



# CONTRACTOR NEWSLETTER

April 2011

## Latest News

In our last newsletter we mentioned that Tony Peake had resigned as the CEO of Pacific Link due to health reasons. It is with sadness we inform you all that Tony has passed away losing his battle to cancer. He is missed every day.




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## Invoicing

In our last newsletter I mentioned that Pacific Link was entering into a new era with regards to tenant charges and that invoices need to be **fully line itemised**. Unfortunately this has not been happening. If you are uncertain or you require clarification on what is required on the invoice please do not hesitate to contact the office

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.

## Autumn/Winter Lawn Maintenance



To all our gardeners, March-April will be the time to start your autumn/winter lawn maintenance program. We prefer if lawns and gardens are maintained every 6 weeks during these cooler months. All lawns are to be whipper snipped, edged and all paths blown down in the common area.

## Contacting tenants

Are you still experiencing difficulties contacting our tenants? You might not be aware but on 31 January 2011 there were effective changes with the Residential Tenancy Act, of particular issue being access.

### **ACCESS s55 - Residential Tenancies Act 2010**

1. *A landlord, agent or any other person authorized by the landlord may enter the residential premises without the consent of the tenant, and **after giving notice** to the tenant, only in the following circumstances:*
  - a. *To carry out or assess the need for necessary repairs (other than urgent*

*repairs) to, or maintenance of, the residential premises, if the tenant has been given not less than **2 days** notice each time,*

- b. *To carry out, inspect or assess the need for work for the purpose of compliance with the landlords statutory obligations relating to the health or safety of the residential premises, if the tenant has been given not less **than 2 days** notice each time,*

## Water saving

Another change to the Residential Tenancy Act is the Water Efficiency Standards.

According to the Act a rental property is only considered water efficient if it meets the following standards.

1. *Internal cold water taps and single mixer taps for kitchen sinks and bathroom hand basins - A maximum flow rate of nine litres per minute*
2. *Showerheads - A maximum flow rate of nine litres per minute*
3. *No leaking taps - No leaking taps anywhere on the premises at the start of the tenancy or when the other water efficiency measures are installed*

*The requirement for sink and basin taps to have a maximum flow rate of nine litres per minute does not apply to other taps in the premises such as bathtub taps, laundry taps, outside taps for the garden, or taps which supply washing machines and dishwashers.*

*The landlord does not necessarily need to change the showerheads and tap fittings. The water efficiency measures can be achieved simply by installing aerators or regulators to existing taps and showerheads and fixing any leaking taps on the premises.*

In accordance with these changes, Pacific Link will be noting on all new invoices for capital properties to install water saving devices. However if you have recently attended a property and changed the tapware (9 litres per min or less), please make note on the invoice but do not install any devices. Any new installation needs to

be noted on the invoice and the costing involved.

A major known product on the market is the Aqualoc valve. Pacific Link is currently not recommending the installation of these valves. However to comply with the Act there is a product on the market that is readily available at any plumbing supplier – Hydro Seal Water Saving Kit.

## Tenders

Have you registered with TenderSearch yet? This electronic tendering service will search and notify you of tenders, quotes, expressions which Pacific Link lists or any other organisation within Australia. If we have any large cyclical maintenance, all tender details will be uploaded into our portal on the TenderSearch website.

## 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.

## Cleaning

All contractors are expected to clean up after themselves each day, unless a property is vacant in which case they should clean up and dispose of their materials when the job is completed. Often cleaning is a tenant expense and they should not have to incur the cost of messy tradespeople.

## Lockboxes

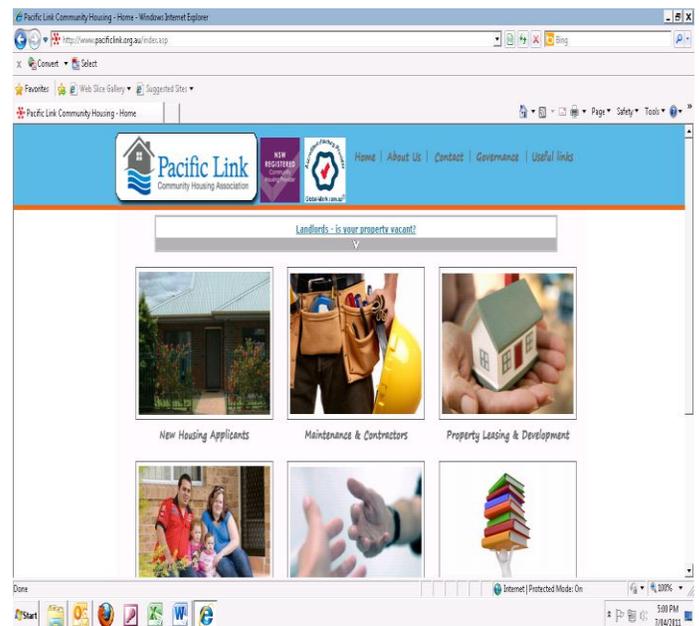
Many of you are aware that we have been using lockboxes on vacant properties. This has enabled a faster turnaround on maintenance without the hassle of juggling keys between contractors. Often these lockboxes are forgotten, however if you discover a lock box at any property please do not remove it. Advise Assets of the property and its location.

## Quotes

All contractors are reminded that quotes should be fully itemised. Any variations need to be noted on the quote other than what is not obvious and encountered during works. Could you also advise estimated time to complete the job, this will allow us to co-ordinate any other trade that may proceed you.

## Website

Have you checked out our website lately? Just go to [www.pacificlink.org.au](http://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.

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

The editor  
Assets