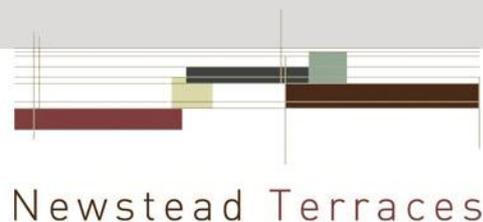


Newstead Terraces News

July 2020



Wow! Someone thinks we have done something worthwhile!
Although this reads as a NSW article it is relevant for all states.

Real Estate Institutes honour property managers

'Unsung heroes' of the pandemic to be celebrated at National Property Managers Day, says REIA president Adrian Kelly.

They have been the middle man, or woman, in a sensitive situation, where on one side they are dealing with a tenant who may have lost their job and on the other, a landlord who needs the rent money to pay their mortgage.

Property managers, throughout the pandemic have become the 'unsung heroes', according to REIA's president, Adrian Kelly, as they negotiate with all parties.

For this reason the REIA said they are excited to support the launching of the inaugural National Property Manager's Day, an initiative by the REINSW and supported by the state and territory Real Estate Institutes.

At a Glance:

- Property Managers day is an initiative by REINSW.
- The day will be held on 24th July to recognise the efforts of property managers nationwide throughout the pandemic.
- Campaign will be promoted using the hashtag #nationalpropertymanagersday

The event will take place on 24th July 2020 and will be a day to recognise the amazing efforts of the residential and commercial property managers across Australia during the COVID-19 pandemic.

ANNUAL CARPARK CLEANING- AUGUST 19/20

It's time to pressure wash the carpark – an annual event – and for most residents something we are familiar with. The following is for those new residents whom have not experienced the event before.

On **Wednesday 19th August if your car is parked in bays 1-70 (excluding 18-21)**, you will need to move your car somewhere else for the day. On **Thursday 20th August cars parked in bays 72 to 119 including 18-21** will need to park the car somewhere else for the day please.

- Somewhere else does not include the visitor's carpark.
- You may leave your car in place, but it will get very dirty and the floor underneath it will not be cleaned.
- If you have bicycles chained to areas above a sump pump pit they need to be removed. The pumps are all serviced annually over these two days, and access is required.
- Cars and bicycles need to be removed by 8.30am and can be put back from 4.30pm.
- The office will not be attended and phone calls answered intermittently on these two days.
- I do understand it is inconvenient to have to find another spot for the car for the day, but we have been doing this for 10 years now and it is the best way to get the garage really clean. It is worth the inconvenience.
- Mark the date in your calendar, set a reminder in your phone. Please don't forget.

ROUTINE INSPECTIONS - AUGUST 26TH

Tenants and landlords please note the date for the next round of routine inspections is **August 26th**. For our new tenants, this is what to expect:-

- I will be in your unit for approximately 10 minutes. In some cases, your property owner may wish to also attend and if that happens, I will let you know in advance. It is more comfortable for everyone if you are not at home, but you are welcome to stay if you wish. Please don't feel you have to leave if you want to stay.
- I will publish the schedule of visits a week in advance via email, and also put the list in the lift well as a reminder.
- It is my expectation that you will have made a good effort to have the place beautifully presented, oven clean and if you have maintenance that needs attention, will have completed the maintenance request sheet and left it on the kitchen bench for me.
- If there is something that the property owner needs to be made aware of, I will take photos to demonstrate to the owners what is required. It would be a good idea that the area in the background of the photo was neat and tidy and well cared for.
- I send owners a summary of the condition of the property, but do not send a report to the tenants. If you do not hear from me afterwards, please assume that you are a star tenant with a 10/10 rating and pat yourself on the back for being the wonderful human being that you are. If you do hear from me, it doesn't mean you are anything less than wonderful, it will be more that we have to find a different way to do something, or that I have noticed something that might need repairing.
- I am hopefully of having some new software up and running for this round of inspections, and because it is new and unfamiliar to me, I may take a little longer in each unit than expected. If you are flexible about the timing of your inspection on the 26th, may you please let me know so I can shuffle appointments around and manage those properties where it is important that I come at the designated time.

Thank you in advance for your co-operation with this bi annual task. I do appreciate the obvious care you take to treat your properties with care and respect, and this busy day runs so much smoother because of it.

MAINTENANCE BUDGETING AND EXPECTATIONS?

Landlords and Owner Occupiers alike – there is no escaping property maintenance and the older the property the more maintenance is required. Newstead Terraces was constructed in 2004-5, most properties settled in 2005-6. That makes your home 15-16 years old.

Last year we went through a series of **hot water system** blow outs. The hot water systems originally installed were DUX 2004. If you still have your 2004 system, you have done really well. The average life span of a hot water system is 10 years. Owners of the 2004 systems still in play should be budgeting \$1500-\$1900 to replace those systems very soon.



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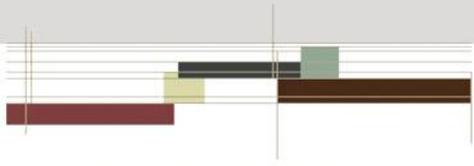
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Newstead Terraces

Across the last two years, I have written about the cost of new **air conditioning systems**. The systems installed are old technology, noisy and expensive to run, and also 15 – 16 years old. To replace the air system now will cost around \$10 000 for a two-bedroom unit because the pipes all have to be replaced. We have the old gauge gas pipes which are no longer legal to install/use. When you replace the condensers, you will also have to replace the pipe work, and that will mean putting a few new holes in the ceiling. If you are going to the expense of upgrading the air con, consider putting air con into the second bedroom (and in the case of three bed units – into the second and third bedrooms). Not only will it make it more pleasant to live in the apartment, you will increase the value of your property should you want to sell or rent.

Carpet is the other big-ticket item that is coming up for consideration. The original carpets are 15-16 years old. Well done to anyone that has managed to nurse the carpet along this far. For Landlords, there are still some tenants out there that want carpet, but the majority are after hard flooring for its ease of maintenance, lower risk for damage and anti-allergenic properties. Hybrid flooring is the new product that is perfect for these scenarios. Less than the cost of timber floors, but gives the same effect, with good acoustic properties when laid with acoustic matting. It is worth noting that 62% of all Australian households are pet owners. Hybrid flooring is a very low risk for pet friendly landlords and tenants alike. Being a pet friendly Landlord opens up your field of prospective tenants to choose from.

I am just starting to see some **Dishwashers** starting to break down and the repair reports coming in as uneconomical to repair. We have been through a wave of **dryers** breaking down, but this trend is now on the decline. From my office with the repair requests coming through I get a consolidated picture of not only what is breaking down but also a good take on the costs of repair. As community members you are all welcome to tap into that intellectual property.

COMMON AREA UPDATES.

- The BBQ area table and benches have been repainted this month.
- The ginger in the garden bed that runs along the back of the gym area has been cleared.
- The leak in the water feature over the lap pool, further investigation and solutions applied.
- Garden bed edges on the footpath gardens have now been completed.
- The resident's garage roller door, out of action most of this year is being replaced at no cost by the supplier with a larger (and hopefully) quieter motor. This required the installation of three phase power which has now been completed. We are now waiting on the supplier to install the new motor and get the roller door operational again. Scheduled installation Thursday 6th August.
- Chain gate installation in the Evelyn Street Loading bay. Work started on Saturday 18th July with the installation of a cement platform for the equipment. The electricians have been working on the power supply to the new base station, and the boom gates should be installed this month. As part of the upgrade, we are putting a motor on the roller door for the bin room. The chain gate and the roller door will all work with one remote, allowing fast and easy access for the rubbish collection and a deterrent to the bin surfers occasionally found in the bin room. We should also deter the neighbours from washing their cars in our drive way on weekends.
- We have had word from our pool furniture supplier that the factory in the Philippines is now back at work and our order for replacement pool lounges is underway. Shipping is still a bit affected by Corona virus. We are not sure when we will see these items, but hopefully in time for summer!
- We are continuing with our Covid safe practices and appreciate the efforts of our residents to comply. It is a worry with the second wave in Melbourne, and Sydney seemingly following the trend. Let's keep on track with our efforts and prevent a crippling second wave in Brisbane.
- Ozcare site in Evelyn Street is still a garden nursery, but the arrival of a crane recently peaked our interest. The crane was there to remove the plants. Construction will start in 2-3 weeks time with real work commencing October/November.
- New management software installation this month. A settling in period expected, but changes in reporting formats can be expected by Landlords – I anticipate improved efficiencies.

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