

# coral sea

## PROPERTY MANAGEMENT

# news

September 2013  
Edition #24

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## CORAL SEA OFFICE HOURS



Monday – Friday 9-5, Saturday 9-12

Outside these hours you can generally find us at the pub or playing laser skirmish!

For after hours emergencies call:

**Electrical** - Kolbys Electrical  
4729 0466

**Plumbing** - Northern Plumbing  
4775 7320

## WALKING THE PLANK

Some of you may have noticed the cards left at your routine inspections in 2012 and thought what does this mean? With routine inspections starting up again next month here is a short explanation on the grading of routine inspections, so that everyone even your pets can understand how you went!



Every 3 – 4 months your property manager will inspect your property and report back to your owner on the condition you are keeping the property. It is not required that you be present at this inspection.

### What to expect

A routine inspection is a 15 – 20 minute overview designed to ensure the property is being well looked after. Please be warned, that the owner of your property may be present at the inspection with us. This is NOT a maintenance inspection. Any maintenance you wish to have repaired, please read the info at the bottom of the page on how to log maintenance.

### The Ugly Truth

You will be judged on your routine inspection. When it is time to resign or renew your lease, the owner will use the condition you have presented the property to gauge the quality of your tenancy and set new rents. This inspection and the photos we take forward to your owner will possibly be the only information your owner has to judge the quality of your tenancy. If an owner is confident the property is being well kept renewal terms are more likely to be favourable towards you. How should I prepare? – Think like an owner A little effort goes a long way, its best to present the property as you would want it presented if you owned it.

### Know the score!

A-D: Your inspection will be graded A (excellent) – D (not acceptable) and this grade will be conveyed to your owner. Our goal for you, A++ class inspection.

**A+ = Excellent! You rock!** You have taken care & prepared the property fit for the owner to inspect. A Good Effort has been put in, lawns are mowed,

# THIS MONTH'S STATISTICS (FOR THE GEEKS)



For the month of September:

- 99.71% of tenants are up to date with your rent!
- And 99.43 % of you all are on lease!

**For those who aren't...**



## CORAL SEA DICTIONARY

Coral Sea YAHOO WAHOO education for dummies 101



### YA•HOO –noun.

1. When all tenants are up to date with their rent, therefore no tenants in arrears!

### WA•HOO –noun.

1. A shout out of joy
2. A sound all the staff at Coral Sea make when all the properties on our rent roll are fully tenanted. Backed up with a tragic booty shake, tragic levels vary between each staff member.

### YA•HOO WA•HOO –noun.

1. A combination of the above, our tenants are very happy and time to go to the pub!

gardens are clean & tidy, beds are all made, floors are clean, house is tidy and bits and pieces have been put away.

**B = Pass** Tenants have made an effort in the inspection however beds not made, dishes are not put away or gardens and lawns are not great.

**C = Borderline** Limited effort for the inspection, the property is technically "acceptable"

**D = Failed** This inspection was NOT acceptable. Formal action will be taken and Breach Notices issued. Please contact your property manager for more information.

### THIS INSPECTION IS NOT A FULL MAINTENANCE INSPECTION.

It is not designed to pick up any and all maintenance that may be required. Please log all maintenance online now. We are more than happy to discuss and photograph maintenance during this inspection however. It is a requirement of the residential tenancies Act, All maintenance MUST be lodged in writing – We will not accept maintenance requests during your routine inspection. We want to keep your property well maintained. If your maintenance is not lodged in writing, we have no record of it and it will NOT be carried out. Please help us to help you! Our online maintenance system ensures you are protected by recording the date, time and exact details of your request and emailing you a copy of your lodged maintenance.

## 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!



### CHECK OUT MORE NEW TENANT PHOTOS AT

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



## WHAT IS HAPPENING IN TOWNSVILLE?

Looking for something fun & different to do on the weekends? We will keep you updated on all sorts of exciting events that are coming our way!

The Color Run™ 5k is coming to Strand Park, Townsville on Sunday October 6 2013!

**REGISTER HERE >**



## FUNNY HA HA!

**Why did the chicken cross the road?**

**Albert Einstein:** "Whether the chicken crossed the road or the road moved under the chicken depends on its point of reference."

**Plato:** "For the greater good."

**hippocrates:** "Because there was an excess of phlegm in its pancreas."

**Spencer Johnson, Md:** "To find who moved its cheese."



## 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 any maintenance requests:

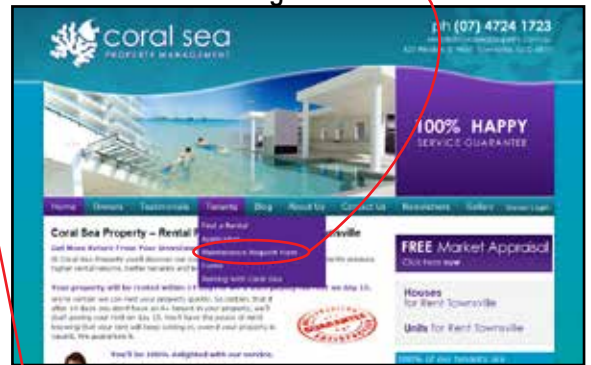
1. Go to our website <http://www.coralseaproperty.com.au/>
2. Select Tenant tab, click on **Maintenance Request Form**
3. Ensure you have completed all the troubleshooting and read and acknowledged the Terms and Conditions. Once you have confirmed, continue to the **Maintenance Request Form**.
4. Enter 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 the 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 Emma & Cam in the office for an update.



## CHAIRMAN'S MEOW



## THINGS TO LEARN FROM THE CHAIRMAN

- 1) Make the world your playground.
- 2) Whenever you miss the sandbox, cover it up. Dragging a sock over it helps.
- 3) If you can't get your way, lay across the keyboard till you do.
- 4) When you are hungry, meow loudly so they feed you just to shut you up.
- 5) Always find a good patch of floor to nap in.
- 6) Nap often.
- 7) When in trouble, just purr and look cute.
- 8) Life is hard, and then you nap.
- 9) Curiosity never killed anything except maybe a few hours.
- 10) When in doubt, meow.
- 11) Variety is the spice of life. One day, ignore people; the next day, annoy them.
- 12) Climb your way to the top, that's why the curtains are there.
- 13) Chill out, be the Zen master.

**Til next month,  
The Chairman**

## TENANTS OF THE MONTH

Congratulations to this month's tenant of the month - Luke H!

He has been crowned this month's TOTM (tenants of the month) for always being an honest & upstanding Coral Sea Citizen, always being up to date with his rent & having A++++++ grade inspections. Not to mention the extreme amounts of hard work & effort he has put in to making the lawns & 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) )

Our TOTM is lucky enough to have won a free months member ship to Snap Fitness CBD. This new and fabulous gym with state of the art fitness equipment is in the Holborn complex located on Flinders Street West.



They offer affordable memberships, 24 hour access, a wide variation of group fitness classes and personal training, boot camps and fitness challenges. Their staff are extremely friendly and helpful and would be available to speak to any person who is keen to be a member of this new and innovative gym that is all the rage in Townsville.



## MEET THE PIRATES OF THE CORAL SEA THE WHO-TO-GO-TO'S

### Tenant Team - The Gunners

The Gunners' duties include taking care of all the crew, ensuring all properties are well maintained and you crew are shelling out your rent 7 days in advance. They also look after your routine inspections.



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!



Tenant Team:  
Emma



Handyman:  
Cameron  
Murchie

### Maintenance Team - Team Fix It!

Team Fix It, are the ones to have on speed dial for all your maintenance needs.

From a leaky tap to electrical faults they will make sure your quarters are fit for a Captain and not like a poop deck!

Remember to lodge your Maintenance Request online (see previous page)

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!)