

Protecting your investment

Our team is committed to the care of your property in terms of proactively handling any required maintenance in a professional and efficient way and to ensure a safe environment is maintained in your home for your tenants.

With over 1/3 of all injuries occurring in the family home, the effective identification of any safety hazards and handling of all maintenance in your property to reduce the chance of claims against you is a responsibility we take very seriously.

Maintenance Manager is the industry's most advanced software system which ensures that any current and future maintenance tasks are professionally captured, documented presented and managed to allow you to make informed decisions and instruct us accordingly.

All parties including landlords, tenants and trades suppliers are kept informed about the status of maintenance tasks via app's and web pages to ensure consistency of information and to provide better service to all parties.



Here's how it works

- ✓ We send you an SMS or email with a **link to click on**, a secure web page will open providing you full details of the issue.
- ✓ You click the link and view the issue on a secure web page
- ✓ With **one click** provide us direction or send a note to ask a question
- ✓ As the job progresses quotes, updates and other information are all displayed on this page at the relevant time, again via links in communications sent to you

Property Actions
Welcome Sophie George, please process the items below.

Quotes

Reference: M4531
Address: 193 Manual Ave, Westville
Severity: Moderate
Brief Description: Leaking Taps
Description: Noted at inspection that shower taps are leaking
Attachments:

Notes:

Quote Details	Value	View	Accept
Trade Supplier: Bob's Builders (1) (Preferred) • Known reliable trade supplier • Competitive price • Immediately available	\$290.00		
Trade Supplier: Dave's Fix It	\$300.00		

View & compare quotes, accept quotes with one click

Reject quotes or send notes to the Property Manager with one click

Maintenance Requests

Reference: M4546
Address: 193 Manual Ave, Westville
Source: Property Mgr
Request Date/Time: 18-Feb-2015
Request Short Description: Water Leak to Ceiling
Request Description: Please investigate water mark to ceiling
Estimated Cost: No estimate entered
Attachments:
• MaintReq_M4546.pdf

Notes:

Give your maintenance instructions and authority, request quotes, approve or send a note with one click

See more over the page..

Protecting people and property

Ever changing Industry standards and legislative requirements apply a higher degree of responsibility to the Landlord's duty of care. If a tenant or any visitor to an investment property suffers a personal injury, they are likely to seek compensation from the Landlord and potentially the Property Manager. If a successful claim is made the impact, in terms of cost and ramifications can be extremely significant both personally and financially for all parties

Our office works with Australia's leading residential safety inspection Company **PropertySafe** to assist our Landlords with a strategy for the identification of safety hazards that can cause harm to tenants and their guests, to better protect you and your assets against legal claims.

While our team is highly qualified to manage tenants, general repairs and the financial aspects of your property, it is important to understand that property managers are not qualified in many building matters (such as decks & balconies, gas leaks, slip, trip, fall hazards etc..) that can be serious safety hazards for tenants and their guests.



Identify Inform Manage Asset protection Peace of mind



At your option you can take advantage of obtaining a tax deductible **PropertySafe Inspection & Report** at your property, which is a low cost opportunity to have a qualified, trained professional identify safety hazards in your home.

Our professional team can then assist you with the handling or repair of any issue that needs attention using the **Maintenance Manager** software solution.



The inspection covers 16 potential hazard groups, including the legislated ones. It documents the findings into one complete easy to read and understand report (with photos) and provides an itemised recommended action list plus separate quote documents to assist with quick and easy repairs, if and when required.

External Balconies, Decks & Stairs	Slip & Trip Hazards
Electrical Hazards	Window Height Hazards
Internal Stairs & Balustrades	Fireplaces & Fixed Heaters
Hot Water Hazards	Tree hazards
Mould	Safety switch
Pool Fencing & Gates * (optional)	Moisture
Smoke Alarms & Fire Safety *	Gas leakage
Glass Doors & Panels	Other General Risk Areas



Reducing risk with one report