



CONTRACTOR NEWSLETTER

August 2010

Latest News

Many of you might not be aware but Tony Peake has resigned as the CEO of Pacific Link due to health reasons. We wish him well in his recovery and his future endeavours. He will be missed.



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Holidays

Any contractor taking holidays or extended leave could you please contact the office with the dates that you are away. If you have someone else filling in for you just let us know their details.

Don't forget it is only 15 weeks until Christmas – please let us know your business days and hours of operation.

Invoicing

Pacific Link is entering a new era with regards to tenant charges. Our CTTT actions have increased substantially and in order to comply invoices need to be **fully line itemised**. If you are uncertain or you require clarification on what is required on the invoice please do not hesitate to contact the office. In most instances we will notify you on the work order when this particularly required, however why not start doing it anyway.

Don't forget you can send your invoices electronically to Maintenance@pacificlink.org.au.

Just a reminder that invoices will not be processed until certificates of currency for insurances are sited and received. Payment receipts will not be accepted.

It is a condition of the contract you signed with Pacific Link that the responsibility of updating insurance details is with the contractor. It is a courtesy that we send you reminders but the onus is totally yours.

Contacting tenants

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.

Maintenance identified as non urgent jobs or routine, 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.

Maintenance identified as emergency or urgent, the clients should be rung straight away and advised of a likely visit time with a minimum of an hours notice being given.

Tenant availability

If you are experiencing difficulty in gaining access to a property to complete a work order please keep notes of all attempts. After a number of attempts, should the tenant not keep their appointment with you or allow you access at that appointed time, please call the office immediately. Direct your enquiries to the Housing Officer responsible for that property and together we may be able to arrange access. Just remember after 90 days work orders will be cancelled.

Contractor Audit

In our last newsletter we mentioned that we were 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.

The next audit will be conducted in September 2010.

PLCHA membership

Would you like to become a member of Pacific Link? If yes, just complete the enclosed form and return the required amount. Membership entitles you to vote at any general meetings. The next Annual General Meeting is due to be held later this year. Your contribution is most welcome, after all your services help to keep our tenants in their homes.

Tenders

Pacific Link has recently publically tendered for cyclical item inspections. This being our second round of tenders it is still a learning experience. To ensure that tenders are handled with transparency Pacific Link has entered into an agreement with TenderSearch. All major tenders or quotations will be listed in our portal on their website. Tenders will still continue to be advertised in the local newspapers directing any prospective organisations to the link on our website.

We are currently in the process of tendering for fencing and painting. If you are interested or know of any organisation who might be, check the local paper or go to our website for further details.

Website

Have you checked out our website lately? Just go to www.pacificlink.org.au for further information and details.

Working Together

We need your assistance. If Pacific Link arranges for any items to be delivered to your business/residence address and it does not arrive within a reasonable time, could you please contact us immediately. Human error is always possible in today's

rat race and it may well have been overlooked or is on back order. But either way let us know ASAP. Likewise we will keep you informed when items are to be delivered.

Spring/Summer Lawn Maintenance

To all our gardeners, September will be the time to start your spring/summer lawn



maintenance program. We prefer if lawns and gardens are maintained every 2 weeks during these warmer months. All lawns are to be whipper snipped, edged and all paths blown down in the common area.

It has often been asked if a tenant wishes to have their lawns done by you while you are at their complex, there is no conflict of interest. The arrangement is between yourself and the tenant.

Don't forget if you have anything to contribute please send us an email. Thanks and until next time...

The editor
Assets