



# CONTRACTOR NEWSLETTER

May 2010

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## Welcome

Welcome to our second edition of the contractor newsletter.

Many of you are already aware that there have been further changes to Pacific Link. Tony Peake has been on extended leave due to illness and Keith Gavin has been the Acting CEO. We wish Tony a speedy recovery.

Also it is with much sadness that we inform you that Sheila Astolfi, the founding CEO of Pacific Link has passed away.

On a lighter note, Jason has joined the Asset team. He has been with us since December and is making a worthwhile contribution to the team.

## Directives

Since our last newsletter there have been a few policy changes that have affected you directly. Let me take this opportunity to all our contractors who have co-operated in filling in all the necessary paperwork, thank you.

As a reminder these have been the directives issued to you all. Should you have any questions relating to any of these directives please do not hesitate to contact

either Lori or Keith Gavin, Acting CEO at the Gosford Office.

*1 February 2010* - Please be advised that the Acting/CEO has issued a directive to all contractors that a failure to comply with Pacific Link's contract conditions will result in non-payment of invoices and/or cease trading until required documentation has been provided.

Reminder notices have been issued many times lately in lieu of changes to the company's requirements and to the regulatory framework of the sector. It is now a Pacific Link requirement that the following be provided:

1. statement of confidentiality
2. current certificate of currencies
3. current licence details.

*15 February 2010* - please be advised that work orders will remain active for 90 days. If you advise otherwise, any work orders older than 90 days will be cancelled.

This directive is effective immediately.

*19 April 2010* - Update on Contractor Performance Audit and notifying clients of time of visits

We recently surveyed clients on their satisfaction with many operating issues relating to their dealings with Pacific Link. One of the main areas of feedback received from clients was that in many cases they have stopped getting phone calls from Contractors confirming the time and date of when the job is planned for.

This is causing an increased level of angst among many of our clients as well as contributing to a higher work load on our Assets Team as they field recurring phone calls from clients following up on when their job is schedule for.

Calling our clients prior to your visit is essential to assist you with coordinating your own schedule and to ensure the best possible service is delivered to our clients. It is a requirement of every work-order that the customer be contacted in advance.

After speaking with Lori, we believe that for non urgent jobs, the clients should be contacted the day before and given an estimated time of the visit. If this time changes then the clients should be given a courtesy call to arrange another suitable time. For

urgent call outs the clients should be rung straight away and advised of a likely visit time with a minimum of an hours notice being given.

As part of our Registration process with the Department of Housing we are implementing a formalised process of auditing Contractor performance. This will involve a staff member ringing clients and asking them to answer a set series of questions on Contractor performance relating to the past few jobs completed.

Any adverse feedback will be forwarded to you for your input so we can resolve any matters that are raised.

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.

## Email address

Every now and again it is necessary to send a general broadcast to all our contractors about issues that relate to you. Email is the most expeditious option. However we respect that you may prefer to use facsimile for your everyday business trading and we will continue to do so until you advise us otherwise. However if you have an email address that can be used only for messaging let us know at [Maintenance@pacificlink.org.au](mailto:Maintenance@pacificlink.org.au).

## Autumn/Winter Lawn Maintenance

To all our gardeners, now that the days are getting shorter and colder we hope you have started your autumn/winter lawn maintenance program. We prefer if lawns and gardens are maintained every 6 weeks during these colder months.

## Harvey Norman

Just to remind you that Pacific Link will still acquire major asset items from Harvey Norman unless contractor pricing is on par. We will continue to use your services for installation and prefer to arrange for the items to be delivered to your property for install.

## Photo IDs

Please do not forget we still require a digital photograph of you and those who work for Photo ID tags. These must be 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).

Please ensure you let us know who is in 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.

Smile for the camera! 😊

## Priority of work

I am not sure if many of you are aware of the time required to respond to work orders issued. The general rule is as follows:

1. EMERGENCY – 24 hours
2. URGENT – up to 5 days
3. ROUTINE – up to 28 days

Work orders are to be completed within these time frames. Should you have any problems completing the work within this time frame please notify the office immediately.

## Tenant availability

Trying to arrange access with a tenant is often frustrating but please be aware that many tenants do not use the Telstra 101

messaging service or in fact may not have the service connected.

Our advise to you is to keep a record of attempts to contact the tenant, ie phone, business card, etc. If after 3-4 attempts please contact the office and together we maybe able to arrange access.

Please also let us know if the tenant does not keep their appointment with you or allow you access at that appointed time, please call the office immediately. Again together we maybe able to arrange access.

Thanks and until next time...

The editor  
Assets