

Note to Self

16<sup>th</sup> April 2012

Dear Owners and Investors,

Ah life is never boring being a property manager. I thought I had an easy day, but it is not until you look back on the day when you realise just how much happens.

7am - first text message of the day, but it was a good one. A tenant that still owes money after their bond is going to pay money into the bank as soon as it opens.

7.30am - another tenant needing the carpet cleaners number, it is one of my "old people" so I can't get cranky even though I am not a morning person.

Tackled two hot water systems that were leaking - fortunately one was just needing the screws tightening up, the other needs a new element.

We have had one fridge die completely. Need to arrange a new one.

One tenant ring to say that the cupboard door is broken - I would say the hinge needs tightening. She also would like the unit repainted, the vanity replaced and new floor coverings - but doesn't want the rent to go up from \$160 per week.

One tenant to say the front wooden door isn't locking - I would bet that the little button on the back of the lock is stuck in and needs to be popped. They also have a leaking toilet.

One tenant moved out from a bedsit and the new tenant moved in an hour later - no increase in rent this time but no days vacant.

Talked to the plumber about a burst water pipe - he found not one but two in the slab. Now need to work out the best and cheapest way to get it repaired.

Get a wobbly shower screen fixed.

Organise new floor coverings for a unit.

Receive notice for one of our personal units, have to organise more new floor coverings for this and hopefully we will get a new tenant paying more rent.

Give out three rental references for the same tenant. I try to be honest with the other agents - if they have a place that is run down, needs maintenance and you can't rent it to any one else - then these are the right people for you. They will pay the rent, they don't have parties but keeping the place clean is not high on the list.

Organise two new tenants to move into two units about to come up for rent.

Work with Bart to have a unit repainted and ready for one of these tenants to move in on Friday.

Help a private landlord work his way out of a nightmare - tenant runner that left an incredible mess and no bond.

Had another hot water system that stopped working. It was one of ours and Ramon was just around the corner. He went to look and when they moved a container they bumped the circuit breaker, turning the power off to the hot water unit.

Sorted out termite treatments for various property and arranged for more properties to be inspected.

Organised the electricians to go to change the element on the hot water system in the morning.

Took a call from a tenant on behalf of her friend looking for a property. She now knows how good she has it, and it won't be such a shock when she gets her rent increase.

Ah but the best I have saved for last. I know I keep telling you that I am not good at confrontation, but I really wasn't. I still am not good at it on many levels but I seem to have conquered it when it comes to tenants. We have a tenant in a two bedroom unit that for months I have been working with trying to get him up to date on his rent. It is a constant battle and no matter how much I yell or issue Breach Notices the message just wasn't getting through. To top it off he was causing me an issue with the neighbours.

Not all of them complained about the noise but enough added to the rental arrears for me to call it a day.

I have nursed this one along for months as I wanted to be sure when he got his marching orders we could rent it out for more, and with no days vacancy. I issued the Notice about 10 days ago, and on the day he was due to leave he called - as I expected. He tried to sweet talk me, telling me he would pay the rent if he could have a bit more time. I took the rent, but then told him he owner has given me my instructions and there is no going back - even if I wanted to. I gave him this weekend to find a place and move. Ramon and I went around tonight to make sure he was on his way. He was strutting up the drive way and couldn't believe it when he saw me standing waiting for him. Ramon hid, I told him the way it was - I have no choice, you have to leave but I will give you until 12 noon on Friday. If you aren't out, it is off to the Courts to get a Warrant and then we are back with the Police. I think he got the message. We already have someone lined up to move in as soon as he is out, and a rent increase to boot.

We have a complex on Sheridan Street that is our personal one. It is old, but we have done the best we can to bring it up. The unit at the back on the ground floor has two young lads that work on the dive boats. I have noticed that there are a few different ones that come and go, and at first they didn't cause us an issue. They now are starting to become a problem.

They broke a louver window the other day - the door slammed they tried to tell me. Yes, the same door that has been there for fourty years at least but suddenly a window breaks. Ramon was there today and he got annoyed by the fact that they are sweeping all the rubbish out from the unit and onto the driveway. It is looking very untidy. He went to knock on the door and two young lads who he has never seen before answered - no sign of the tenants.

We got there just on dusk and the rubbish was pretty bad so I said I would take care of it. In the old days, I would be grumbling and telling Ramon to go and have a chat - not any more. I marched over, knocked loudly on the door but as I breathed in I thought I was going to pass out. The amount of funny smelling smoke that was coming out of the unit - through the broken louver window was over powering. Yet another two lads, different from the two that were there in the morning answered the door and still no sign of our tenants. One assured me that the tenant would be home soon. I told him to get him to call me or there would be trouble. I also said that I would be back in the morning and if all this rubbish wasn't picked up then they would have me banging on the door again. As we drove out there they were cleaning the mess up. No phone call so this will be the first thing on my list to chase up in the morning.

I know that I am different to the others, they have a life and have weekends. I tried to follow up on a rental in a complex we have a few in. It has been vacant for some time and I wanted to have a sticky beak and see if it had been rented. I called on Saturday twice - but both times it went to message bank. I did actually leave a message on the second time but I haven't received a call back. I guess that is why in a few days time we will cue the music and start the dance of NO VACANCIES!!!

Hope you are all happy and well in your world.

Linda Tuck