

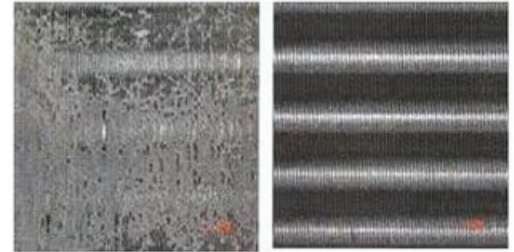
## Air Conditioner Service

### Why do Air Conditioners need to be serviced?

All leading AC brands recommend seasonal cleaning and periodic maintenance to remove impurities. Regular AC servicing can boost performance and reduce electricity bills. A non-serviced AC may consume more power to deliver cool air, or may not provide effective cooling due to reasons such as a gas leakage.

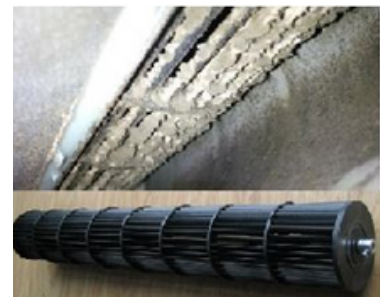
AC's are probably the most over worked appliance in any home over the summer period and winter if it is reverse cycle. Some units that are evaporative systems will require a summer start up service whilst others may benefit from a service prior to tenants running the systems.

In order to be proactive we recommend having a service and clean completed on the air conditioning system in order to minimise any issues that may arise over the peak season when contractors are at their busiest. Please also keep in mind that many parts are sourced from over east and there are delays with sourcing and receiving parts and being proactive could avoid costly time delays.



Dirty Evaporator Coil

Clean Evaporator Coil



Clogged Fan Blower

Clean Fan Blower

## Lawns & Gardens



To ensure tenants maintain lawns and gardens we have already advised them to switch on the reticulation systems from the 1st of September. They have been asked to check sprinklers are free from sand and grass to ensure they are in good working order.

With the large rainfall we received over the winter period we should hope to be seeing your investment with a blooming garden over this spring period. Tenants will be (as always) followed up with the maintenance of gardens, lawns and weeding at their routine inspections.

## Rebrand Sneak Peak & Meet the Team

If you follow our Facebook or LinkedIn page you have probably seen this new team photo, however for those of you who don't (you really should), here are the faces behind the voices that you speak to when you call our office. You may have noticed we updated our staff photos in our email signatures too. It is a lot more meaningful when you are familiar with the person who is managing your investment.

The countdown is on for the rebrand of PB&A. From the 1st Jan we will have a new business name. It will still be the same team and high end service you are familiar with just with a fresh new look.

### Can you guess what our new name is?

Send us your guess to [office@peterbruhn.com.au](mailto:office@peterbruhn.com.au) to go in the draw to win a prize...we can't tell you what the price is because it is a big giveaway for the new name!



Back row left to right:  
Jasmine (Assistant PM), Katherine (Leasing),  
Ashleigh (PM)

Front row left to right:  
Anita (Director/Licensee) and Emilee (PM)

# Electronic Property Condition Reports

Property technology (proptech) is improving in leaps and bounds and over the past two years we have implemented systems and procedures to adapt and ensure we are at the forefront of the technology. This ensures your property is being managed in a more efficient and practical manner.

Did you know that it is a legal requirement to provide your tenant with a Property Condition Report (PCR) at the start of their tenancy? The Tenant must complete, sign and return the report within seven days of receiving it. This report is then used at the final inspection when they vacate. The accuracy and detail as well as timely provision of the PCR is a high priority. Why?

Because this report gives a full descriptive record of all aspects of the property including any features, damages and detailed condition of the property. At the end of the tenancy, when referring back to this report, the Property Manager can enforce that the property is returned in the same condition as it was at the commencement of the tenancy, minus fair wear and tear.

The PCR is a legal document that is often referred to by the Magistrate in the court should there be an unresolved dispute at the end of the tenancy. Most conflicts that arise in the transaction of renting occur when it comes time to conduct the final bond inspection and negotiate the release of the bond. Bond disputes are very common and we are able to negotiate on your behalf for payment from the Bond as a result of having detailed property condition reports and diligent final bond inspections being carried out by our staff members. To minimise the risk of disputes, the PCR need to be extremely accurate and detailed which is something we are known for.

If the bond dispute cannot be resolved between parties, the Tenant or the Landlord can lodge to have the matter heard in court. This is a process that is time consuming, costly and can be emotionally draining. At PB&A we work really hard to make sure that any bond disputes are managed quickly and without the need to attend to court. We attend court on average once every 14 months which is significantly less than many other agencies.

Over the past 8 months, we have been transitioning over to electronic PCR's (also know as Paperless PCR's). The report is completed in our inspection reporting app and then sent electronically to the Tenant when they first move in. The tenant can access this report on their smart phone, tablet or computer and add their comments and signature without the need to print the hefty report. They also receive friendly reminders in the lead up to the report being due back.

The Tenant has seven (7) days to add their comments on the report, noting whether they agree or disagree with the descriptions of the property room by room. If they do not agree with a particular item they must make a note of the 'correct' description of the item and take a picture as evidence of item in question. This is one of the biggest benefits of the electronic reports because previously tenants could write any comments they wanted without having to substantiate their claim. For example they could comment that the window was dirty (even if it was clean) and that had to be accepted by the Landlord.

Once the Tenant has completed the report, it is available in our electronic portal for our team to check through for any potential issues or maintenance that the Tenant may have reported. Once this has been check you are then sent a copy of the PCR for your records along with any maintenance items that may need attention.

At the end of the tenancy we complete an electronic Final bond Inspection using the initial ingoing property condition report and take into consideration any comments the Tenant has made. We then re-attend the property prior to the next Tenant moving in to take updated photos and comments for their PCR and the process begins again for each tenancy.

**Do you have any questions about PCR's and how they work? Please contact our team for a chat and we can answer your queries.**