



## Jump for joy...

## ...when you earn \$250 buckaroos!

**Re•fer•ral/** Noun: 1. An act of referring someone or something for consultation, review, or further action.

Now I have your attention, this is how you can make an easy buck:

**Step 1:** Refer a family member, friend, boyfriend/ girlfriend, partner, work colleague, dog/cat or anyone you know to Coral Sea Property.

**Step 2:** If they come aboard, you will receive a \$250 cheque to do whatever you like with it. It's that easy!

[CLICK HERE](#) to check out some of our successful referrals and see what other people say about Coral Sea Property Management.

## And here's why your friends will love us:



When you refer your family or friends who own a rental property to Coral Sea Property (and earn yourself a cool \$250) make sure you tell them about our 3 Guarantees:

**Guarantee Number 1:** If your property is still vacant 14 days after you put it in our hands, we will pay the rent starting on the 15th day.

**Guarantee Number 2:** If at any time you are not delighted with our property management service, we will refund that month's management fees.

**Guarantee Number 3:** No Lock in Contract! If for any reason you need to leave us, we'll return your file within 60 minutes and let you out of your contract.

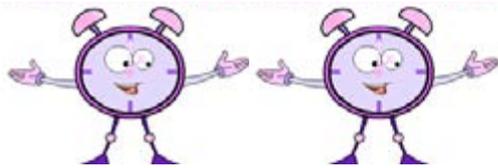
[CLICK HERE](#) for more information on our 3 Guarantees.

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## We have new business hours

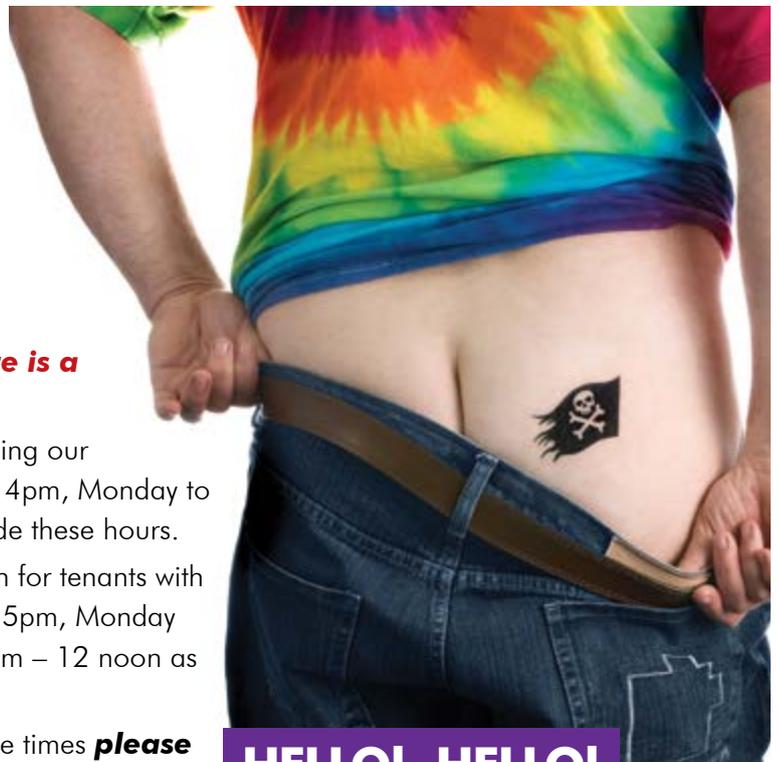
**Now that we have your attention: there is a change coming to our office!**

So we can work harder for you, we are changing our incoming phone hours to between 10am and 4pm, Monday to Friday and we still will be returning calls outside these hours.

Not to worry, the office doors will remain open for tenants with applications, wanting to pay rent from 9am – 5pm, Monday to Friday and remaining open on Saturday 9am – 12 noon as usual.

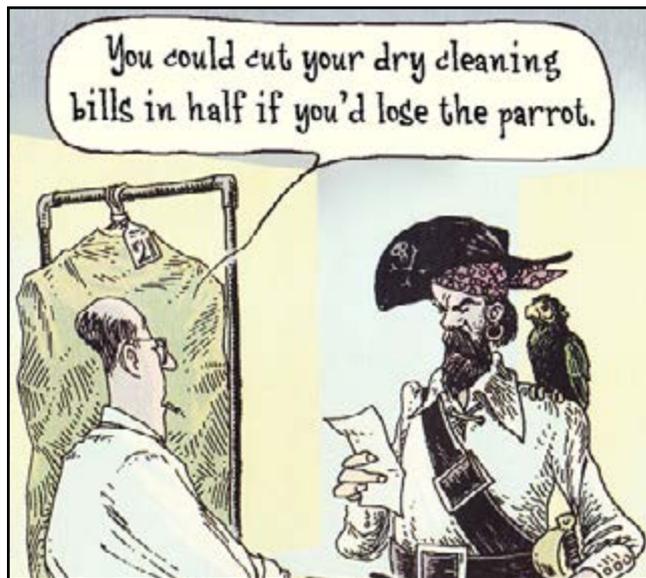
To contact your property manager during these times **please leave a message or send an email and we will respond by close of business, guaranteed!**

Contact the Tenant Team on [rentals@coralseaproperty.com.au](mailto:rentals@coralseaproperty.com.au)



**HELLO! HELLO!**

P 07 4724 1723 • F 07 4724 5201 • 621 Flinders St, Townsville Q 4810



## this month's statistics (for the geeks)

- For the month of May 98.4% of you sexy tenants were up to date with your rent (for those of you who aren't... WATCH OUT! Our pirates are on their way!)
- And ... 99.47% of all tenants are on a lease.

**THANKS TENANTS! YOU GUYS ROCK!**



WAF

## Rent reminder

A reminder to all tenants:

**WE REQUIRE YOU TO BE 7 CLEAR DAYS IN ADVANCE AT ALL TIMES.**

If you rent through Coral Sea Property Management you are guaranteed a safe, secure home that is suited to your needs.

We understand how important it is to you to find the perfect home to rent. Please remember, the owner of your property has a mortgage to pay, so it is equally important to us that you remain in advance with your rent.

It may surprise some of you, but we are humans, and treat all of our tenants as such. We understand that sometimes people are forced to unwanted strikes of fate – if at any time you happen to fall behind with your rent, contact us at the office and we can organise a payment plan with you. If you remain open and honest we will always be happy to help you. Don't pick up the phone? Feel our wrath!



## New tenants this month

We'd like to welcome all our new AND renewing tenants to the Coral Sea Pirates Crew! These guys know all know how to stay in the good books, they've all been caught supplying the Chairman with illicit pats!



Tyson and James



Jarzab



Julie



Courtney and David



Kyle



Marvin and Brittany



Steven



Ruth and Kenneth

**CHECK OUT MORE NEW TENANT PHOTOS AT**

[www.coralseaproperty.com.au/photos](http://www.coralseaproperty.com.au/photos)

## Maintenance 'how to'

Our tenants are our owners most important asset and we take your comfort seriously. You have the right to expect that your property is kept in tip top condition and maintenance is carried out in a timely manner. To help ensure this is the case we have instigated a seamless online maintenance system. We would appreciate your assistance by logging any maintenance requests online so we can maintain a high level of service. The process is detailed below:

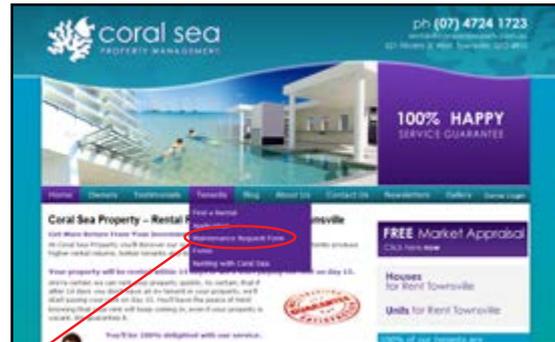
### how to lodge a maintenance request:

1. Go to our website [www.coralseaproperty.com.au](http://www.coralseaproperty.com.au)
2. Select Tenant tab, click on **Maintenance Request Form**
3. **Ensure you have completed all the troubleshooting and read and acknowledged the Terms and Conditions.** Once you have confirmed, continue to the Maintenance Request Form.
4. **Enter all the necessary details as required.** Please ensure you enter as much information as possible including model number and serial numbers.

The more information you provide the faster we will be able to assist you and get your maintenance completed. Once submitted you will receive a confirmation email detailing your maintenance request and noting the date and time your request was submitted. **Please keep a copy of this email as your record of the maintenance being lodged.**

### what happens now?

- **You will be contacted by someone from our office** within 72 hours.
- The job will be allocated to a tradesman and **you will be contacted within 7 days by the tradesman** to organise access (no keys) or inform you of when they will commence work (keys OK).
- We will also contact you with the tradesman's contact details who has been allocated your task. You are free to contact the tradesperson direct once we have given you this number to arrange a convenient time or to give them a little helping reminder!
- We endeavour to have all routine maintenance tasks completed within 14 days.
- If your maintenance has not been completed within 14 days please contact our maintenance team in the office for an update.





# meet the team

## time to put names to faces, and meet your wonderful team!

### TENANTS TEAM

This team takes care of all the crew, ensuring all properties are well maintained and crew are shelling out their rent 7 days in advance. They also look after routine inspections.



Emma Carney



Tamara Mostert

These guys are here to help so feel free to give them a call or suck up by buying them a bottle of wine. Beware these girls are always helpful, sweet and pretty but don't mess with them or they will have you walking the plank!



Hayley Mills

enquiries@coralseaproperty.com.au

### MAINTENANCE TEAM

We have a specialised maintenance cell and ALL maintenance is dealt with directly by this team. This gives you a single point of contact for all things maintenance and avoids misunderstandings. We also have a full time technical advisor/handyman Cameron on staff. maintenance@coralseaproperty.com.au



Bob



Cameron Murchie



For the uninitiated **Chairman Meow** is our office cat. He seems to spend his days lazing in the reception area greeting all and sundry and demanding pats and attention before swiping at an unsuspecting ankle or tiptoeing across a computer keyboard in the middle of any important task.

He is the Chairman of the Board and lets it be known his word is law (especially if his claws haven't been clipped!)

## tenant of the month

Congratulations to our tenants of the month - Stephen and Leesha Haase! Stephen and Leesha have been crowned this month's TOTM (tenants of the month) for always being honest and upstanding Coral Sea citizens, always being up to date with their rent and having A++++ grade inspections. Not to mention the extreme amounts of hard work and effort they have put in to making the lawns and gardens look spectacular!

The Chairman thought you should be honoured for your outstanding efforts! Yahoo! Pop in to the office to collect your prize and get a

happy snap with the chairman for our gallery [www.coralseaproperty.com.au/photos](http://www.coralseaproperty.com.au/photos)



NOT ACTUAL PHOTO OF TENANT/S

Our TOTM are lucky enough to have won a FREE steak sandwich and chips including a FREE cold beer at The Herbert Hotel! Please feel free to come and collect the voucher anytime this week!

### chairman's meow feline shenanigans, crazy cat antics, secrets and plots



### DEALING WITH VACUUM CLEANERS

This appalling Beast is known by many names, "Cat Eater" being the most prevalent. Humans will turn into raging monsters while under its influence, sucking up all the carefully shed cat hair and terrorizing the feline residents with evil glee. All you can do is run and hide.

Occasionally, the humans are forced to open the vacuum cleaner and remove a swollen bag from within. This is its stomach, and must be destroyed at all costs. Do not worry if the human yells at you, for the yell is really that of the Beast in pain.

Til next month, The Chairman