



How we take care of your home with Tapi



Tenant Concierge

Our tenant reporting tool provides helpful troubleshooting & triaging to get the full picture of the maintenance issue at hand. This not only reduces unnecessary call outs, but provides an intuitive personalised service for tenants. Along the tenants reporting journey they are provided with video links and manuals to your home's assets.



Once a request has been submitted through the "tenant concierge", we are provided with photos, videos, and the full troubleshooting report. You can approve or decline this request through 2 clicks. Most importantly, you will have everything you need to help with your decision.



Asset Management Tool

We use this to guide (where we can) on whether you should be repairing or replacing an asset in the property. This uses the ATO's official rulings to work out depreciation, and will flag to us how much you've spent, how much work has been done on it, and what a replacement cost may be. This also will alert us if assets are within warranty, saving time on getting repairs completed for your tenants, and importantly saving unnecessary conversations and costs.



This asset tool is further beneficial as it shows the specific manuals both trades and tenants. For trades, this is shown on work orders, and can speed the time taken for both quoting and accepting work orders. For tenants, this is shown to assist in asset care throughout the year.



Recurring Services

We're all about **proactive** work here, and are able to provide you with a full maintenance plan for your property.

Whether it's gutter cleaning, chimney sweeping, pool maintenance, or compliance regulations; our team can set up recurring works against your property to save you from having to cover unexpected maintenance costs down the line.



Property Tab

If there is an unexpected cost that does arise on one of your properties, we have an optional, fully integrated finance option to help you with splitting your payments. Allowing you to make instalments of up to \$15,000 over 12 months, in whichever frequency suits you. The interest rate varies from 2.5%-1.95%.

This allows maintenance to get done straight away to look after your tenants, whilst paying the trades immediately after completion.



Finally, our maintenance tool, Tapi, allows us to have brilliant oversight on maintenance across your investment property. Nothing slips through the cracks. If you'd like to learn more about Tapi, you are able to review their website [here](#).



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