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**TENANT NEWSLETTER December 2009**

Thank you for taking the time out to read this newsletter; I hope you find something of use or interest. The truth is it's been a while since we've corresponded with tenants in this way so we felt it was time to pass on some information about a few key things that seem to prompt questions or cause confusion.

I want to use this opportunity to pass on our best wishes for Christmas/New Year and in general acknowledge your part in what we have always seen as a three way partnership between you, the owner and us. And it works extremely well for all but a few of the thousands of properties we manage. That can't happen without good tenants, so thank you. Some may think these are platitudes but I assure you they are not. From our very first day of business over 15 years ago, we have espoused this approach and it has been a cornerstone for the success of LJPM. We find mutual respect is the key to a fabulous professional relationship with our clients. I readily acknowledge we don't always get it right but I have no doubt about our commitment to doing the best we can for all clients, which includes current and prospective tenants.



Leah Jay

As a matter of interest, I did a quick check recently as I was thinking about this issue and found that amongst our current landlords, there are many who have been LJPM tenants at sometime during the past 15 years. As for our staff, 60% are or have been tenants (44% landlords), so there's fairly broad understanding of your situation.

I sincerely hope your home is what you had hoped it would be when you applied.

Regards,  
Leah Jay

**INCENTIVE OFFER  
RECEIVE A WEEK'S RENT!**

Owners of property looking for management services often approach us at the suggestion of existing clients. As in most industries, word of mouth plays a big part. As added incentive, should you refer an owner to LJPM and they place their property with us, we will give you the first week's rent (no the owner does not miss out!)

All that the property owner needs to do at the time they first approach LJPM, is inform us that they were referred by you; then if they enter into an agreement to use our services, we will pay you the incentive immediately the property is tenanted.

**INSULATION**

A number of tenants have enquired about having insulation installed and to date many owners have taken up the Government rebate in order to do so. LJPM has been assisting landlords with the process because we believe it is a good opportunity to reduce energy costs for tenants, which in turn makes a property more attractive for leasing. However we have been conscious of the need to use only accredited installers who strictly abide by the regulations and ethical and professional practices. It is also the case that the rebate has been recently reduced and the regulations tightened because of the actions of some operators trying to seize the opportunity. Haphazard installation, rip-offs and even illegal dumping of waste material have occurred. That's why we have generally discouraged tenants from arranging anything; rather get us to pass on the request to the owner and from there we help coordinate matters with a preferred installer.

**SWIMMING POOLS –  
BEWARE THEY MAY NOT  
BE PERMITTED!**

We really do not enjoy advising people after they have purchased a swimming pool that they have to remove them. Please be aware that there are strict regulations in place, even for relatively small pools. These are promoted rather heavily in department store catalogues at this time of the year. It is usually a matter of capacity and/or depth; in cases where permission needs to be gained from the property owner and then correct fencing put in place (complying with Swimming Pool Act 1992/2008). So before you buy be sure you enquire.

While on swimming pools; if there is one at your premises and there is any problem whatsoever with the gate or fencing, or there is no resuscitation chart affixed nearby please notify us!

**SMOKE ALARMS**



This is a crucial issue and well understood by most tenants; too often though our Property Managers express concern, after completing inspections, about smoke alarms not functioning because batteries have been removed and not replaced or in some instances, the whole alarm removed. This is actually illegal and obviously risky.

Here's a brief summary of what you need to know and do; but please if you have ANY concerns or questions contact your Property Manager.

- ALL premises must have smoke alarms installed and functioning. How many and where is determined by the size and layout of the place; some will have battery operated and others hard wired alarms.
- The regulations state that tenants are not permitted to interfere with the normal operation of the alarm; certainly you are not permitted to disable it.
- Tenants are required to change replaceable batteries as needed. We explain this at the signing of the lease and as a hint suggest you select a date of some significance to you and make that the time to change the battery.
- If the alarm does not function properly or you are physically unable to change the battery you are required to notify us so that we can have it attended to
- And a tip for cleaning them, if vacuuming, place the nozzle over the alarm vent

**MERRY CHRISTMAS & BEST WISHES FROM EVERYONE AT LJPM**

## REPAIRS

In effect there are two categories, urgent and non-urgent repairs.

**Urgent repairs** include things such as the loss of essential services and these will be attended to as a matter of high priority; your lease agreement will usually have details of people to contact. If in doubt please contact us.

**Non-urgent repairs** and maintenance include matters such as pest control/loose door hinges and suchlike. We attend to these asap but it is important to note that there is an element of discretion with these repairs and approval generally has to be received from the owner before we can issue a work order. Unfortunately delays do occur occasionally but be assured it is not because we do not consider the matter important.

The most effective way of notifying us of your repair request is via our website 'tenants repair form'.

<http://www.ljpm.com.au/tenantsrepairform.php3>



## VACATING

We know there's enough to do when you decide to vacate your place without having problems, particularly with final inspection, so here's a 'checklist'.

### FINAL INSPECTION PROCEDURES

- Return the keys to our office on date of vacating
- Fill out the vacating tenant form in reception when you return the keys
- The form has a question whether you wish to be at the final inspection or not –
  - If yes, the Property Manager will contact you once keys are returned and an appointment time is made
  - If no, the Property Manager will attend the property at their first opportunity and then advise you of any issues
- Provide copies of any receipts for carpet cleaning and pest control if applicable
- Provide us with a forwarding address (and ensure you have your mail redirected and services disconnected)

Once any issues are finalised and as long as there's no money outstanding, we can release the bond.

**PLEASE NOTE:** As at December 2009, this Newsletter is intended as general news and not advice, as each individual's situation will vary depending on specific circumstances relating to that individual. You should seek professional advice as it relates to your own circumstances.

## PESTS

We get a lot of enquiry from tenants about pests, so we thought we'd provide a brief table of information about the most common and recommended approach. Once again if you have any concerns, contact your Property Manager.

### ANTS

Normally occur in infestations.

**PREVENTION** – Keep home clean and free of food scraps, in particular sticky or sweet drink spills.

**TREATMENT** – Can be controlled by using household sprays, contact us if the problem persists.



### BIRD LICE/MITES

These normally occur where bird aviaries and/or nests are in the vicinity.

**PREVENTION** – Try to keep outdoor aviaries as far from the home as possible and remove all nests.

**TREATMENT** – Contact LJPM

### COCKROACHES

There are two types of cockroaches commonly found in Australia:

- Australian – generally 30-35mm long and brown, usually found outdoors but may come inside in warmer weather.
- German – generally 12-15mm long and light brown, more likely to come indoors.

**PREVENTION** – Keep home clean & free of food scraps.

**TREATMENT** – Initially by using a household spray and/or a commonly available surface spray around external doors and windows. Can also be treated by using cockroach bombs – don't forget to use these strictly in line with the product instructions and under supervision.

Contact LJPM if the problem persists.

German cockroaches are normally more persistent and often require a 2 part treatment.

### POSSUMS

Generally gain access to roof cavities.

We recommend NOT trying to remove them and definitely do not trap or kill them.

**TREATMENT** – Contact LJPM



### RATS/MICE

**TREATMENT** – As with all rodents we recommend using traps or baits (under supervision) initially but if they persist, contact LJPM.

### SPIDERS

Most spiders are not poisonous, only come out at night and rarely inside. Care should be taken when leaving shoes and clothes outside.

**PREVENTION** – Keep the home internally & externally free from cobwebs.

**TREATMENT** – Normal household spiders that are not poisonous can be treated with household sprays.

In the case of poisonous spiders such as red-backs & funnel webs – contact LJPM.

### WASPS & BEES

Just remember they may sting if disturbed or agitated.

**TREATMENT** – If there's a nest contact LJPM

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