



# CONTRACTOR NEWSLETTER

September 2012

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## Latest News

Welcome to the latest issue of our Contractor Newsletter. We have a few new contractors to welcome, so welcome to you as we say goodbye to some who are retiring. From all the Asset staff of Pacific Link we hope that we have a long successful working relationship.

These newsletters are sent out twice a year, the next issue being around March. If you have anything worthwhile to contribute or share with your peers please send us an email.

## Spring/Summer Lawn Maintenance

**ATTENTION ALL GARDENERS!**  
The Spring/Summer lawn maintenance program should be starting shortly.

All lawns are to be mowed, edges whipper snipped and all paths blown down in the common area. Remember to be proactive with weed management in your lawn maintenance.



If the lawns do not require a mow, please postpone until the next scheduled appointment.

As this is a new contract term, an Asset staff member will be contacting you shortly to confirm your duties and our expectations while doing these common area lawns and gardens.

## Contracts

As you are aware Contracts with Pacific Link Housing were up for renewal in July 2012. We can finally announce they are ready. By the time this newsletter has been issued you may have already received your copies. Please read it thoroughly as there have been some changes. Return both copies signed. If your insurances are current please note that they have been supplied and just note the details.

## SWMS

Pacific Link recently would have issued you with a directive stating that SWMS were a mandatory requirement. If you have any questions of your requirements under the Act please contact Work Cover on 131050 or alternatively visit their website and download the Subby Pack.

All SWMS documentation must be received with your contract.

If you have already submitted a SWMS, please note on your contract if they are still current. They will be annually checked.

## Insurances

If you would like prompt payment of invoices please ensure all certificates of currency for insurances are sited and received. Payment receipts will not be accepted.

Do not hesitate to contact us if you have any questions regarding your insurances.

## Tenant availability

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 tenants. It is a requirement of every work-order that the tenant is contacted in advance. This condition also applies to your sub-contractors. Under no circumstances are you to turn up unannounced.

For non urgent jobs, the clients should be contacted no less than 2 days 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.

If you are experiencing difficulty in gaining access to a property to complete a work order please advise the office immediately. We will advise you if an opportunity has presented itself for you to access the property for repairs.

## 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. Please do not

remove any keys from the lockbox, at any time.

If you are unsure how to use or have any difficulties opening one, please contact Assets for further instructions.

## Invoices

Do not send invoices unless the work order is completely finished, that may include any removal of builder's debris or garden clippings. Work will be randomly checked to ensure that all work has been completely satisfactorily.

Accounts have advised that the ATO has relaxed what requirements should be included on a tax invoice in July 2010. A tax invoice must contain sufficient information that readily identifies all of the following:

1. Supplier's identity and ABN;
2. Nature of the sale (including a unit description of each good or service supplied, including quantities);
3. The amount of GST payable.

If you are unsure of what should be noted on a tax invoice visit the ATO website or use the following link:

<http://www.ato.gov.au/businesses/content.aspx?doc=/content/50913.htm&page=4>

## Priority of work

Just a reminder 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. If you have any problems completing the work within this

time frame please notify the office immediately.

All quotes are to be received within 5 days of the date of the request. Again, if you have any problems gaining access for quoting within this time frame please notify the office immediately.

## Risk Awareness

As part of our WHS responsibility for your safety while on site, Pacific Link Housing will advise you on the covering email of a work order if a risk has been identified. This risk may be issues that Pacific Link has identified with tenants or site hazards.

If the work order has been identified with a tenant risk, you must be accompanied with another person, no exceptions. The other person can be a real estate agent/landlord; support service worker; a colleague or a PLH staff member.

Any further queries should be directed to Assets.

## On-site cleaning

If you are the cleaner, gardener or doing maintenance at a property, it is your responsibility to remove all your building waste from site. Under no circumstances is rubbish – green or material – to be dumped in the tenant's bins. This applies to vacant and tenanted properties.

## Photo IDs

Since the last issue, most would have received their ID tags. To all those who do not have one yet or to our new contractors could you please forward a digital JPEG photo of yourself and your regular workers; don't forget their names. If you would prefer generic tags without the photo due

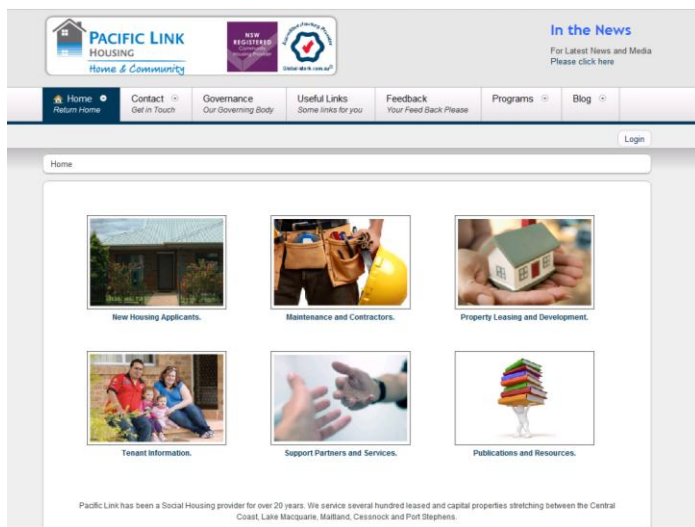
to turnover of staff, please advise us how many you require.

- All photos are to be sent to [Maintenance@pacificlink.org.au](mailto:Maintenance@pacificlink.org.au).
- Do not send a scanned copy of a digital printed photo.

## 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.

All newsletters to tenants and contractors can be found on our website.



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

The editor  
Assets