



UNDECIDED...

...whether to renew your lease or vacate your property?

Don't know the costs involved in vacating?

Want to save \$1,000's and keep Emma's love?

Below is what is involved in vacating your property compared to renewing your lease:

Vacating your property	Renewing your lease
Cleaning (Bond and Carpet)	5 minute phone call to Coral Sea
Time finding a new property	Come in and sign your lease
Cost for new Bond	
Time off work to inspect new property and move	
Overlap of old and new rent	
Hassle and stress	
Reconnection of services (phone, electricity, cable, garden bag etc)	
Possibility of buying new furniture to fit or storage of old furniture	
... plus much more!	



We'll let you be the judge, but we know what we'd rather do! Give us a call on 4724 1723, ask for Tamara or Emma and discuss your lease renewal today. **Don't renew? ...risk losing Emma's love forever!**



Thank you 99% of tenants for keeping your rent in line!

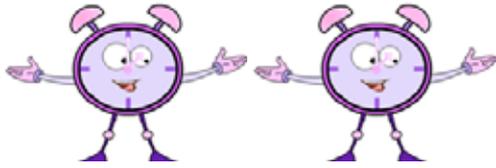
WOW! On average 99% of you awesome tenants have kept your rent in line for more than five (5) months in a row! **That's an all time Coral Sea record!** For you lousy one percenters... the Terminator is on his way!

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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



HELLO! HELLO!

Toss the Boss! and WIN an iPad Mini!



1. Rent a property at 'Tropical Gardens' (101 Railway Ave & 100 Ninth Ave, Railway Estate)
2. Win a rock off against our boss and you will win an IPAD Mini.

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 Chaiman with illicit pats!



Robyn

Mark and Damien

Ian and Christine

David



Jack

Stephen and Leesha

Fiona

Jessica

CHECK OUT MORE NEW TENANT PHOTOS AT

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
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 - Tracy McNicol! Tracy has been crowned this month's TOTM (tenant of the month) for always being an honest and upstanding Coral Sea citizen, always being up to date with her rent and having A+ + + + + grade inspections. Not to mention the extreme amounts of hard work and effort she has 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



NOT ACTUAL PHOTO OF TENANT/S



Our TOTM is 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



What is a cat's way of keeping law and order? Claw Enforcement.

Did you hear about the cat who swallowed a ball of wool? She had mittens.

What do you call the cat that was caught by the police? The purrpatrator.

Why is the cat so grouchy? Because he's in a bad mewd.

Where is one place that your cat can sit, but you can't? Your lap.

How many cats can you put into an empty box? Only one. After that, the box isn't empty.

How do cats end a fight? They hiss and make up.

What does a cat like to eat on a hot day? A mice cream cone.

What do you call a cat that lives in an igloo? An eskimew!

Til next month, The Chairman