

Note to Self

1st November 2010

Dear Fellow Investors,

I know some of you got me last note to self, but tonight I thought I would share my evening. I thought that I would have a few hours at the office to finish off paperwork, followed by dinner with Ramon, then home for a quiet drink and soapies - not possible in the life of a property manager.

The first phone call came in at 7.00pm from a pretty frantic tenant in one of our units in Whitfield. Her partner had been watering the pot plants when out popped a black snake. I had to ask the stupid question, knowing the answer already - so what did it look like? A snake is a snake, and you don't stop and study it in great detail. She had already rung the snake catcher and he said he would come out but it would be at a charge of \$60. She couldn't afford that so she rang me instead. Technically, I guess I could have said bad luck, it will go away when it is ready but I know that she would then panic every time that she went outside. The snake catcher went out, but it was gone by the time he got there. He did calm her down and said that if it does reappear he would come out free of charge next time. Yes it has cost us \$60 but she will tell the others and then all the tenants will be on the look for snakes knowing it will be taken away, and we are the great land lords that paid for it.

The second phone call was from a tenant that lost power. I went through the entire process of checking the safety switch and then the circuit breaker, but still couldn't get the power back on. It was now after 7pm and dinner was late so it was a quick stop at the complex to make sure it really was off. Ramon had come in the SLK so I made him drop me off around the corner so they didn't see the car. Not a good look going to a complex with an expensive sports car!! Sure enough the circuit breaker was out, but interestingly theirs wasn't in the off position but another unit was. As it turns out it seems that a whole phase to the board has blown. Now we are home but the fantastic electricians we have are out there trying to get it all sorted out!!! Just got the call and everyone has power back and now all happy.

I know I could ignore the phone and let it go to message bank, but at the end of the day happy tenants pay the rent and stay - and then we as investors can pay the bank!!

Off to have a cup of tea and watch East Enders - my escape from reality!!!

Linda