

Year-End Tenant Comms Checklist

What to tell tenants, when, and on which channel. For shopping centre and retail property teams in New Zealand and Australia.

1 · BY 21 NOVEMBER: GET THE FACTS STRAIGHT

- ☐ Confirm trading hours for each centre, week by week, including late nights and early closes.
- ☐ Check the rules: restricted trading days in NZ; state trading-hours rules and approvals in Australia.
- ☐ Confirm public-holiday closures: Christmas Day, Boxing Day, New Year's Day.
- ☐ List operational changes: car park, security, loading dock, waste and cleaning.
- ☐ Check every store has a current operational contact and an after-hours contact.
- ☐ Decide who sends notices while your team is on leave.

2 · LATE NOVEMBER: SEND THE FULL SCHEDULE

- ☐ Email every tenant the year-end hours with the schedule attached, plus a short SMS summary.
- ☐ Send the same schedule to vendors and partners: security, cleaning, contractors.
- ☐ Ask tenants to confirm their store hours and holiday contact.

3 · THROUGH DECEMBER: BEFORE EACH CHANGE

- ☐ Send an SMS reminder two or three days before each change in hours.
- ☐ The day before a closure, text the closing time, car park lock-up and emergency contact.
- ☐ Send same-day changes by SMS and email together, never email alone.

4 · AFTER THE HOLIDAYS

- ☐ Check delivery reports and phone anyone the notices didn't reach.
- ☐ Keep the record of who received what, and when.
- ☐ Start planning Easter and Anzac Day hours in February.

WHICH CHANNEL, WHEN

NOTICE	CHANNEL	WHEN
Full hours schedule	Email with attachment, plus SMS summary	4 weeks out
Next change in hours	SMS	2 to 3 days before
Closure details	SMS	Day before
Same-day or urgent change	SMS and email together	Straight away

Send every one of these from one place. Properlex reaches every tenant by SMS and email, with a delivery record for each. Live in a few hours.

properlex.com/year-end