

Welcome to PB&A's second 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.

Friendly Reminder

We are now well and truly into the winter season and we trust that you and your families are keeping well. Just a reminder to please report any maintenance that you may come across during your tenancy by following the steps below. YOU can find the Tenant Handbook on our website along with lots of other helpful troubleshooting guides and information www.peterbruhn.com.au

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 being noticed by you or damage occurring.

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 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 still needs to be reported by email with photographic evidence and via text message to your property manager. Please allow your Property Manager 45 minutes to contact you back 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 and qualified emergency contact for the issue. The contractors listed in the manual will be able to troubleshoot and guide you over the phone before attending.

In an emergency please phone your property manager at the office during work hours. If it is outside work hours please call the emergency phone and follow the after-hours process outlined in the Tenant Handbook which can be found on our website.

Large Trees and Over Hanging Branches

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. Any larger jobs that fall under Owner responsibility should be reported to your property manager.

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 0450 001 234.



Console Software System

We have recently switched to a cloud-based software system. Very soon we will be sending out invitations for you to access the tenant portal. This will allow you to view your rental transactions and see where you are paid up to, to view your lease agreement and to also allow you to report maintenance through the portal. If you have experienced any issues with communications from the new system please report this to your property manager and thank you for your feedback. We are always working to improve our systems and procedures and value your feedback.

Covid Updates

As you know Western Australia has been very lucky so far with keeping our Covid cases low which has enabled WA to ease off on some of the restrictions.

As a result, we are now back to conducting in person home opens and routine inspections with adequate safety measures in place. We ask that if you are not feeling well to please let us know as soon as possible so that we can take precautions or reschedule your inspection until a later date. We do not want to undo all the hard work that the community has achieved by becoming complacent.

Meet Emilee



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 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.

Bulk Rubbish and Greens Collection

Please check your local council website for dates that your council will be conducting bulk rubbish collections and green waste collections, that way you can plan ahead for a garden tidy up or a clear out.



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 regarding this matter on the website address provided below.

<https://www.commerce.wa.gov.au/consumer-protection/residential-tenancies-covid-19-response>

Cash 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 cash bonus up to the equivalent of one weeks rent of the referred property.

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 you earn the equivalent of one weeks rent for the referred property.