



HAVEN RENTALS *XMAS 2008* *NEWSLETTER*



MAINTENANCE OR GENERAL TENANCY ENQUIRIES

When you phone our office with a maintenance issue, a rent/water payment enquiry or just a general tenancy enquiry — Please remember that you do not always need to speak to your property manager.

Any of our team can assist you and if necessary your property manager will call you back.

Report those maintenance issues as soon as possible, do not leave until there is possibility of any damage being caused.

WELCOME TO MERRIN & CAROL

**A big welcome to Merrin Alexander
& Carol McCartney to our specialist team**

**Merrin joined us in April as full time
Receptionist/Administrator**

**Carol joined us in September from
Ray White, Nelson
as a Property Manager**

Xmas Opening Hours

Wed	24th Dec	8.30 - NOON
Thurs	25th Dec	CLOSED
Fri	26th Dec	CLOSED
Mon	29th Dec	9 - NOON
Tues	30th Dec	9 - NOON
Wed	31st Dec	9 - NOON
Thurs	1st Jan	CLOSED
Fri	2nd Jan	CLOSED

Normal office hours of
8:30 to 5:00 resumes on
Monday 5th January 2009



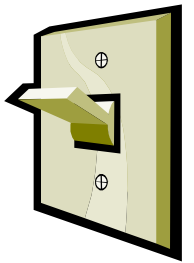
Best wishes for a joyful festive season,
a safe holiday period and a healthy
and happy New Year.

*Kaylene, Paul, Carol,
Jo, Karen & Merrin*





Repairs & Maintenance



After Hours Emergency Repairs

DO NOT call after Office Hours of 8:30am to 5pm Monday to Friday, unless you have a genuine emergency as below:

What IS an emergency?

- No Hot Water
- Major Water leak
(Know where your Water Toby is and turn it off)
- No power to property
- Oven not working (Is it on Automatic?)
- Blocked Toilet

What IS NOT an emergency?

- Dripping taps
- Single power points or a light not working
- Minor repairs

You all should have a green card with emergency after hours numbers on it to keep on your fridge or by the phone, if not you can request one from our office

MAINTENANCE/REPAIR REQUESTS

If you have requested any maintenance to be carried out and you have not been contacted within 48hours or the repairs have not been completed within a reasonable timeframe

Please contact our office on 548 3440 during office hours 8:30am to 5pm

Our people will be happy to follow this up with the tradesperson

The Property Management Team



Kaylene Tasker
Divisional Manager
Mobile
027 220 3326



Paul Meeson
Property Manager
Mobile
0274 444 274



Carol McArtney
Property Manager
Mobile
0274 288 660



Jo Boyes
Office Manager



Merrin Alexander
Administrators



Karen Rackley
Administrators

Office 03 548 3440 • Fax 03 548 2960

Email rental@nelson.co.nz Website www.havenrentals.co.nz