

PMHQ Investor Newsletter

We are changing the way we do things

As always, we strive to provide you with the highest level of customer service and as such, we are pleased to announce that we have implemented an *electronic document filing system*, called 'FileSmart', which integrates with our trust accounting software to ensure that your records are protected for years to come.

The new filing system will allow us to provide you, our valued client, with new and exciting features which will include:

•**Speed** – You will now be receiving your Owners Statement together with your Invoices, *via email* on the same day we process them in our office. As these documents including all invoices are now in electronic format, it is even easier for you to save them and email them off to your accountant if you need to. Statements will no longer be posted in addition to being emailed.

•**Efficiency** – Did you know the average Property Manager will spend 20% of their working week copying documents, filing documents, searching for, retrieving and refiling documents? Phew! Our new system will free up our staff from shuffling paper around which gives them more time to look after your property.

•**Security** – Our new filing system will be backed up every day! In the case of a disastrous event ALL documentation pertaining to your investment will be protected giving you greater peace of mind.

•**Going Paperless** – We are committed to being kinder to our planet and reducing the paper, envelopes, printer ink, etc. that comes with running a busy Real Estate business. Kermit the Frog sang, "It's not easy being green" but we think it is!

We anticipate you will be pleasantly surprised at the efficiency this change will make and we invite you to lend your support. If you wish to update your email address for such documents please email our office your instructions. If you have any queries please do not hesitate to contact our office.

Access your important property information online

At Property Management HQ we know that you want to be able to access your important property information when it's convenient to you. Due to this we have invested in a program that enables you **ONLINE ACCESS** at your convenience.

In addition to accessing all this data you can also view and download copies of documents relevant to your property. Perfect for tax time or whenever you need them.

Our Online Owner Portal will be accessible from our website **from Monday 13th July 2014** and allow you, as the property owner to;

- Log into the portal via our company website using your secure username and password, this will be issued to you
- Access your property information 24hrs a day, 7 days a week
- View important property data and financial data anytime
- Download your statements and documents, including previous statements and income & expenditure reports.
- Directly contact our business from the portal

We also have a tenant portal, so your tenant/s can access their own information, such as where they are paid to, reprint invoices, and access important documents.

We look forward to offering you this service via a secure link on our company website www.pmhq.com.au By providing you this service, we are offering you access to key information 24/7 online, anywhere, anytime.

The previous postage /sundry fee of \$5.50 will be replaced by an admin fee to cover the costs of this service.

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RENT PROCEED DISBURSEMENT CALENDAR 2014 TO 2015 FINANCIAL YEAR



Month	Mid Month	End of Month
July 2014	Tuesday 15 th	Thursday 31 st
August 2014	Friday 15 th	Friday 29 th
September 2014	Monday 15 th	Tuesday 30 th
October 2014	Wednesday 15 th	Friday 31 st
November 2014	Friday 14 th	Friday 28 th
December 2014	Monday 15 th	Tuesday 23 rd
January 2015	Thursday 15 th	Friday 30 th
February 2015	Friday 13 th	Friday 27 th
March 2015	Friday 13 th	Tuesday 31 st
April 2015	Wednesday 15 th	Thursday 30 th
May 2015	Friday 15 th	Friday 29 th
June 2015	Monday 15 th	Tuesday 30 th
2014-2015 End of Financial Year Income & Expenditure Statements	will be issued on Tuesday 30 th June 2015, following End of June 2015	

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Property Management HQ is a trading name of PMHQ Pty Ltd ATF the PMHQ Unit Trust, ABN 53 218 280 288, Real Estate License No. 1570225.