

Investor Update

McGrath North Lakes | September 2025

Managing Maintenance Protecting Your Investment and Your Tenants

In recent years, due to shortage of contractors and rising costs, managing maintenance at rental properties has become a challenging task.

Add to this the ever-increasing legislation regarding minimum housing standards and repair orders, it's not surprising that many lessors feel overwhelmed and unsure about where they stand:

- *Who is responsible for a particular repair?*
- *What is necessary to fix now, and what can wait?*
- *Can I get a free quote?*
- *How do I know the contractor is not ripping me off?*
- *Is my agent getting a kick-back from their contractors?*
- *Can I do the repair myself? What are the risks?*
- *Can't I just send in a handyman?*
- *Does the contractor guarantee their work?*
- *What are the repercussions if I delay that repair?*

These are all valid questions, and the reasons you have chosen to engage a professional managing agent to take care of your investment.

We have developed a structured and multi-layered maintenance process to get the best results for our clients.

OUR MAINTENANCE PROCEDURE

Item identified & categorised

A maintenance item may come from our routine property inspections, or reported by your tenant. We obtain photos and conduct a detailed triage to understand the problem, and whether it falls under lessor or tenant responsibility. The item is then categorised under routine, urgent or emergency, and our treatment and communication methods differ depending on the status.

Getting the best value for You

Where possible we obtain quotes or estimates to ensure you are receiving value for money. Note we ONLY use licenced contractors who hold all the necessary insurance policies and permits. They are reliable and guarantee their work. And we NEVER take commission or payments from our contractors as this poses a conflict of interest.

Ensuring the job is done right

Upon completion, we send you photos and the invoice for complete transparency. The invoice is processed from your rental funds and itemised in your statements for recording and tax purposes.

Introducing Tapi maintenance software - a better way to manage maintenance



To address the ever-increasing pressures on investors to keep their properties maintained, we recently invested in this state-of-the-art software. TAPI combines an advanced workflow system with AI to help us receive, report, and manage maintenance right through to completion, creating efficiencies and ensuring nothing is missed - even after-hours.

The platform is very easy for tenants, lessor clients, and contractors to use, and allows free flow of communication between all stakeholders - ensuring complete transparency and recording of information. So far the feedback has been very positive, particularly from lessor clients who appreciate the extra information they are now receiving and the enhanced responsiveness of their property managers.



Team Training - the key to continuous improvement



TAPI launch

Our big launch of our new maintenance management software went without a hitch! Dani and Maggie from TAPI visited for a valuable day of training.

We decided to bring some energy and fun in the lead-up to launch day by holding our 'Tapi Tournament'. Competition between the five teams of property managers was fierce, and the whole team worked hard to ensure the transition was smooth and effective.



REIQ Property Manager Breakfast

The latest REIQ specialised PM training event covered topics such as

- Diffusing high-risk situations
- Life-saving self-defence tips for PMs
- QCAT case studies involving compensation and personal injury claims by tenants
- How to navigate the new break lease laws



Four from our team attended the Sunshine Coast event and our Head of Department **Caroline Duxfield** did an awesome job as MC.