

Welcome to 2022!

We are so excited to start the year with our fresh new business name of **Pearl Property Co.** It has been a long time coming and we cannot wait for you to see what we have in store with a fresh face to the Property Management industry.

We hope you had a lovely Christmas and New Year break and that your year is off to the right start.

Why did we change to Pearl Property Co?

When it came down to making the decision of what to call our agency, we knew we wanted to capture several important factors.

- It needed to be easy to pronounce and spell.
- We wanted it to be fresh and modern looking.
- We wanted to easily convey that we specialise in coastal properties from Cottesloe to Alkimos.
- It needed to reference our high end level of service.
- Importantly, it needed to step away from being named after a person who is no longer in the business or being named after just one person within the business to being about a great team and service.

Anita and Jeremy purchased the agency in 2019 and the first two years their main focus was to ensure the business ran to the same high level of service with minimal impact to existing clients and Tenants. The name change was always planned for the 2-3 year mark which has now been realised.

We will be continuing our high level of end to end Property Management services with the team you all know and trust.

Our team are here to ensure while you are a Tenant with us, your matters are being heard and dealt with in a professional, friendly and timely manner.



Emergency Maintenance

In an emergency, please phone your property manager direct within office hours. If the emergency occurs outside of business hours please call the emergency phone (0439 878 849) and follow the after-hours process outlined in the Tenant Handbook which you were given at the commencement of tenancy, this can also be found on our website pearlpropertyco.com.au under the TENANTS tab.

Any major emergency after hours can also be reported to SES on 132500.

Vacate Process

We understand the stress everyone faces when it comes time to move, we have been in the same situation ourselves so you are not alone. We are here to help and if you need any contractor details or assistance please don't forget to ask.

Between the packing, redirecting of accounts and mail, the funds that are involved with relocating yourself, your family and the cleaning of the property, it is a busy and stressful time.

Some things to be aware of when it comes time to moving out of your property with Pearl Property Co.

- Cleaning is a major key role when it comes time to vacate a rental. We highly recommend for Tenants to enlist the services of a professional cleaner to complete a vacate clean. This way, if the cleaning is not to the same standard as reflected on your property condition report, the cleaner can be sent back to re-attend to the cleaning items that were missed. Your time is precious normally and even more so when you are moving. This saves you time. Alternatively, if you are looking to do it yourself, allow 2 full days to complete the job, it is always a bigger job than expected.
- Gardens need to be in the same condition as when you originally moved in. This also means if any plants have died over the tenancy, you are obligated to replace, like for like.
- If the property has carpet, the carpets MUST be professionally cleaned in all rooms which have carpet. The receipt needs to be provided to your property manager.
- If you had a pet at the property you MUST complete a professional pest control clean throughout the property. The receipt needs to be provided to your property manager.

Final Bond Inspection

The final bond inspection is carried out within ten days of you vacating the property. The team at Pearl Property Co will usually attend the day after you vacate to conduct the final bond inspection.

The Final Bond Inspection is a time consuming task for both the vacating Tenant and for the Property Manager. As the property needs to be returned to its original condition (minus fair wear and tear) a lot of time is spent using the report to compare room by room the state of the property both on site and back in the office comparing ingoing photos with the current condition.

If you are attending the Final inspection you may not be given a full list of discrepancies until the property manager has had time to cross reference and compare the ingoing and outgoing photos and report back at the office. You will receive a phone call and an email from your property manager with a list of any discrepancies (if any are found). If time allows, the property manager will more often than not allow you the opportunity to return to rectify any discrepancies found. The Property Manager is then required to re-attend and update the report to reflect any changes and then work towards disposal of the bond.

Bond Disposal

After the Final Bond inspection has been completed and you have attended to any maintenance or cleaning which needed to be carried out, your Property Manager will advise of any deductions necessary along with a break down as to what is being deducted and what those funds are going towards.

The Bond disposal is then completed online through the Bonds Administrator. You will need to accept the bond disposal breakdown which is sent to you by the Bond Administrator in email, for the funds to return into your bank account. Once approved the funds are paid to your account usually within 72 hours.

Please remember your property manager is here to help you through the process. No unacceptable language or behaviour will be tolerated in line with company policy.