we focus on what our clients are saying, which is very important to us.

We will be using a web based service Survey Monkey. Please look out for it!

## Our Website

[www.essentialpm.com.au](http://www.essentialpm.com.au)

We have recently launched our fresh new website after using the same one for over 5 years.

A lot of time & effort has been invested to provide our clients, tenants & visitors useful information & tools.

We are aiming to provide a valuable resource for anyone investing, renting or letting property.

We hope you enjoy it as much as we do!