



# CONTRACTOR NEWSLETTER

October 2011

## Latest News

Two major events have happened since our last newsletter:

Firstly we have moved to our new office. We are now located on the first floor of 10 William Street, Gosford. The entry to the office is via the foyer next to the R & R Café on William Street. Simply go up the lift to the first floor and follow the signs. Our phone & fax number, postal address and email address remain the same.

Secondly, you may have noticed that we have changed our name. We are now known as Pacific Link Housing. While the community has been taken out of our name, we are still committed to increasing our role in the community sector.

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## Spring/Summer Lawn Maintenance

### ATTENTION ALL GARDENERS!

Now that the weather has started to warm up it will be time to start your spring/summer lawn maintenance program. All lawns are to be mowed, edges whipper snipped and all paths blown down in the common area.



Recent inspections of common area properties that are maintained by Pacific Link, it has been noted that there is a lot of weeds.

Please ensure in your spring program there is provision for poisoning and controlling the weeds. Ensure the products used are specific to the weed and not just generic. If this was not part of your normal routine, call the office for further advice or forward a quote for this service.

It was also noted at these inspections that those who tend to the gardens are not removing grass and weed in the garden beds. Ensure all hedge clippings are removed from site. Again if you are not sure what is expected of you please call the office for further advice.

Pacific Link is asking for a more prudent approach in your garden and lawn maintenance. Your professional opinion is valuable to us as you visit our properties more regularly than we do. Keep us informed on what we can collaboratively achieve in maintaining our properties and looking resplendent and not just ordinary. If you are in doubt about anything please do not hesitate and call the office.

## Water saving

Just a reminder that we have until January 2012 to install water efficiency devices in our properties.



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 work orders 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.

If you have been issued with a work order, could you please ensure the work is completed shortly.

## Photo IDs

There has been some tenant concern of late with unannounced people knocking on their doors. To assist in the safety and well being of our tenants, we have decided it is now time to introduce photo IDs for all our tradespersons. 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.

As of next year it will be compulsory to wear the ID tags when working on Pacific Link properties.

## Insurances

It has been noted in some past newsletters that it is the responsibility of the contractor to keep their insurance details up-to-date. It is a courtesy that we send you reminders but the onus is totally yours. If you know that you are experiencing delays from the insurance company, just let us know and we will make a note.

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

## Cleaning

All contractors are expected to clean up after themselves each day and when the job is completed.



If you are working on a vacant property, you are still required to clean up – just sweep or vacuum your dust and mess. Dispose of all your building material and debris when the job is completed.

## 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 clients. It is a requirement of every work-order that the customer be contacted in advance.

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 keep notes of all attempts. After a number of attempts, should the tenant not keep their appointment with you or allow you access at that appointed time, please advise the office immediately via email of these attempts. We will advise you if an opportunity has presented itself for you to access the property for repairs.

## Membership

Would you like to become a member of Pacific Link Housing? I have attached a membership form. Contractors are just another branch in the family tree and your input at the AGM would be most appreciated.

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

The editor  
Assets