

## Note to Self

30<sup>th</sup> June 2011

Dear Owners and Investors,

Tonight as I was driving home, I had a debate with myself as to exactly what day it is - and I was convinced that it was Thursday. It has been a couple of long days and nights to make sure that everyone is happy, the tenants are behaving and everyone gets their money for the end of month.

I have a couple of great property management tales for you.

On Monday, I managed to make not one but TWO tenants cry - we are not talking about a sob or two but a full on cry. How bad do you think I felt? One of them is seriously behind in her rent, and although she is a crazy cat lady, she does keep the place clean and is a reasonable tenant. Alright I am trying to convince myself here but she is paying about \$40 per week more than anyone else would in this market, so I keep trying with her. She always does pay her rent, but lately she is further behind than normal. I have sent her off to see my good friends at OzCare and they are going to help her out not only financially but with her budgeting. I think we will have a result there - oh until the market really turns at least.

Today, I even had a Nun in my office, but thankfully she wasn't in the full outfit. I did have to watch myself to make sure I wasn't too hard on the tenant. Yes, my standards have dropped lower than I could have ever imagined three years ago, and not only am I scrapping the bottom of the barrel but I am in there looking for crumbs! The girl will be good, but is she the ideal tenant - Lordy NOOOO! But in these times we have to take what we can get - thankfully the units are pretty tenant proof.

I have a tenant that is moving out, who, well, I think, well I am sure he dabbles and deals in drugs. He sends me messages that a property manager should not have to read, but the one I got the other day did make my day. It said I was the hottest land lady he has ever had! Got to have a sad life when that makes my day!

I have been very lucky with some of my new tenants - they are old tenants that have come back to town and looking for a place, or in another case a silly owner has put up the rent and they are moving on! Most other agents make them reapply and jump through all the hoops again - WHY? I have all their details and they are proven good tenants, so if they want a place and I have something - it is theirs!

I have been in the process of learning something very new and foreign to me - how to delegate! I am trying my best, but it isn't easy. I did get Elwyn to do the research for me on the land values for our properties, and then the lovely Miss R has completed all the forms for me. Thursday (yes, because today is Wednesday) I will be going to the Department of Natural Resources to lodge my objections for three properties. Will let you know how we go, and if you hear a yelp of joy you know that Ramon don't have to sell his kidney to pay the land tax this coming year. I have two more stories that are not related to property in any way.

Attached is a mock up of the two banners that I am about to have written up. Although I love my EOS, it really is a lemon. It is now out of warranty and things are not good as you will see from the banner.

I wrote in asking for a full manufacturer's warranty to be extended from 3 to 5 years - yeah right! I gave them up to the 30th June to investigate it all and give me what I wanted, and did tell them this is what I was going to do. I think they thought I was bluffing. Tonight I re sent my complaint letter along with my note telling them the deadline expires on Thursday (yes because today is Wednesday) and attaching the mock up of the signs. I then went one step further and faxed it all to the CEO in Sydney.

I will send you a picture of my EOS and the two banners at the front of my office from next week. Now that I am a Facebook wizard, I may even try my hand at making a video and posting it on You Tube!

The second is even better. For the past couple of months I have been getting the odd call on my mobile late at night. It has happened about three times so far. When I answer a male (different one I think) asked me how much for a call out service - then when I burst out laughing they figure they have the wrong number and hang up. Today I got not one but two text messages from an organisation that helps sex workers to list nuisance callers on a website. The question is how did they get my number? If someone has been advertising my number and I have had 3 calls over the past few months - honey the advertising strategy isn't working and you need to try a different tack!

Hope all is well in your world.

Linda