

Welcome to PB&A's first 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.

Get Ready For Winter

Each Winter we get a high call volume from tenants with some of the following issues:

- Fences coming down in strong winds.
- Leaking to roofs or overflowing gutters.
- Tree branches coming down in strong winds.
- Water coming in through windows.
- Areas flooding as soak wells are not clear.

In order to avoid untimely maintenance or emergencies we suggest taking preventative measures and have a look around the property. Please email your property manager with any maintenance concerns that you may have leading up to the winter months that you have noticed during your walk around assessment. We kindly request that you send photos to explain the issue you are concerned about as this helps with getting the work completed quicker and more efficiently. Prevention is better than cure and we wish to be proactive as opposed to reactive leading in to these winter months.

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 should be called through to your property manager or the emergency number as well as being reported by email with photographic evidence. Please allow your Property Manager 45 minutes to contact you back after you have contacted their mobile 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, qualified emergency contact for the issue.

Reticulation

Please be aware of your watering days and times and ensure you are following the Water Corporation guidelines to prevent incurring any fines from the Water Corporation.

The reticulation system need to be turned off on the 1st of June for winter and can be turned back on again on the 31st of August.

If you have any questions please visit the Water Corp website for further information.

<https://www.watercorporation.com.au>



Gas Heating

During winter a lot of people choose to use portable gas heaters for their heating. We highly suggest getting your gas heater serviced for the health and safety of you and your family. We can recommend Eddie from Air Gas Electrical who has offered to service portable gas heaters for a special price of \$110. You can contact Eddie on 0419935400.

Emergencies

In an emergency please contact the office on 9308 8999 during office hours 9am - 4.30pm weekdays. If it is after hours please call the emergency phone and follow the after hours process outlined in the Tenant Handbook which you were given at the commencement of tenancy, it can also be found on our website.

Any major emergency after hours can also be reported to SES on 132 500.

Winter Pruning

Any large trees that could cause issues during winter or are getting close to powerlines should be attended to before winter. Please ensure any gardening that falls under your responsibility is attended to.

If you require assistance with your gardens, Andrew from Keep It Real Gardening is happy to take your call and provide a quote. His number is 0450001234

Meet Katherine



We are very pleased to welcome our newest team member Katherine to our team. Katherine has come on board as our Office Assistant as Emilee transitions into her role of full time Property Manager. Some of you have had the opportunity to speak to Katherine already, those that haven't we know you will love her as much as we do.

Referral Bonus

If you are happy with the service Peter Bruhn & Associates have provided and you recommend our services to a friend or family member you can earn a referral bonus up to the equivalent of one weeks rent of the referred property.

How it works:

- You refer a friend or family to us if they are looking for a property management team.
- We contact that person to see if we can be of service to them.
- The friend you referred to our company signs a 2 year Management Authority with us to manage their property.
- We contact you to let you know we have signed the Management Authority and when the property is leased you earn the equivalent of one weeks rent for the referred property.

Latest Covid Updates

Inspections processes:

As many of you would have already experienced we have put steps in place to adapt the way we conduct our routine inspections. This is to ensure we are keeping up to date with appropriate and recommended regulations and adhering to social distancing whilst ensuring you feel safe and supported.

We will be updating these measures as the circumstances evolve and thank you for your co-operation and patience as we navigate through COVID-19 together. We are planning to return to standard physical routine inspections in due course, this will be done when we believe it is safe to do so based on information from the health department and our Government.

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 on the DMIRS webste.