



Tenant Newsletter



"It came without ribbons! It came without tags! It came without packages, boxes or bags!... *Then* the Grinch thought of something he hadn't before! "Maybe Christmas," he thought, "*doesn't* come from a store. Maybe Christmas... perhaps... means a little bit more!" ~Dr. Seuss, *How the Grinch Stole Christmas!*

MONTH YEAR

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ζ Team News

What an amazing and exciting year we have had at Switch Realty during 2017. As you are aware, we moved into new premises during September and have finally settled into our offices (now all the boxes have been unpacked!!). With the purchase of the new premises, we continue to be dedicated to catering to our client's needs in Property Management, Residential Sales, Commercial Leasing and Management, in and around the Ipswich area for many more years to come.

During 2017, two of our staff members have clocked up some major milestones with Jodie Hinton for 13 years and Narelle Salmon for 10 years of employment with Switch Realty. We would like to congratulate them both and thank them for their continued service.

You may have noticed when you may have had to have called our office we have a couple of new voices answering the phones and this is because we have a shared Reception role. We would like to take this opportunity to introduce you to Tasha Hodson and James Thornton.

We have also been utilizing our Facebook page which has had great success with advertising both rental and sales properties. Just search Facebook for Switch Realty and like us today.

June, Lynne and Lindy have continued to work hard during the year ensuring your investment property is being well cared for. We thank them all for their dedication for the extra effort they do for always going that extra mile for both owners and tenants. In November we bid farewell to Lindy and welcomed Karen Tinsley to the team.

I would like to personally take this opportunity to wish you all a **Very Merry Christmas and a Safe and Happy 2018.**

Until next time



Bronwyn Handley

PRINCIPAL

E. mail@switchrealty.com.au

P. 0421 926 276

ζ CHRISTMAS TRADING HOURS – 2017/2018



22 nd December 2017 - Friday	8.30am – 5.00pm
23 rd December 2017 - Saturday	CLOSED
24 th December 2017 - Sunday	CLOSED
25 th December 2017 - Monday	CLOSED – CHRISTMAS DAY
26 th December 2017 - Tuesday	CLOSED – BOXING DAY
27 th December 2017 - Wednesday	8.30am – 5.00pm
28 th December 2017 - Thursday	8.30am – 5.00pm
29 th December 2017 - Friday	8.30am – 5.00pm
30 th December 2017 - Saturday	CLOSED
31 st December 2017 - Sunday	CLOSED
1 st January 2018 - Monday	CLOSED
2 nd January 2018 - Tuesday	8.30am – 5.00pm

Normal office hours:

Monday to Friday	8.30am to 5.00pm
Saturday	CLOSED
Sunday and Public Holidays	CLOSED

ζ AUSTRALIA DAY – FRIDAY 26th January 2018



OFFICE CLOSED

ζ EMERGENCY REPAIRS

EMERGENCY REPAIRS ON PUBLIC HOLIDAYS

In the instance the situation is life threatening - call 000

Emergency repairs include such situations as:

- Burst water service
- Gas leak
- Blocked or broken toilet
- Fault/damage likely to cause injury
- Serious roof leak
- Electrical shock/fault

PHONE **0421 926 276** TO REPORT THESE TYPES OF SITUATIONS IMMEDIATELY.

PLEASE NOTE: Please be aware if the fault is deemed to be the tenant's fault or not an 'emergency' the tenant may be responsible to pay tradesperson's invoice.



ζ Looking to Buy

If you are looking to purchase a new home, our Sales Agent Diann is more than happy to assist you. Please give her a call on 0407 673 756.

ζ POOLS

With the hot weather nearly upon us, a temporary pool from the various discount retailers may seem like a great idea!!!

Unfortunately, laws in Queensland state that any pools or spas more than 30cm in depth must be Pool Compliant. This requires adequate fencing and a certified Pool Inspector to issue a Compliance Certificate.

Also remember the amount of water required to fill these temporary pools may mean you are required to pay for excess water.

There are 2 great public swimming pools in Ipswich – one at Leichhardt and one at Bundamba, plus the great water park for the kids along Marsden Parade. A little further afield is Springfield Robelle Domain.

If you want more information regarding the legislation <https://www.qld.gov.au/law/your-rights/legal-and-property-rights/laws-for-building-houses-and-pools/pool-fencing-and-safety-laws/>



ζ BINS AND ANIMALS

IPSWICH CITY COUNCIL

The Council have launched a bin app which can be downloaded for free from the App Store. Great for reminding what bins need to go out each week or if you are moving to a new area.

Council also want to remind us that parking on footpaths and nature strips is illegal and can attract a fine.

Don't forget in Ipswich all dogs and cats must be registered with the Council.



ζ RENT PAYMENTS

Please ensure your rent is paid in advance to ensure you receive no notices to remedy breach.

Our procedure if you default on rent is a courtesy sms or phone call 4 days in arrears. A notice to Remedy Breach will be issued when you are 8 days in arrears and then a Notice to Leave at 17 days. If you find you are unable to meet your rent obligations, the best thing you can do is contact your Property Manager and talk to them. Remember if there is any problem with your tenancy the best thing to do is talk to your Property Manager and keep communication lines open. We are here to help you through a difficult time and in the majority of cases a suitable plan can be worked out which is appropriate for you, the tenant and also for the owner.



ζ MAINTENANCE MANAGER APP

All maintenance must be in writing either in person at our office or sent by email (in the case of an emergency please call the office on 07 3202 3877). To make it easier for you to advise of your maintenance – please download the MMgr Property Manager App or for further information please contact your Property Manager.

ζ INSURANCE

It is recommended all tenants have their contents insured. Eg: If the property was flooded, the owner' insurance will not cover your furniture and belongings. Also please be aware in some instances if accidental damage at your rental home was to occur, it may result in the tenant having to pay the excess charge for the owners insurance to have the repairs done.

ζ CONTACT US

Due to the nature of our roles in Property Management, staff are frequently with Clients and Customers, or at properties.

As it is important to us that we are available to you, if you would like to meet with a particular team member we recommend you contact our office via email or phone and arrange an appointment. We find this works well as it minimises inconvenience to you.

P:	07 3202 3877		
E:	Principal:	Bronwyn:	mail@switchrealty.com.au
	Property Manager:	June:	june@switchrealty.com.au
	Property Manager:	Lynne:	lynne@switchrealty.com.au
	Property Manager:	Karen:	karen@switchrealty.com.au
	Sales:	Diann:	di@switchrealty.com.au

**Like us on
FACEBOOK**

