



SLOWLY GETTING BACK TO NORMAL...

It has without doubt been a challenging few months for everyone. The whole team at Solutions Property Management would like to thank you our valued tenants for your cooperation in helping us continue our work during the COVID-19 crisis.

As the social distancing laws begin to relax in Queensland, some of our activities are returning to normal, while other procedures introduced to minimise physical contact will continue.

Property Inspections

After a short break, we have now resumed inspections. As usual, you will receive the required 7 days' notice by email. Please note that it is difficult for us to adjust these times as we have many properties to inspect after the break. Of course, if you are exhibiting flu-like symptoms or are in quarantine, you must contact us urgently to make alternative arrangements.

Maintenance

Our contractors continue to follow strict health and safety protocols during the COVID-19 crisis so that they can safely attend to repairs. Please continue to report maintenance through your Console Tenant App.

Smoke Alarms

Please be aware that checking smoke alarm compliance is a legal requirement for property owners, and tenants are legally obligated to allow these visits to be carried out.

You may be aware of the new smoke alarm laws which require many properties to have upgrades completed by 31st December 2021. We appreciate your cooperation in allowing our contractors to perform this important work.

While on the subject, remember that you are NOT permitted to use other rooms (such as lounge rooms, garages, etc) as bedrooms as these are not appropriately fitted with smoke alarms.

Leases - Digital Signing

Solutions has led the way in digital signing of leases, and since April this year our tenants have enjoyed the cutting-edge technology 'One Touch Execution'. Like digital signing, you don't need to print, post, or scan documents – but with OTE, you don't even need a digital signature account – just 'accept' and send!

This is just one way our tenants are benefiting from our enhanced service through early adoption of technology.

Office Opening Times

As you are aware, we are discouraging visits to our offices to reduce unnecessary physical contact. Our Springfield office remains closed to the public except for key pick-ups and pre-arranged appointments. Our North Lakes office is open Monday-Friday; however, you must make an appointment if you would like to speak with one of our team. Please respect social distancing guidelines and remain at a safe distance from others while at reception.

How to Contact Us

The best way to contact us is via EMAIL to your property manager or our reception email: admin@solutionsproperty.com.au.

If you call our office, please understand that our phone lines can get very busy and sometimes our staff are in meetings. Therefore, if you are placed on 'hold', it is best to leave a voicemail message. Rest assured that our messages are constantly monitored, and we will respond according to the urgency of the matter - so please leave a detailed message with the best number and time to contact you.

We hope you are keeping well and look forward to continuing to assist you throughout your tenancy.


INFORMATION AT YOUR FINGERTIPS



console tenant app

Report maintenance, find out your rent payment history, and view your lease details - all on your mobile device! If you have any problems logging on please send an email to admin@solutionsproperty.com.au.

www.solutionsproperty.com.au

 Our website is packed with loads of useful stuff for our tenants, including online forms, legislation, useful links, and an FAQ section to answer the questions we are asked the most.

facebook

For up-to-date news and notifications, make sure you 'Like' our Facebook page. We also post interesting stuff including pics of our tenants' pets so please send them in!

ARE YOU OK??

Sometimes you can find yourself in a bad situation that you feel you can't escape from. You might need emergency assistance, a helping hand - or just someone to listen.

There are many community groups and government organisations that you can reach out to - it just takes the courage to pick up the phone.

National DFV & Abuse Hotline - 24 hrs 7 days a week
ph 1800 RESPECT (1800 737 732) | 1800respect.org.au

DV Connect Statewide Sexual Assault Helpline - 7.30am-11.30pm
ph 1800 010 120 | dvconnect.org/sexual-assault-helpline/



Domestic and Family Violence
Prevention Council

Not Now, Not Ever. Together

OFFICE HOLIDAYS

EKKA SHOW DAY

**Monday
10th August**

(This applies to both our offices.)

QUEENS BIRTHDAY

**Monday
5th October**

AWARD-WINNING SERVICE



**REIQ
Medium Agency
of the Year 2020**



**AILO Crisis
Communication
Award**