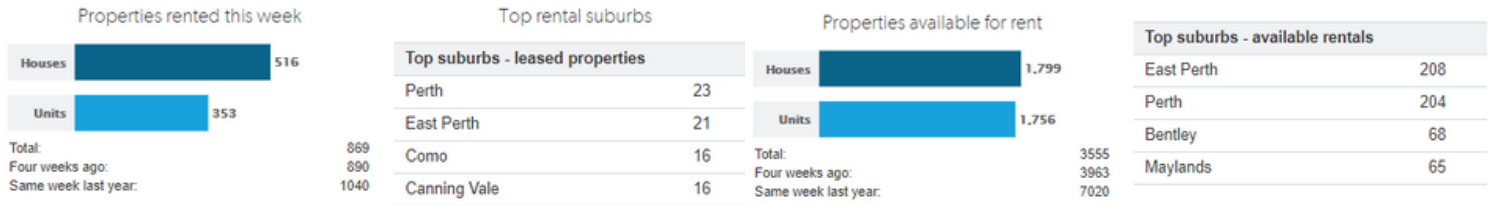


Welcome to the PB&A Newsletter where you will be provided with relevant and practical content. We are passionate about making sure you are getting the most out of your property investment experience and understand you don't have a lot of spare time to read long detailed articles. You will find succinct summaries in this newsletter that keep you up to date with only a small investment of time.

## RENTAL UPDATE – TOP PERFORMING SUBURB SNAP SHOT



## PB&A UPDATE – CONSOLE CLOUD SOFTWARE TRANSITION

As you may be aware we have now transitioned over to a cloud based software system called Console. What this means is a more streamlined system for you, the Landlord and your Tenants. Tenants will be able to access their own portal in due course, which will provide them with information relevant to their tenancy such as their rent payments, lease agreement details, review maintenance progress as well as allow them to directly report any maintenance issues. This will lead to improved efficiency and transparency which we believe is paramount for our Landlords and Tenants. We have just transitioning into the software and you will notice your statements look a bit different and we have already received lots of positive feedback from Owners about this which is great. If you have any questions regarding the new software or the statements once you receive it, please email through your query and one of our team members will respond within 24 hours.

## PB&A UPDATE – PROPERTY CONDITION REPORT IMPROVEMENTS

### Electronic Property Condition Reports

As time goes by our technology is improving in leaps and bounds. 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? They must complete, sign and return the report within seven days of receiving it. This is then used at the final inspection at the end of their tenancy when they vacate. The accuracy and detail as well as timely provision of the Property Condition Report 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. This means that at the end of the tenancy when referring back to this report, Property Manager can enforce that the property is returned to you in the same condition as it was when it was handed over.

Most conflicts that arise in the transaction of renting out a home lies with the Final Bond Inspection, at times this can also lead to costly court proceedings if there is an unresolved dispute between parties. This is a process that is timely, costly and can be emotionally upsetting. At PB&A we work really hard to make sure that any bond disputes are handled outside of court. We attend court on average once every 18 months which is a lot less than many other agencies. 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 Property Condition Reports need to be extremely accurate. We are now transitioning over to electronic Property Condition Reports. What this means is that the Property Condition reports are paperless and are carried out and sent through electronically to the Tenant when they first move in. The tenant can access this report on their smart phone, tablet or computer. They then have seven days to complete their part of the report, noting whether they agree or disagree with the descriptions on the report. 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. Once they have completed this report it is sent electronically to our team to check through. We then send you a copy of this report as well 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. This process when done correctly, leaves very little room for dispute with tenants.

## PB & A COVID 19 UPDATE

As you know, it has been a challenging time for many this year so far and whilst we in Western Australia are doing well the government still have precautions and guidelines in place for dealing with the Covid-19 situation. The emergency period is currently due to end on the 29th of September, however this may be extended depending on the status of the situation.

We will continue to keep you informed of any changes that may impact on the management of your property. For further information please refer to the link below which has extensive information.

<https://www.commerce.wa.gov.au/consumer-protection/covid-19-coronavirus-consumer-protection-faq>

## MAINTENANCE AND EXCLUSIVE SPECIALS

### Plumbing Bros

Pre-tenancy inspection special for \$99. Includes:

Checking and relighting pilot lights, Commission the gas line and cook top, Full plumbing home safety check including a thorough inspection of all taps and toilets and checking the reticulation system is fully operable.



**P: (08) 6263 0500**

**E: [service@plumbingbros.com.au](mailto:service@plumbingbros.com.au)**

### Bara Electrical & Air con services

Air conditioning service special \$99

Electrical Compliance Certificate \$88

Combo Special Air con service and compliance check \$150

For more information please see attached flyer.



**P: (08) 9478 6220**

**E: [workorders@baraelectrical.com](mailto:workorders@baraelectrical.com)**

## OTHER SERVICES WE CAN OFFER YOU

### Current Market Appraisals:

You may be interested to know what the current sales market value of your property is for various reasons. Please feel free to contact our office and we can arrange a comparative market sales report for you. We have an extensive network of reliable and reputable sales agents who have proven results and we are happy to connect you with them if you are looking to sell.

### Getting Connected when you move:

My Connect is a free utility connection service that is a great tool to use when moving home. It is a one stop shop for transferring all utilities. If you are interested in taking advantage of this service please contact the office and we can assist you further.

### Referral Recognition:

If you are happy with the service Peter Bruhn & Associates have provided and you recommend our services to a friend or family member we will recognise this by giving you the equivalent of one weeks rent for the property in the form of a Visa voucher.

#### How it works:

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

## Meet Emilee - Property Manager



Having previously been working on reception at another agency, she was ready to progress into a more diverse role that would challenge her. Emilee has thrived at Peter Bruhn & Associates over the past two years and has worked her way into a property management role after assisting the team for 12 months in the assistant manager role. Having grown up in Perth's northern suburbs she is familiar with the local market and attractions. Emilee is an energetic and enthusiastic team member who is passionate about providing an honest and reliable service without sacrificing her bubbly personality. Emilee manages our Western Suburbs and City portfolio and has built solid relationships with her Owners and Tenants thanks to her open approach to communication and genuine care for them.