

Quarterly newsletter

cusack partners
property management | maintenance | investment

September 2026



A Message From the Director

As we welcome the beginning of spring, I would like to take a moment to thank our valued owners, tenants, contractors and wider community for your continued support of Cusack Partners.

The past quarter has been another period of growth, development and refinement for our business. Our focus remains firmly on providing professional, transparent and reliable property management and maintenance, while continuing to improve our systems and services. As our portfolio grows, so does our commitment to ensuring that every property receives the attention and care it deserves. This quarter, we have placed a particular focus on maintenance management, communication and preventative property care by investing in leading technologies and systems. We have been working closely with our owners, tenants and contractors to improve the way maintenance issues are reported and resolved, with the goal of reducing unnecessary costs, improving communications to achieve better outcomes for everyone.

Spring also provides the perfect opportunity to look at our properties with fresh eyes — identifying small maintenance matters before they become larger problems and ensuring our properties remain well presented, healthy and protected for the long term.

We are proud of the continued progress being made across Cusack Partners and look forward to another successful quarter ahead.

Thank you for being part of our journey.

Warm regards,

Dion Cusack
Managing Director



In this newsletter you can expect:

Spring Property Care

Maintenance Matters

Routine Inspections

Communication and service

Compliance Update



Spring property care: Protecting your investment

Spring is an ideal time to take a fresh look at your property and identify any maintenance or presentation matters that may have developed over the winter months.

Preventative maintenance plays an important role in protecting the long-term value of a rental property. Small issues, when identified early, can often be addressed before they become larger and more expensive problems.

Our team uses routine inspections and ongoing communication with tenants to identify areas that may require attention.

Areas we recommend keeping an eye on include:

- Gutters and downpipes
- Gardens, lawns and outdoor areas
- Exterior paintwork and weatherboards
- Roof and drainage concerns
- Heat pumps and ventilation
- Plumbing and leaking fixtures
- Mould, dampness and condensation
- Fencing, gates and outdoor structures
- and of course, check those smoke alarms!

Spring is also a great time to consider whether your property could benefit from improvements such as painting, landscaping, flooring or preventative maintenance.

Our goal is not simply to respond when something goes wrong it is to help owners identify, plan and manage property improvements before they become urgent.

A well-maintained property protects your investment, supports a positive tenancy and can reduce the likelihood of unexpected maintenance costs over time.



Maintenance matters

Helping us reduce unnecessary costs

One of our key focuses this quarter has been improving the way maintenance requests are reported.

Where possible, we are asking tenants to provide photos and/or videos when submitting a maintenance request, whether this is through PropertyMe, email or by messaging our property management team. All our tenants and owners can lodge issues or requests 24/7 online.

This information can make a significant difference to how quickly and efficiently an issue can be resolved.

For example, a photograph showing the location of a leak, or a short video demonstrating a faulty appliance, can give a contractor valuable information before they attend the property.

Without this information, a contractor may need to attend more than once — increasing costs for owners and potentially delaying the repair.

Providing photos or videos can help with:

Faster diagnosis

Contractors can better understand the problem before attending.

Better preparation

The correct tools, parts or materials can often be organised in advance.

Reduced call-out costs

Fewer unnecessary repeat visits can help reduce costs for owners.

Faster resolution

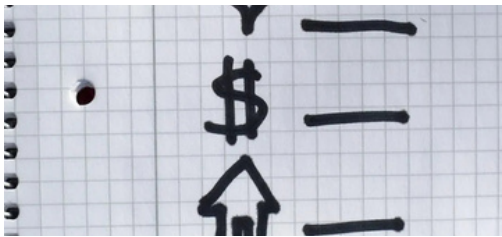
The issue can often be addressed more efficiently.

We understand that photos or videos cannot always be obtained, particularly where an issue is urgent, unsafe or otherwise difficult to capture.

However, for the majority of non-urgent maintenance requests, **a photo or video is greatly appreciated.**

Our aim is simple:

Get the right person to the property, with the right information, the first time.



Did you know?

Routine inspections are one of the most important tools we use to help protect your property.

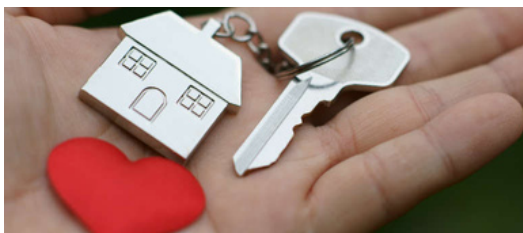
Our inspections allow us to monitor the condition of the property over time, identify maintenance matters and ensure that issues are brought to the attention of owners before they potentially become larger concerns.

We use advanced 360° imaging technology to provide detailed inspection records, helping us track changes to the property and provide owners with greater transparency.

Routine inspections help us:

- Monitor property condition
- Identify maintenance issues early
- Track changes over time
- Maintain detailed records
- Provide transparent reporting

Our inspections are about more than simply checking a property they are an important part of long-term asset protection.



Communication is KEY:

Clear and consistent communication remains at the heart of everything we do. Property management involves multiple parties, and when everyone communicates effectively, issues can be resolved more efficiently.

Our clients can expect:

Prompt maintenance updates
Detailed inspection reporting
Transparent financial reporting
Clear communication around tenancy matters

Open and honest communication

We also encourage our tenants to communicate maintenance concerns as soon as they arise.

A small issue reported early can often be addressed much more easily than one that has been left unresolved.

We believe strong communication builds trust and better results.



Spring maintenance reminder:

As we move into the warmer months, now is a great time to make sure outdoor areas are ready for spring and summer.

Blocked gutters, damaged downpipes, drainage problems and exterior maintenance issues can become more significant if they are left unattended.

Keeping these areas maintained helps protect the property from unnecessary moisture and water damage and supports the ongoing condition of the investment.



Compliance:

Staying Ahead of Your Obligations

Property legislation and compliance requirements continue to evolve, making it increasingly important for property owners to stay informed and ensure their properties remain compliant.

The Healthy Homes Standards cover five key areas:

- Heating
- Insulation
- Ventilation
- Moisture ingress and drainage
- Draught stopping

Landlords are responsible for ensuring rental properties meet the applicable Healthy Homes requirements and that relevant systems and installations are maintained over time.

Our team continues to monitor compliance requirements and identify matters that may require attention throughout the management of your property.

We take a proactive approach to compliance because protecting your property also means protecting you as the owner.

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Looking Ahead

As we move into the final part of 2026, our focus remains clear:
We will continue to improving our maintenance processes to protect and enhance our owners' investments.

We will provide clear and consistent communication
Our maintenance team and cleaners will remain focused on strengthening our Property Services services and capabilities.

We want to continuing to meet and exceed the standard of property management services.

We recognise that property management is about much more than collecting rent and organising repairs.

It is about protecting an asset, supporting tenants, managing risk, staying ahead of compliance and helping owners make informed decisions about their investments.

Our commitment to the community is as strong as ever, with planning already underway for more exciting events at the Riverslea Mall, Edgecumbe later in the year.

Again, we would also like to take this opportunity to thank our owners and tenants for working with our team throughout the year.

Your feedback, communication and trust allow us to continue improving the way we operate.

We are excited for what the remainder of 2026 will bring.

If you would like to discuss your property, maintenance requirements, upcoming improvements or anything else relating to your investment, our team is always here to help.

Thank you for reading!

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