



PREPARING FOR SUMMER

CHECK YOUR AIR-CON!

Soon it will be summer, and if you have an air-conditioner at your property, it will be wise for you to give it a test run NOW before the temperature starts heating up.

If you find that your unit isn't working as it should, the first step is to clean the filters. Follow the simple steps below. If the unit is still not functioning correctly, please lodge a maintenance request through Maintenance Manager.

How to Clean your Air-con Filters:

1. Turn off the electricity to the air con unit.
2. Remove the cover from the air con unit.
3. Slide the filter out and vacuum off any dirt build-up.
4. Mix a solution of 1/2 vinegar and 1/2 water in a container large enough to submerge the filter.
5. Submerge the filter in the cleaning solution and allow it to soak for about an hour. If the filter is particularly dirty, allow it to soak for a few hours.
6. Lift the filter out and allow it to drain and air dry. When dry, return it to the air con unit and put the cover back on.
7. Check your outside unit and surrounding area is free from debris (leaves, sticks, twigs) - you can clean this by running a small broom or brush over the guard.

PORTABLE POOLS

A reminder to all tenants of the Queensland Pool Safety Laws.

ALL pools capable of being filled with 300mm of water require fencing - and this fencing needs to be inspected by a qualified Pool Safety Inspector.

This includes portable blow-up pools, spas, and wading pools.

Please understand that if we see one of these pools in your backyard during a routine inspection, we will ask you to empty and remove it immediately if it is not adequately fenced and a pool safety certificate is not provided to us.

For more information visit the Queensland Govt website.



COMMUNICATION WITH YOUR PROPERTY MANAGER

HOW TO GET THE MOST OUT OF YOUR TENANCY

At Solutions Property Management, we have a team of specialists ready to assist you. Your property has been assigned to a Property Manager, who takes care of maintenance, inspections, and other tenancy matters.

As our Property Managers are often out of the office, our preferred method of contact is email. If you are unsure of your property manager's email address, simply send your email to admin@solutionsproperty.com.au and it will be forwarded to the appropriate person.

If you need to call the office, most of your questions can be handled on the spot by any one of our friendly team, so you don't have to wait for your Property Manager to return your call.

A FEW NOTES TO ASSIST YOU:

Maintenance Requests must be made IN WRITING via our Maintenance Manager system. You can log online via our website or use your mobile APP. The system will keep you updated with email notifications.

Lease Renewals are emailed to you. If you wish to renew your lease, you have 5 days to sign and return to us. If you are unable to print the lease, please let us know and we will post it out to you.

Rent Arrears are monitored daily by Carol our Accounts Manager. If you receive an SMS or email about late rent payments do not ignore it! It means that you are behind in rent and if not rectified, you will receive a formal breach notice, which stays on your record.

CALENDAR DATES

CHRISTMAS

Office closed

Mon 24th Dec-
Wed 26th Dec

NEW YEAR

Office closed

Mon 31st Dec-
Tues 1st Jan

AUSTRALIA DAY HOLIDAY

Monday 28th
Jan 2019



The Solutions Team

From Left: Lorraine, Lisa, Gina, Tarra, Renee, Caroline, Yvette, Darren, Michelle, Debbie, Belinda, Phillip, Melinda, Alison, Laura, Kellie, Carol & David. Absent: Jessie