



# CONTRACTOR NEWSLETTER

October 2009

## Welcome

Welcome to our inaugural contractor newsletter. It is our intention for this newsletter to be a medium for the staff at Pacific Link and our contractors to communicate. So this newsletter belongs to you too. We will keep you informed of developments and changes to the organisation, changes to the Community Housing Sector and how this affects you and how it might affect our requirements of our contractors.

We are hoping to bring this to you twice a year. While this might seem ambitious, we are going to give it a go. This is a new concept for Pacific Link so any contributions from our readers will be greatly appreciated. If you have any information that you wish to share with any of your peers in the trade just drop us an email or fax and we will put it in the next edition. Lets work together on this and make it work.

Many of you are already aware that there have been some changes to Pacific Link, especially in Maintenance. Tony Peake has now become the new CEO of Pacific Link, but in the interim still wears the hat as Asset Manager. The Asset team is now made up of the fantastic duo of Lori and Rod. We are based at the Gosford Office

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and can be contacted on 4324 7617. So now you know who to call when you have queries.

Many of you have spoken with Mat before. However it is with regret that he has now left the company. We wish him well in any future endeavours.

### Smoke Detectors

As most of our electricians have by now replaced smoke detectors in our capital properties, it has come to our attention that the brand we preferred (PDL SD200) is no longer available. If you are required to replace a smoke detector please use an equivalent.

Remember - Photoelectric to the lounge and hallway areas and ionised if close proximity to a bathroom. But we don't need to remind you, you are the experts after all.

### Hot Water Systems and Sustainability

A plumber recently asked whether Pacific Link was installing the heat pumps due to changes in Government policy on electric HWS as part of the new National Strategy for Energy Efficiency.

Our preference is not to install them due to the cons outweighing the pros. However Pacific Link is committed to sustainability and for our properties becoming more energy efficient. Clearly the alternatives need to be considered – gas, solar. If gas is available in the street, we would prefer to have a gas HWS installed. If the property can be adapted or suitable for solar heating then this may be considered.

This by no means indicates that Pacific Link will not consider heat pumps; it may well be the only alternative in some

circumstances. Lets just say it is our last choice. Before any new HWS is installed and if you are unsure, please contact the office in the first instance.

### Work Orders

Can I take this opportunity to remind contractors that as a condition in the contracts you signed with Pacific Link a signed work order must be accompanied with your invoice. Should a property be vacant, no signature will be required.

Many of you are saying “but I invoice you electronically”, don't worry – either put the signed work orders in the post or scan them through and send with your invoices.

### Invoices

While we are on the subject, could all invoices please include the work order number, property address and be fully itemised. If your work orders are itemised, allocate the cost per item. In some instances, repairs need to be charged to the tenant or whoever is responsible. If your invoices are fully itemised it makes it much easier. Don't forget labour and material costs.

Please make sure that all invoices are addressed to Pacific Link only, do not address them to any person specifically in the company.

Accounts would also like to add – if all invoices could be numbered. This will allow easy tracking should you call for an account query.

### Variations

When you are at a property and a tenant asks you to look at other things not specified on your work order, please ask

the tenant to call the office in the first instance. If you are still on site, we can discuss with you directly and advise. Often the work may be approved over the phone. We will then amend your work order as per our discussions.

If you do work for a tenant and they will pay you directly, Pacific Link will not interfere or be brought into any discussions concerning remuneration. That arrangement is between you and the tenant.

## Email

Are you all aware that we accept invoices via email. Any correspondence, whether it is an invoice, quote or a follow up query should be sent to

[Maintenance@pacificlink.org.au](mailto:Maintenance@pacificlink.org.au)

Most of you accept work orders electronically, which is great, but we would like to convert a few more of you tradies to the 21<sup>st</sup> century and receive work orders via email. If you would prefer to continue receiving work orders or quote requests via facsimile that will still be ok.

## Spring/Summer Lawn Maintenance

To all our gardeners, now that winter is definitely over we hope you have started your spring/summer lawn maintenance program. We prefer if lawns and gardens are maintained every 2 weeks during the summer.

## Harvey Norman & Bunnings

Pacific Link has recently signed a contract with Harvey Norman Commercial Division. This means that from now on if a major asset item requires replacement we will arrange for the item to be delivered to the property for you to install.

The Bunnings contract is still being negotiated and I will keep you informed with further developments.

## Photo IDs

Yes they are finally happening. Pacific Link will require digital photos of you and those who work for you sent to Pacific Link via email only. They must be in a JPEG format and forwarded to [Maintenance@pacificlink.org.au](mailto:Maintenance@pacificlink.org.au). For those who are not out of the dark ages yet, an officer at Gosford or Maitland office will gladly take your digital photos for you and send them to Maintenance.

We will create the ID tags. Please ensure you let us know who you with each photo sent. When the tags are ready we will send these to you. They must be worn at all times when doing any work for Pacific Link.

So now we can get to put faces to your voices as many of you we only converse over the phone. Smile for the camera!

## Privacy Statement

You will find attached to this newsletter a Statement of Confidentiality. **Please sign and return ASAP.**

It is a requirement for all Pacific Link contractors. It is an extension of the brief notation in the Minor Maintenance contracts you have signed with us.

## Police Check and Working with Children Check

All contractors will be required to get a Police Check from their local police station. This must be submitted ASAP.

A Working with Children check can be done by using the following link <http://kids.nsw.gov.au/> and submitting the form. A form is included with this newsletter if you do not have internet access.

**Results are to be submitted to Pacific Link ASAP.**

Thanks and until next time...

The editor  
Assets