

Note to Self

24<sup>th</sup> April 2012

Dear Owners and Investors,

There are some days that I cruise through - yes they are the days I am sitting in the deck chair with a cocktail in my hand. Sadly I don't seem to get many easy days doing property management. I haven't written them all down, but this is part of my day - yes just one day.

Get a text message to say that the kitchen tap in one of the units is leaking and they can't turn it off - it probably has been dripping for months but now it is a stream they decide to tell us. Organise for Bart to go over and fix it today. Liaise with the tenants and within four hours tap is fixed, tenant happy.

Get a phone call from a lovely Vietnamese tenant to say she had made us rice paper rolls and if we will be in the office - I say I will come past and collect them as she is only 100 metres away from our office. Start to drool thinking about the lovely lunch I will be having today. Write it not only on my list to do for the day, but in big writing on my left hand so I can't forget.

Get a phone call from a fantastic long term tenant to say he has just been transferred to Townsville. It is one that I wrote to the owners about just last night saying he was such a good tenant and we should not increase his rent. Now that he is going, we will put it up and hopefully get the owners an extra \$20 per week.

Speak to the plumbers as we have not just one but two breaks in the main copper line in a house. These are in the slab and not going to be easy to fix. I will write more about this next time as we have had a HUGE win with the insurers about this. It will very probably mean that I will lose the current tenants as I can't see them hanging around when the jack hammers go in. Apart from the win with the insurance company paying for the repairs and resultant damage, it seems that if these tenants do leave and we get new ones in, the rents have increased in the area and we can potentially get another \$40 per week. Won't have happy tenants here - but very happy owners.

Get a message from one of our tenants at Sheridan Street. We rent the unit to two young lads that work in the dive industry. Yes this is the same unit that I had the stream of funny smelling smoke coming out of the broken louvre the other day. I am happy to report the drive way is rubbish free. I called to explain that I understand that they are both young, single and working in the dive industry and this means meeting lots of people that are just like them. I have no issue with one or two people coming over occasionally but it won't become Gillians Backpackers or they will find themselves homeless. I get the "yes I understand the message" we will have to wait and see if it has sunk in.

Get an email from a tenant to say the toilet is leaking every time it is flushed. These are fantastic tenants so I send a message to say we will try to have some one out there today to fix it for them.

Finally get out of the house and head into the office. Ramon has to pick up tools as his job for the day is going to cut and remove a cast iron waste water pipe from Sheridan Street. This pipe is very probably not only older than me, but also Ramon. It has rusted through and now the water is coming out onto the floor - not flooding out but enough to need replacing.

Meet up with Carpet Bob at one of our units at Grafton Street. It is one that we half renovated about 5 years ago, and the tenants have just moved out. When I got there he was inside - I asked if the tenant had let him in - he said no it was unlocked so he just let himself in. I spent the next 10 minutes saying things under my breathe, cringing at the damage they have done. It isn't horrific but enough to make you shake your head in dismay. It is an old block and it is pretty much original for the kitchen and bathroom. The carpets and lino would also probably be original - and it is just so tired looking. Fortunately the market is turning so we will bite the bullet and repaint, put in new floor coverings and upgrade the furniture. I am hoping to get away with leaving the kitchen and bathroom as is, but I have a feeling this isn't going to happen. Not sure where I will find the time to get this organised - but it will get done.

Drop Ramon off at Sheridan Street and pleased the back packers is out of business - no one home all very quiet.

Race off to meet up with two new tenants that are about to move into units at Palm Tree Apartments. Both have increased their rents - one by \$5 per week the other by \$10 per week. The first one went very smoothly. As I walk into the second one, I can hear the beep of the smoke detector. I cuss that I need to climb up onto the chair in my high heels to change the battery. I check with Bart and a new one has just been put in. I put another brand new battery in but it continues to beep. It is a hard wired one and it isn't the battery but the contact point - all beyond me. Time to call MDE - Modern Day Electrician to arrange for a replacement one to go in.

I get a message from a tenant to say he is going to pay his arrears at the bank and he just wanted to check how much he owed - love it when tenants ring me about their arrears rather than the other way around.

It is now well after 4pm and the writing on my hand reminds me - for about 30 seconds then the phone rings and I am off again. This time it is a call you don't want to get - the pest control inspection reveals TERMITES!!! This is not just at one property but at two. Not happy about this but luckily not too bad at this stage. Will need to get in touch with the owners to work out the next stage and options.

The next one was from a tenant we currently have in a one bedroom unit. They have been there for a while and when they went in the rents were rubbish so we took what we could get at the time. That was \$165 per week. In the same block a two bedroom unit has just come up and I have been involved with this one. They came to see it and are looking to move in, but the rent difference is a fair bit. I mentioned to them that their rent would be going up, so they would need to take this into account. I spoke to that owner this morning and said we should go high at \$190 per week. This way if they stay we get \$25 per week extra, but if they do leave we may actually be able to get \$200 per week. I send this information off to the tenants and will wait and see what they decide to do. Either way we get to keep good tenants, and a rent increase as well.

To follow on, I then get not one but two existing tenants that want a nice one bedroom - on the ground floor. If the tenants above move - I already have two tenants ready to move in. Love it when a plan falls into place.

By now it is well after 6pm and before I go to pick Ramon up I drop past a tenant to see why they haven't paid their rent. They aren't home so I leave a card on the door, talk to the neighbour who is also one of our tenants and ask that when they come home if he could call me.

Ramon has been working all day to remove and replace the cast iron pipe. By the look on his face it has been a "five minute job". This is where you think or hope it will be five minutes but it turns out to be five hours with a lot of cussing involved. Pipe in, leaked fixed - all happy again. Start to leave the rear of Sheridan Street and the back packers is back in business in Unit 7. Make a note to get a Notice ready to give them two months to move out. Obviously the talking to didn't actually make any difference, maybe a Notice to Leave will get their attention.

About this time I realise that I forgot about the leaking toilet. It is in Redlynch - yes the other side of the city to where we live. We live 30 minutes south of the city and the property would be 20 minutes north. Ramon caves and we drive out there "on the way home". I call the tenant to say we are on the way and will be there in 15 minutes. There are some tenants that you just love. The lights are on at the front - it is well and truly dark now. The garden is incredibly looked after, the house is spotless and they are really nice people as well. It was just a button in the arm and took Ramon a few minutes to fix. Not a five minute job this time.

We are just about to drive out when the neighbour calls to say my non paying tenants have just arrived home. We divert over there - and knock on the door. The rent will be in the bank in the morning - I will be checking or they will have to go.

I have one more tenant that is causing me grief with not paying his rent. I call him and hope he answers, he does. Some people I can help through, but I have tried and tried with this one. It is now time for me to realise that I can't do this anymore with this tenant and he is going to leave next week.

It is now close to 8pm and as we walk into the door and I start to think what on earth am I going to have for dinner - I realise the lovely rice paper rolls are still in the tenants fridge that I forgot to pick up. I call her and apologise promising to pick them up in the morning. Will be taking them on the plane for lunch tomorrow.

There are days I love what we do, but today has been a bit too full on even for me. I can't complain as Ramon and I wouldn't be where we are without the rental properties - it would just be so much easier if we didn't have the problems with tenants and maintenance!

Ramon and I are off to Brisbane on Tuesday afternoon. We are off for our annual Anzac Day trip. I have attached the picture of last year. We are very privileged to be able to share Anzac Day with Bob and Gwen, it is a very special day - with lots of tears and laughter. Although I may carry on about what we do, it does allow us the financial freedom to do things like this when we want to.

I hope you have enjoyed the latest Note to Self. I hope you are all happy and well in your world.

Linda