

A Message to Our Tenants

Thursday, 9th April 2020

It's imperative to communicate with your property manager during this difficult time if you are suffering hardship as a direct result of COVID-19.

There is an expectation that rental obligations must be met however if we are not aware of your specific circumstances we are unable to take steps to negotiate a suitable outcome for both you and the landlord.

We empathise with all our clients at this time as many of our landlord/owners are also suffering during COVID-19. Although most banks are relaxing mortgage payments and offer other forms of relief, the list of other expenses relating to the home are many.

Please view our [COVID-19 information page here](#)

Please complete and forward, the application form directly to your property manager so we can start the conversation. A simple non payment of rent may reflect poorly on your rental history and may affect any rental benefits if/when the government release the much talked about rent relief package.

Finally we ask for your patience while we work through your application, we are receiving an overwhelming number of requests; some more complicated than others. This is a highly stressful time for your property manager as they take on the individual stress of their clients. Please bear with us, we are here to help where we can.

Please view our [short video from Victoria Weeraphan](#), Port Phillip Property Manager, who will be providing an update on the eviction moratorium.

Looking at ways to reduce your costs – lets start with your utilities. When was the last time you checked to see if you are getting the best rates for your gas, power, internet, etc.

[Click here for YourPorter](#)

YourPorter was created solely to save you the time and hassle of arranging your utility connections. YourPorter specialise in home connections and comparing different companies to find the best deal.

Maintenance Most of our tradies are all still working in the field however seem to be busier than ever. As a lot of people are currently working from home we are experiencing a large increase in the number of maintenance submissions.

Please ensure you are sending your maintenance requests to ManagedApp, providing photos and video where appropriate. We will endeavour to have your requests attended to as soon as possible however minor maintenance will take low priority. Our tradespeople are all adhering to the hygiene and social distancing requirements and we ask you to do the same when they visit your property. We must insist if you are in quarantine or unwell, you advise us immediately.

Easter Break We will be taking the traditional break of Easter. Currently most of our offices have a skeleton team and over Easter most will be closed. Please contact your property manager if you need to visit the office for some reason.

Urgent repairs over Easter – you can access [our recommended trades here](#).

We wish you and your families a safe and happy Easter.