



ASSET MANAGEMENT

...Specialising in
Property Management

Hi All,

This is a note to touch base to let you know that we are here to support you during these uncertain, challenging and quickly changing times.

Naturally, we have received many questions from concerned tenants – and although many things are out of our control, one thing we can do is keep the lines of communication open.

We understand that the greatest concern for many of you, as tenants, right now is financial stability and security, as well as having clarity around the government's decision on the various packages that have been offered.

Currently the National Cabinet is still meeting to discuss and discuss our tenancy law and as soon as the new COVID-19 QLD tenancy laws are introduced, we will communicate again to update you.

We have included below some links which we have sourced for you and we are here to assist where we are able to.

This is a link from Centrelink in regards to payments - [Centrelink Payment](#)

If you are a New Zealander working in Australia, this may be a helpful link for you.

[New Zealand Citizen's Claiming Payments in Australia](#)

On our website also is additional information we have sourced from Department of Housing and Works and Rent Connect.

We will continue to provide a quality service to you, and it will be business as usual at Island Sands Asset Management, only carried out a little differently. There will also be a few changes to ensure we are following government guidelines.

Telephone & email communication

As from Monday 6th April, some of our team members will transition to working from home, therefore our incoming phone lines may be limited. Please continue to call 07 4973 7783 and if your call diverts through to the message bank, please leave your name, mobile number and we will call you back. Our emails will remain the same for each team member however rentals@islandsandsam.com.au will continue to be monitored.

Rent

Rent will continue to be receipted daily as per our legislative requirements followed by our daily rent arrears process. If you have not reached out to us already, and COVID-19 has affected you financially, please feel open to communicating with me when you feel you need to.

SANZOE PTY LTD
trading as
ISLAND SANDS
ASSET MANAGEMENT

ABN: 32 162 843 567

PO Box 3335,
Tannum Sands QLD 4680

P: 07 4973 7783

M: 0499 083 340

E: rentals@islandsandsam.com.au

www.islandsandsam.com.au



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Maintenance

The ability to fulfil tenant maintenance requests may be restricted pending availability of tradespeople and what procedures and policies they have in place. Please continue to report your Routine Maintenance via email to rentals@islandsandsam.com.au and attach a photo where necessary.

Emergency Maintenance (after hours and during weekend) process will not change.

Routine Inspections

All *in person* routine inspections have been cancelled and we are now completing routine inspections via a recorded video using ZOOM. As you are our valued tenant, we will connect with you to set down the day/time for your Zoom Routine Inspection to take place. You will be in your home on your mobile device and we will be in our office, and will ask you to step through the inspection. This will also depend if you are fluent with technology however to date we have been amazed at our tenants so far who have embraced this change, and we thank you for your co-operation during this time with our routines.

Social Media

We frequently post to Facebook, Instagram and Linked In so if you are looking for something to do, hop onto any of these social media pages “like” “follow” and you will receive our regular up dates.

Our website www.islandsandsam.com.au now has a COVID-19 Tab which we will upload information at it comes to hand also.

Together with my fabulous team, we want you to be assured that we are here for you, to answer any questions or concerns that you may have regarding your tenancy.

Take care, stay safe

Sandy

