

### *The Tyranny of Distance*

Distance affects us, all every day of our lives, the distance we travel to work, the distance from friends and loved ones and in some cases the distance between people in a relationship .For myself after relocating to New Zealand to pursue an expansion of my career after living in Australia all my life and for a lot of that in Brisbane, the tyranny was the distance between myself and my investment properties in Australia.

It was clearly not rocket science to realize that I needed a manager who could look after my financial interests in these properties without me being able to look over their shoulder all the time, as my work takes me away from home and am generally not readily contactable for days at a time. So in the event of a major problem with one of my properties I needed someone in whom I could put complete trust to look after the issue at hand and to effect a speedy and cost effective resolution. Sadly I didn't get that result for a number of years and it was purely by chance that one of my properties went to Artation Property Management after a referral from another agent, which was one manager of whom I was happy with but had elected to no longer handle the property management side of Real Estate, it is after all a minefield of government regulations and requirements and woe betide the owner if something goes terribly wrong.

As events turned out the property that Artation Property Management had taken over suffered one of these events when the hot water system decided it would permanently go into retirement, without any prior warning, and on a weekend to boot. As a tenant I could not imagine the difficulties that they looked at facing by not having hot water and not knowing how long it would take to have a new unit installed. It just seems to be something we take for granted, like our health, until we don't have it! However this was when I realized I had stumbled on a gem when Melinda of Artation took over the problem and had solutions available when she was finally able to contact me to authorize replacement as the cost of this fell outside the normal expenditure allowance for which direct approval is not required. It also came with a myriad of government regulations about which hot water systems were approved due to new energy efficiency requirements.

Suffice to say however that all these problems were handled in a very efficient and extremely professional manner showing total dedication by Melinda which included a number of phone calls to her which fell "well" outside normal business hours due my work schedule and the time difference between Australia and New Zealand. So it was after this event and the general efficiency I had become aware of that I now have all of my Australian properties handled by Artation Property Group, with the exception of one, which has dedicated on site management due to the very particular nature of its occupancy. A close friend of mine, also in New Zealand, has also transferred the management of a property in Redcliffe to Artation after being very impressed with the handling of a number of different maintenance issues with my properties.

When I return to Australia, as I most definitely will, I could see no reason why I would even consider another agent to manage my properties.

In summary I would urge anyone looking for an effective and dedicated team to manage a property for them to look no further than Artation. Give them a call, I'm sure you will be as impressed as I am. I would also like to add that I have not been coerced or paid in any way by Artation or anyone else for this testimonial.

Sincerely, Lindsay Rixon.