

The background of the cover is a photograph of a residential entrance. It features a white door with a black metal security gate. In the foreground, a yellow children's bicycle with orange handlebars and a seat is parked on a light-colored paved area. To the left, a white fence is partially visible. A yellow mat with the word 'WELCOME' is placed on the steps leading to the door. The overall scene is bright and clean.

RayWhite®

New Tenant **Handbook**

Ray White Property Management



Hello.

Welcome to Ray White
Property Management.

Congratulations on your tenancy approval. You have been approved because we are confident that, like all our tenants, we believe you will be able to pay the rent on time, keep the inside clean, and maintain the property, lawns and gardens.

We have created this guide to assist you with being prepared for your tenancy induction and also to assist you with having the right expectations during your tenancy with us.

We believe that a smooth relationship can only occur when we all have the right expectations and work diligently to ensure we fulfil our tenancy obligations.

Agency information



Our Property Management Offices

Ray White Warner

Shop 5, 1405 Old North Road
Warner QLD 4500
Phone (07) 3882 1000
Fax (07) 3882 0111

Ray White (IMS)

Shop 12, 3986 Pacific Highway,
Loganholme QLD 4129
Phone (07) 3139 1440
Fax (07) 3139 1441

Ray White Springfield

Shop 20, 31 Springfield Lakes Boulevard,
Springfield Lakes QLD 4300
Phone (07) 3333 1864
Fax (07) 3166 8849

Hours of Operation

Warner

Monday-Friday: 9.00am-5.00pm Saturday:
9.00am-3.00pm
Sunday: CLOSED

IMS

Monday-Thursday: 8.30am-4.30pm,
Friday 8.00am-4.00pm
Saturday: CLOSED
Sunday: CLOSED

Springfield

Monday-Friday: 9.00am-5.00pm Saturday:
9.00am-3.00pm
Sunday: CLOSED

Getting started



Utility Connections

It is a tenant responsibility to ensure your power gas, phone, internet, etc have been connected into your name.

Important Condition—Intact Telephone Line

Please note it will be a condition of tenancy that if a phone line is intact when you take occupancy, you will need to ensure that the line is fully intact when you vacate. If this service is not used or connected, the phone company may after a short time come and remove the line from the property, resulting in high costs to have this restored by the next occupant.

Please know that the payment of these services is your responsibility, so ensure they are connected into your name before you move into the property.

Getting Ready for Your Tenancy Induction

To ensure you have the right expectations regarding the start of your tenancy and the induction process, we ask you to observe the following important points:

- A) **Keeping Your Appointment Time**—the time you have been allocated for your tenancy induction has been specifically allocated amongst our other appointments, which are usually “back to back”. This means it is crucial you are on time for the appointment because if you are late, our induction time may have to be allocated several hours later until the next complete time slot is available. Avoid being inconvenienced! Therefore to avoid unnecessary delays and inconvenience please ensure you are on time for your appointment. If you believe you will be delayed, even by 10 minutes, please call us ahead so we

can confirm if another appointment time will need to be made to accommodate your change in circumstances.

- B) **Appointment Time Allocation**—as we need to explain all your tenancy details thoroughly, please allocate up to 45 minutes for your tenancy induction.
- C) **All Persons to be Present**—all tenants approved on the application will need to be present (people who will be legally responsible and signing the lease)
- D) **No Cash Policy**—we have a no cash policy. We regret that we are unable to accept a personal or company cheque, and due to security reasons, we are unable to accept cash. You may arrange with us to pay your first payment of rent and bond by Direct Debit, however this must be arranged with enough time for the funds to transfer to our account before the start of tenancy.
- E) Bank Cheques or Australia Post money orders are accepted—to be made out to **Ray White Aspley Trust Account**.

Possession Granted—please note that possession will be granted once the following has been fulfilled:

- A) Tenancy Start Date—your tenancy start date has commenced, as per your tenancy agreement
- B) Rent—your first two weeks’ rent has been received by our agency
- C) Bond—your full bond payment has been received by our agency.



Important—Keys Issued Early

It is important to note we are unable to issue keys early, or grant access to the property any earlier than the allocated tenancy start date. An example of this is where access to the property is required to move boxes into a garage or bedroom to get the moving process started earlier, or a removal truck company requires access a couple of days earlier. Under all circumstances we cannot issue any keys earlier than the start date of the tenancy, for legal and security reasons.

During the Tenancy Induction we will go through the following with you:

- Tenancy Agreement
- Payment of Rent
- Zero Tolerance Late Rent Policy
- Bond Lodgement
- Property Condition Report
- Repairs & Emergency Repairs
- Compulsory Legislation Information Booklet
- Any other important matters

After all of this is completed, you will be given access to the property by providing you with the keys.

Moving into the property



Changing Address

Ensure that you let financial organisations, road departments and other important bodies know of your change of address.

Contact Details

Once your new contact details are available, like a landline phone number and postal address (if different from your residential rental property address), please email these details to your Property Manager.

Keys

Should you wish to copy keys, it is important to note we will need back all keys given to you at tenancy start, and also all extra copies created during your tenancy period. If you change the locks during tenancy, you are obligated to provide us with a full new set of keys for property access.

Payment and Lodgement of Your Bond

Your bond will be lodged with our state bond authority and you can expect confirmation from them indicating your lodgement number.

Property Condition Report

Please ensure that you return your signed/amended copy of your property condition report to us **within 3 days of the tenancy start date**. If this is not returned, please be aware that the original inspection will be used for end of tenancy comparison, regardless of whether you agree to the original report or not.

Tenant contents insurance



It is crucial that you affect your own tenant contents insurance.

destroyed tenant possessions.

It is important to note that should your goods be damaged or destroyed by circumstances affecting the owner's property (i.e. fire, storm damage, power outages etc) then your goods and possessions are **not insured** by the owner.

Example One: An electrical fault in the building starts a fire and the property is destroyed. Your possessions will not be covered by the owner's insurance.

Example Two: You are away on holidays and the power cuts out due to an electrical fault in the building. Your return home to find your fridge/freezer goods spoilt. The owner's insurance will not cover your fridge/freezer goods.

Example Three: A storm blows a tree onto the house and in the process, your belongings are damaged. The owner's insurance will not cover your possessions.

In all cases above, quality tenant contents insurance should cover your goods for these given examples. Please check with your insurer however for the cover they can provide you.

You need to ensure that all your goods are adequately insured and the owner/agent will not be liable for damaged or

Paying your rent



Our office offers the following rental payment methods in order for our tenants to meet their rental payment requirements under the General Tenancy Agreement – Form 18a.

Direct Debit

We offer weekly, fortnightly or monthly Direct Debit options. A Direct Debit Authority form will be provided to you to complete and return to our office.

Bank Cheque or Money Order

Please ensure these are made out to Ray White Aspley Trust Account.

Payroll Deduction

Available through your employer.

PLEASE NOTE we are a strictly cashless agency and **no cash** will be accepted at any office, at any time.

In accordance with section 84 of the Residential Tenancies and Rooming Accommodation Act 2008 we advise you of the following estimated costs that you may incur by using the following payment methods to pay the rent.

Direct Debit — \$1.25

Bank Cheque—the cost of these can vary. Please contact your financial institution for more details.

Money Order—\$8.95

Payroll Deduction—no cost

Dishonoured Cheques

Should you pay a personal or company cheque direct into our agency trust account and the cheque is dishonoured, we will ask you to pay any bank dishonour fees to us within 7 days. Furthermore, should this occur, we will also request that you do not pay your rent by cheque again so this situation is not repeated.

Paying Your Rent into the Office

We ask that you only pay your rent as agreed on your tenancy agreement, and as discussed in your tenancy induction. Unless specifically requested, we are unable to accept rent payments into our office, cash or otherwise.

Property inspections



We will conduct a routine at the property approximately every 3 -4 months. The main purpose is to provide a report to the owner that you are maintaining the property, and also to check for any repairs and make any recommendations to the owner. Please see a detailed list of what we look out for below.

Photos- also note that the inspection may also involve taking photos of any repairs required, and a photo of the grounds front and back. It is policy that we **do not take** photos of tenant possessions.

Routine Inspection Guide—what we look out for at inspections

Inside the Property

- Walls/ light switches/doorways and doors are clean from marks
- The carpets are clean and stain free
- The windows and screens are clean
- The kitchen area clean and oven/stove top is free of burnt on food and carbon staining
- Shower, Bathroom and Toilet, Laundry and all tiling is clean
- All areas and rooms are fully accessible (not locked)

Outside the Property

- The lawns are freshly cut/edged and maintained
- Gardens tidy and presentable/weeds removed
- Rubbish/lawn clippings removed

- No unregistered car bodies on the property
- Oil Stains removed to carports, garages and driveways
- All areas, garages, store rooms etc are all accessible
- Swimming pool/spa - water and sides/bottom are clean

If You Have an Approved Pet

- Any droppings are picked up and removed
- Any pet damage or rubbish scattered is repaired and cleaned up
- Ensure all/any dogs are properly restrained for the inspection

Reporting maintenance



General Repairs

We insist that all repairs are lodged in writing. You can lodge written repair requests by using our Maintenance Manager system—refer to the back of this booklet.

Emergency Repairs

Emergency items are generally those that could cause injury to the tenant or damage to the property, and may include:

- Water pipes have broken or burst
- Blocked or broken toilet (if a second toilet is not available)
- Serious roof leak or gas leak
- Dangerous electrical fault, dangerous power point, loose live wire etc;
- Flooding, rainwater inundation inside the property, or serious flood damage
- Serious storm, fire or impact damage (i.e. impact by a motor vehicle)
- Failure or breakdown of the gas, electricity or water supply to the premises
- Failure or breakdown of an essential service or appliance on the premises for water or cooking
- Hot water service failure on a weekend, or long weekend (this would not be considered an afterhours emergency if this occurs on a week night)
- Fault or damage that makes premises unsafe or insecure
- Fault likely to injure a person, cause damage or extreme inconvenience

After Hours Emergency Repairs

Should an emergency repair be required after hours, please refer to page 2 of your lease agreement for emergency contact details.

Rent arrears procedure



We pride ourselves in our careful tenant qualification and screening processes. Applications are approved **ONLY** on the grounds that we are confident that the rent will be paid on time, every time. However a minority of tenants still get behind in their rent, despite all of our tenant screening procedures. As we do not know who this will be when we sign tenancy agreements, we need to advise each tenant our Zero Tolerance policy for late rent payments.

Follow-up involves phone calls and persistent personal contact. This has caused some people upset, embarrassment and also resentment. However we cannot apologise for such action as **we believe that the rent must be paid on time...all the time!** We make it clear that our clients who own the rental property have taken out a mortgage. This person has approved your application **ONLY** on the grounds your rent will be paid on time...**every time!**

Therefore if you believe you may be late with a rent payment, **you must notify us at least 3 working days beforehand** so we can inform the landlord to prepare and make other arrangements with their mortgage payments, should this be required. In some cases we ask you to do all that you can do to borrow the money from other sources (i.e. your family, friends, employer, bank, credit cards, pawnbroker etc) should you not be able to make a payment on time.

However, should we not be contacted our policy will then be...
3-7 days behind—a phone call or SMS from our agency to remind you about the rent payment due.
8 days behind—Notice to Remedy Breach (RTA Form 11 for failing to pay rent) – 7 days provided to remedy breach and pay all necessary rent arrears – if the notice is posted two days are added to the notice period.

After expiry of Form 11 for rent arrears and rent not paid in full—Form 12 Notice to Leave the premises is issued – 7 days' notice is provided (plus postage if not hand delivered).

EVICTON will follow if the problem is not fully remedied!

Sometimes, some tenants are continually late with payments. If we have a tenant that is consistently behind despite all of our best efforts, we will recommend to the landlord for this lease not to be renewed. The tenant will then be required to vacate the property at the end of their lease and also be furnished with a poor performance reference should a new landlord or agent require one.

TICA Tenancy Database - Rent Default

In extreme cases, details of the tenancy are lodged on a **National Internet Tenancy Database. This will affect** further tenancy arrangements with other real estate agents not only in your local area, but across Australia and New Zealand. **This will cause you severe inconvenience and hardship** for your future accommodation prospects. It is important to note that all real estate agents check this tenancy database when they receive an application for tenancy. If your details come up, you find they will automatically reject your application.

Therefore we encourage everyone to ensure their rent is paid on time, so that our business relationship remains beneficial for both parties.

Please call us should you have any queries regarding our **Zero Tolerance Late Rent Policy.**

Rent payments

Calendar Monthly Payments

Should you elect to pay by calendar month, it is important to understand that the term 'calendar month' does not refer to 4 weeks or 28 days. As each month has either 28, 30 or 31 days, then a calendar monthly amount is more than 4 weeks rent.

To calculate this properly and evenly, we use this simple calculation.

- a. **Weekly Rent divided by 7 days = Daily Rent**
- b. **Daily Rent x 365 days = Yearly Rent**
- c. **Yearly divided by 12 months = Calendar Monthly Rent**

This calculates 12 equal calendar monthly payments, which will be due on the same date each month (i.e. the 1st of each month); instead of the same day (i.e. every second Friday) as is the case with fortnightly payments. Please note that a calendar month payment is approximately 4.33 of a week's rent.

Understanding 'Rent in Advance'

Please ensure your rent is always paid in advance. Some tenants find this concept hard to understand, and some mistakenly believe that the first 2 weeks rent paid is held in trust for use at the end of tenancy, like a bond. It is important to note the first 2 weeks rent paid for your first 2 weeks of tenancy.

Rent in advance concept is simple to understand. If you go into a shop and you select a can of drink from the fridge. If you open the can, drink the contents and then walk to the counter to pay

you would agree you might find the store owner not pleased with your actions! The right thing is to pay for the can of drink first, then consume the contents after paying!

Paying rent in advance works exactly the same way. You purchase the time period in advance, and then consume the time period by dwelling in the property. Once the time period is finished or consumed, you then pay for the next time period again before using it, by continuing in the lease and dwelling in the property. This is the meaning of rent in advance.

Taking care inside the property



Misplaced Keys

If you have misplaced your keys during business hours you may come to our office and borrow our office set. ID will need to be provided.

If you have misplaced your keys after hours, you may call a locksmith to assist you back into the property. This is at the tenant cost.

IMPORTANT! Most modern window flyscreens can only be removed from the inside of the property. Attempting to remove them from the outside will result in damage to the flyscreen frame work, and will result in the flyscreen having to be repaired or replaced at your cost. This may cost more than what it would cost to have a locksmith attend the property to allow you access back in.

Property Damage

If property damage has occurred you are obligated to let us know immediately, or on the next business day if occurring on a weekend or public holiday.

Noise/Disruption

It is important to note that the utmost care must be taken to ensure that you do not infringe on disrupting your neighbours with noise. Loud music, parties or otherwise can disrupt a neighbour's right to peace and the quiet enjoyment of their residence.

In the case of units and apartments, particular care must be taken with respect to noise due to the close proximity of other

properties, usually located on the other side of the wall. This also includes your obligation to ensure that your visitors are not disrupting neighbours when walking from your premises to their parked vehicles.

Air conditioners

Please, regularly clean any filters and intake vents to ensure there is no build up of dirt and dust, and that the unit is able to draw in air effectively, not hindering performance, or in the worse case scenario, causing the unit to breakdown resulting in costly repairs and/or replacement. Please also note that if an air conditioner breaks down due to filters and vents not being kept clean, costs to rectify the damage or even replace the unit might be charged to tenants.

Pot Plants

Please keep pot plants outside the property at all times. Pot plants placed inside on hard surfaces, tiles and floors like lino, may leave a circular indent, stains and damage. Pot plants placed on carpet areas run the risk of carpet rot underneath, should moisture overflow or escape even with plates and containers placed underneath to attempt to prevent this.

Aquariums

Like pot plants, aquarium stands can leave rust marks to floors and can cause carpet rot if placed on carpets. Furthermore, if placed on carpets the weight of the aquarium filled with water may cause permanent indentations and damage in the base of the carpet pile.



Strict No Smoking Policy

All properties have a strict 'no smoking inside' policy. If tenants still choose to smoke inside the property they will be responsible for specialised cleaning and deodorising of the inside of the property to reduce and eliminate unpleasant smoke odours. This can easily run into the hundreds of dollars, and is charged to the tenant.

Tenant Painting

It is company policy that tenants do not paint any part of the property themselves. We have found in the past that some tenants have not painted the property to a professional standard, resulting in a professional painter being called in to rectify work. It is a policy that any painting can only be carried out by experienced, professional painters with our written permission.

Fixtures and Fittings

If you wish to install or remove any fixtures or fittings, you must request this beforehand in writing.

Smoke Alarms

Should you believe for any reason the smoke alarm(s) installed are not working or the batteries are not functioning, please let us know immediately. Protect your safety by being vigilant and report to us any issues, to ensure your safety in the case of a fire.

DO NOT remove a smoke alarm under any circumstances.

Picture Hooks

If you wish to install any new picture hooks, please let us know in writing what type of hooks you wish to use. Please assess the type of walls that are in the property, and the type of picture hooks that are suitable. We will let you know in writing before you are permitted to install appropriate picture hooks.

Washing Curtains

Most curtains and netting are machine washable but it is vitally important that this be established before any washing occurs. Drapes may only be suitable for dry cleaning, so please check all labels first. Sun damaged, brittle curtains or netting may disintegrate should they be machine washed, so it is best to check the strength of fabric by gently tugging on the material with your fingers. If the material easily pulls apart in your fingers, the material is unsuitable for washing.

House Cracking and Movement

Please let us know if you notice any cracks to walls, ceilings and movement. If cracks were in place when you moved in, please let us know if you notice them worsening or growing larger. Please either report these in writing or point them out to us at the routine inspection.



Termites

will quickly eat through a property and can cause extensive damage. Signs like wood becoming brittle (doorways, skirting boards, wood roof beams etc). Sounding hollow when tapped or knocked and/or with the presence of mud deposits are the tell-tale signs of termites, other than obvious signs of seeing termites themselves. Another warning sign inside can be blistering/lifting paint to inside walls, as they are known to eat away the paper backing to gyprock walls, allowing the plaster to crumble away allowing the termites to come to the wall surface, staying just under the paint lining.

Wood lying around outside and even wooden furniture outside can attract and encourage them. Dripping outdoor taps next to the house can also cause damp and favourable conditions for termites to be attracted.

If you see any signs of termites, or termite damage please bring this to our attention immediately.

General Cleaning

It is expected that the property be kept reasonably clean, and this is also a tenancy agreement requirement.

Pay particular attention to:

Walls, switches, power points, skirtings, doors and doorways - please keep these free from marks and dirty finger marks.

Cobwebs/dusting - please remove cobwebs to windows, walls and ceilings. Keep vents dusted. Light fittings and ceiling fans - keep them dusted regularly.

Curtains/blinds - keep these cleaned, dusted and also (if suitable) machine or dry clean curtains and netting on an annual

Termites basis.

Windows/sills/window tracks and flyscreens - keep regularly cleaned and dusted. Please note most modern windows are easily removed from their tracks by lifting the sliding window up at the bottom, and pulling this out for easy cleaning.

Floors - please keep regularly swept and mopped. Floors in the kitchen and wet areas may need to be scrubbed to keep surfaces, tiles and grouting looking clean.

Ventilation - please ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation, causing mould and possible health problems.

Wet Areas, bathroom, toilet and laundry grouting/tiles - please ensure all tiles are kept free from grime, soap scum and mould.

Carpet Cleaning

All carpets need to be cleaned on a six to twelve month basis, simply because of general living. The best time is after winter or at the end of a wet period.

We recommend professional steam cleaning and we do not recommend the use of 'do-it-yourself' hire machines. These machines lack the ability to adequately withdraw soapy water the machine may have squirted in. Sometimes it is tempting to not have the carpets cleaned on vacating because they have been used only minimally, and some rooms hardly used at all.

We liken this type of situation to borrowing a shirt. Even if we may have worn this for only an hour and not a full day, it is expected that it be returned clean. It is the same for carpets as the next tenants taking possession also need to have clean



carpets so this expectation can be transferred to them.

On vacating please present a receipt to show the carpets have been professionally cleaned.

In the kitchen



Chopping Boards

Please ensure chopping boards are used on bench tops, so that bench tops are preserved from unnecessary cut marks and associated damage.

Bench-top Joins

Be on the lookout for joins in the bench-top that have gaps, and the surface laminate has started to bulge or lift at a join. Please let us know if this is starting to occur as this may indicate moisture has seeped into a join, and is swelling the chipboard wood underneath.

Grouting/Tiling/Taps

Be sure that if you notice grouting or silicone sealing coming off/ loose around any tiles near or around the taps and/or taps dripping/leaking to let us know by repair request. If moisture should get in between tiles, this can damage the wall behind, and even seep into chipboard that is usually present in bench tops causing swelling and irreversible damage to the wood.

Oven and Stove Tops

Please ensure that stove tops, grillers and ovens are kept free of burnt on food. Food, crumbs and spills when left long enough become burnt on, blackened and carbonised, making them very difficult to remove.

Please use care when using scourers as these may scratch and damage enamel surfaces. When cleaning stoves/ovens use a spray-on oven cleaner. Be sure to read and follow the product

instructions carefully, as even though these types of products are very effective, they tend to contain harmful caustic fumes and require rubber gloves to be worn at all times when using the product. Please also check that the product is suitable to the type of surface you are applying this to, as some surfaces like stainless steel may become permanently marred/stained using an oven cleaner.

Exhaust Fans/Vents and Range hoods

Please ensure any vents and range hood filters are kept clean. Ensure the exhaust fan cover is clean and kept free of grime build up.

Cupboards/Drawers

Most cupboards and drawers are lined with white lining, which is great for easy cleaning. However substances spilled like sauces will in time prove difficult to remove and may leave permanent stains. Cupboard shelving, doors, doorframes and inside drawers/cutlery tidies should be cleaned at least on an annual basis. Also keep food in sealable containers to avoid insects and vermin gaining access to food and breeding and also creating a disease risk from germs, faeces and urine.

Dishwashers

Dishwashers provided as part of your tenancy need to be cleaned on a regular basis, and any build up of food remains removed.

In the wet areas—bathroom, toilet & laundry



Shower Screens

If you notice cracking to glass in shower screens or shower doors please report this to us immediately. Wired shower screen glass can crack under thermal expansion (consistent hot and cold temperatures) where as toughened glass usually only cracks if impacted (hit by something). If the shower screen is cracked due to impact damage, this will in most cases need to be paid by the tenant.

Blocked sinks/drains

Should a sink or basin become blocked, first try a drain cleaning product like drano. Be sure to follow the product instructions carefully. If the sink or basin is still blocked after treatment, please let us know so we can arrange for a plumber to attend to the problem.

Foreign objects down drains

Please take care not to allow children to place toys or other items down drains. If your property has a septic tank system, please do not flush foreign objects like sanitary products down the toilet. If a plumber is employed by us to clear pipes, drains, basins or sinks and it is determined that the blockage was caused by something considered foreign, this expense will be billed to the tenant for payment.

Loose tiles

Should you notice loose tiles to walls, the shower recess or to tiles over the laundry trough etc, please be sure to let us know.

Wall water damage

Should you notice water damage to a wall adjacent to a shower recess, bathroom basin etc please let us know immediately. This can be identified by bubbling or peeling paint, or even water or mould marks to the flooring/carpet. This usually identifies either loose tiles or a broken/leaking pipe in the wall, and will need attending to immediately to prevent further damage from occurring.

Taps leaking

Please report any taps leaking either from a tap head or tap handles. This includes washing machine taps. Sometimes washing machine taps will leak only when connected to automatic washing machine hoses as the tap water pressure exposes leakage in the taps.

Toilets leaking

Water trickling or leaking into the bowl from the cistern usually indicates a worn cistern washer and needs to be fixed by a plumber. Water left to trickle into the bowl continuously may inflate your water bill and therefore needs to be reported to us when noticed. Also leaking may occur to the tap behind the toilet.

Hot water system leaks

Should you notice the hot water service leaking from the valve or from the base of the unit please let us know. The leaking valve is usually fixable by a plumber, however water leaking from the

Taking care outside the property

Water Restrictions

It is important for you to be aware of what water restrictions are in place for the region, if any. For up to date water restriction information please log onto <https://www.dews.qld.gov.au/water/your/restrictions>

Watering Your Garden and Water Restrictions

Watering your lawns and gardens must be done within watering restrictions; however we insist that watering is conducted to the maximum allowed by the restrictions in place. What we do not want is watering not done at all because of a wrong belief that a total watering ban is in place. Watering is still required unless the current water restriction has banned all forms of watering.

Watering Systems

Please ensure that all watering systems are working properly, and are checked regularly throughout the tenancy to ensure they continue to work effectively. Watering systems can only be used should current water restrictions allow.

Weeding and Shrub Trimming

Weeding of gardens beds, inside lawns, paths, paving and other outside areas are the responsibility of the tenant. Trimming of bushes and shrubs in and around the garden are also the responsibility of the tenant.

Lawn Maintenance

Please ensure that lawns are regular mowed and edged, keeping

them neat and tidy. Should you wish to have someone regularly mow your lawn, let us know and we would be happy to recommend a service to you. This is at tenant cost.

Supplied Hoses/Fittings

Supplied hoses, fittings and accessories must be kept in good condition and please ensure that everything is returned and in place upon vacating of the property, free of any damage.

Rubbish

Please ensure any rubbish is regularly removed from the property. This includes car parts, tyres and things like lawn clippings, drink bottles as well as other items that can easily be considered rubbish or general junk.

Formal household rubbish and waste must only be placed inside rubbish containers (i.e. wheelie bins) and removed weekly from the property, or otherwise as required. This cannot be allowed to accumulate.

Please log onto your local Council website for details of bin collection for your area.

Oil Drillage

Any cars parked on driveways, under carports and garages must have a drip tray placed underneath. Only if the vehicle does not drip any oil at all is a drip tray not required. Please also note that any visitor's cars must be parked off the premises if they drip oil. Should oil drillage occur at anytime, this must be



cleaned up immediately to prevent oil seeping in and permanently staining. Please note any permanent staining will result in compensation being charged to the tenant.

Parking on Lawns/Gardens

It is important that at no time can cars or any type of vehicle be parked on any lawns, gardens or any area not created for, or designated as a vehicle parking area. Damage to lawns and landscaping can be costly. Engine oil drippage to gardens and lawns will also create permanent damage to the soil area, being costly to rectify. Any damage of this type will be charged to tenants in full.

Properties with pools



If the property you are renting has a swimming pool and spa please pay attention to the following.

Pool/Spa Cleaning

Pool/spa cleaning and maintenance, unless it is agreed that the landlord will be supplying a regular cleaning and maintenance service as per your tenancy agreement, this will be a tenant responsibility.

Please note that if regular cleaning does not occur by the tenant, high costs can be incurred to bring it back to its original clean state. If this occurs, this will be at tenant cost. It is also a tenant responsibility to ensure that the pool/spa is kept topped up with water, and must not empty the pool/spa without written approval from us.

Supply of Pool Chemicals

Supplying of pool treatment chemicals will be a tenant responsibility, at tenant cost.

Pool/Spa covers, accessories, equipment and pool furniture

It is the responsibility of the tenant to maintain and keep in good condition any accessories, cleaning and maintenance equipment. This also includes any outdoor/pool furniture supplied. Pool cleaning/equipment must be kept out of the sun and stored responsibly. Supplied pool/spa covers must be neatly rolled or folded up and stored away out of the weather when not in use to preserve its lifespan and usefulness.

Pool/Spa Fences and Gates

We must be notified immediately if fences and gates are not functioning correctly, and the gate fails to self-close promptly when opened. State pool/spa regulations must be kept at all times.

Pets at the property



Should the landlord have granted permission to keep pets as per your tenancy agreement, the following conditions apply for the duration of this tenancy, and any renewal or extension:

Yard Kept Clean - keep the yard clean and free from animal faeces.

Rubbish Kept Cleared - clean up any rubbish/items scattered by the pet.

Flea infestation - you will need to arrange for flea fumigation of the property upon vacating the premises. This is at tenant cost.

No Pets Inside - pets are not allowed inside the residence at any time.

Damage Rectification - repair any damage to the premises caused by the animal, and will protect and immediately rectify any damage caused to garden irrigation systems and fittings.

Garden Damage - replace plants or vegetation damaged or destroyed by the pet directly, or indirectly (ie. plants died because a garden irrigation system was damaged by the pet).

Additional Pets - other than any pet listed above and approved by the owner, not keep any other animals of any kind on the rental premises, (even on a short-term or temporary basis), including dogs, cats, birds, fish, reptiles, or any other animals.

Temporary Pets - the tenant will not harbour, substitute or "pet-sit" any other pet, and will remove any of the pet's offspring within 45 days of birth (should this occur).

By-Laws and Local Council - abide by all local, city or state laws, licensing and health requirements regarding pets, including vaccinations.

Disturbance and Noise - the pet shall not cause any sort of nuisance or disturbance to neighbours. Noise, day or night, must not disturb others. You must do whatever is necessary to keep the pet from making noise that would annoy others, and will take steps to immediately rectify complaints made by neighbours or other tenants.

Failure to comply with these terms shall give the owner the right to revoke permission to keep the pet, and is also grounds for further action and possible eviction action.

Lease changes



Should permission be granted for tenants to change/transfer during a tenancy agreement, then the outgoing tenant must liaise and arrange with the incoming tenant to be paid their share of the bond lodged. Please ensure that you then liaise with us for any transfer of names required on the original bond lodged with the bond authority.

Sub-Letting

Subletting is not permitted without written approval from us. This includes assigning the tenancy over to a third party, or allowing other occupants to move in without our express permission. Permission usually involves a formal application being completed and submitted by the prospective tenant/occupant.

Property for Residential Use Only

The property is for residential use and can only be used as a place of dwelling unless otherwise agreed in writing by us. The property cannot be used for commercial, industrial or illegal purposes. The use of the property cannot breach local council zoning regulations and also cannot be in breach of the law.

Rent Reviews

Rent reviews occur at lease renewal time and are adjusted in accordance with market conditions.

Lease Renewals

Provided that your rent has been paid on time, and the property

has been kept clean and undamaged, the grounds well maintained and the landlord is happy to continue your tenancy, you can expect to receive an invitation of renewal.

Once your invitation is received, it is important that you let us know whether you accept the renewal invitation or you wish to vacate. We need this advice in writing from you as soon as possible.

Landlord Mail and Contact

Should you receive any mail addressed in their name (the landlord name is on your tenancy agreement) please forward this mail to us as soon as possible. It is important also to know that under no circumstances can the landlord be contacted directly. As the duly appointed agent the landlord can only be contacted through us. We are employed as the acting landlord of the property.

Please email your Property Manager should you have any queries to bring to the landlord's attention.

Moving out?



Notice in Writing

When you intend to vacate the property, in all instances we require your notice in writing.

Ending a Fixed Term

If you are leaving at the end of your current fixed term lease, we require at least 14 days' notice in writing. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted.

Ending a Non-Fixed (Periodic) Term

If you are leaving on a non-fixed term (periodic) lease, we require at least 14 days' notice in writing. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted to us.

Breaking a Fixed Term

Should you wish to leave during a fixed term lease, we require your notice in writing. We are unable to accept your intention verbally.

In the case of breaking a fixed term lease, the following costs will be incurred:

- Rent until a tenant approved by the landlord takes possession, or the lease expires (whichever occurs first).
- Reletting fees and advertising costs to relet the premises. This is payable pro-rata depending how much of the lease remains when a new tenant is secured.
- Should the premises be vacant before a new tenant is

secured, it is also your responsibility to ensure the grounds are watered and maintained for this period.



Getting your bond back quickly

At the end of your tenancy you will no doubt want your bond refunded quickly after you vacate. For your full bond to be paid quickly, you will need to ensure the following:

Rent - any outstanding rent is paid promptly.

Property Ready - the property is cleaned, carpets professionally cleaned and grounds returned to their incoming condition. Please follow the final vacating guide at the end of this handbook. The property must also pass the final inspection conducted by this agency.

Outstanding Accounts - please ensure that any monies outstanding like water, any damages, compensation amounts and break lease fees are paid.

Keys - ensure that all keys, remote controls etc have been returned.

Once these criteria have been met, we can then refund your bond. Delays to this in all cases relates to one or more of these criteria not being met.

Outstanding Rent

Please note that it is against the tenancy legislation to withhold rent at the end of your tenancy with the intention for this to be deducted from the bond. Your rent must be paid in full, leaving your bond intact.

Cleaning

Please use the 'Getting the Property Ready for Vacating' guide at the end of this booklet.

It is also important to understand that cleaning thoroughness

can be hampered by tiredness after moving into another property. We encourage you to employ a cleaner so this process is not compromised. Should the cleaning process not be completed thoroughly, this can result in extra costs associated in rectify any cleaning issues and will also delay the return of the bond.

Carpet Cleaning

Please ensure the carpets are professionally steam cleaned. Be aware that using cheap 'do it yourself' carpet cleaning hire machines may initially save on cost, but in the long run may cost you a lot more, as they generally do not have the power to get carpets properly cleaned. This can result in professional carpet cleaning still required after you have paid to hire a machine as well!

Only once the property has been fully vacated, cleaned and grounds made ready with keys returned can we commence our final inspection. It is important to note that if a final inspection time has been made and you are aware that you will not be fully ready for the inspection, please call us as soon as possible to rearrange another time.

We do not wish to travel to the property ready for the inspection and find the property not 100% ready.

Outstanding Monies/Damages

It is important to note that if you vacate with outstanding monies and damages, your details will be lodged on a national internet tenancy database. Even if your monies are eventually paid, this doesn't mean your details will be withdrawn from the



database.

For specific details regarding the database we use, see www.tica.com.au.

It is important to know your details may still be lodged for 3 years after your debt has been cleared, indicating there was originally a problem.

Therefore due to the serious nature of these databases and how they can affect your future renting prospects, it is best that all monies owed be paid as soon as possible so no monies are owing.

Eviction

Should an eviction occur, your details will be lodged on the national internet tenancy database.

National Internet Tenancy Database

The national internet tenancy database is a collection of tenancy information on an internet website lodged by real estate agents, mostly regarding tenant default action like property damage, outstanding monies and eviction. All agents use this database to lodge tenant details. However, when agents are processing application forms, this database is also cross-checked. We are confident that should an agent checking an application find tenant default details lodged; the application will be promptly declined.

So we urge all of our tenants to ensure they pay their rent on time, keep the property clean, maintain the grounds and ensure the tenancy is finalised satisfactorily with no monies left owing, to avoid an unfortunate lodgement of their details.

Getting the property ready for vacating



Mail Redirection - please ensure that all mail is re-directed to your new address. You can complete a form with Australia Post to assist with this.

Utilities - electricity, gas, phone, etc. Please ensure all accounts are advised and cancelled accordingly.

Appliance manuals - please leave them on the kitchen counter.

Keys - please ensure you have all keys as handed to you at the start of tenancy. Also hand over any extra keys you have arranged to have cut.

Inside the Property

- **Walls** - please clean off any dirty marks, removable scuff marks, finger or food marks etc.
- **Ceilings** - please remove any cobwebs.
- **Ceiling mould** - please clean off (particularly in wet areas and sometimes in bedrooms).
- **Light fittings** - clean off dust and remove any dead insects inside.
- **Ceiling fans** - wipe fan blades and tops of fittings to remove dust build up.
- **Skirting boards** - wipe down with a damp cloth.
- **Doorways, doors** - wipe off finger marks and any other removable marks.
- **Windows** - clean inside and out. Please note - nearly all modern sliding aluminium windows can be lifted and pulled out for easy cleaning. Also sills and runners (wipe

out dust build up and any dead insects. A vacuum cleaner and paint brush can really help here).

- **Flyscreens** - brushed and dusted down. Please be aware, most modern sliding aluminium windows allow for the flyscreens to be taken off from the inside only, once the sliding part of the window has been moved first. Attempting to take them off from the outside may result in damaging them.

- **Screen doors** - front and back including frames – wiped clean and screen wire brushed.

- **Stoves** - clean stove top, control display, knobs, panels around knobs, any pull out or in-built drip trays, griller racks, trays and any inserts, oven racks, trays and oven bottom, walls and oven roof. A good oven cleaner will clean most ovens - **however it is of importance that you read carefully the instructions on the product.** Some cleaners can actually hinder oven surfaces (like stainless steel), and also some products have dangerous caustic fumes. Therefore use with extreme caution!

Kitchen range hood - clean pull out filters and framework.

Bathroom - clean sink, mirror, cabinet, vanity unit and drawers, shower recess, glass screen and screen doors, bath and wall tiles. Please ensure both the sink and bath has a plug available.

Toilet - clean cistern, seat, bowl inside and also outside around the base. Don't forget the skirting tiles around the toilet.

Laundry - clean both the inside and outside of the trough, and underneath. Please ensure a plug is present.



- **Tiling** -make sure all tiling and grouting to the kitchen, toilet, bathroom and laundry areas are clean.
- **Exhaust** - vents and Fan Covers are to be clean of any dust and dirt.
- **Air-conditioners** - front vents and filters cleaned of built up dirt. Modern systems (Wall Type) - filters easily pull out and can be brushed down with a hand brush. If there is a ducted reverse cycle air-conditioner unit, the air intake filter should be cleaned. This is usually on the ceiling in the passage area
- **Air-conditioning ceiling duct vents** - please clean down if dusty or dirty.
- **Cupboards/drawers** - please clean/wash inside and out. Also doors and door frames, front and back of doors need to be cleaned.
- **Curtains** - wash any washable curtains and netting. If other curtains are visibly dusty or dirty, consider dry cleaning.
- **Blinds** - if you have venetian blinds, clean off the blind slats. Any other type of blinds should be able to be wiped down.
- **Floors** - floors to be mopped/washed if needed - please ensure corners and hard to get areas are also cleaned.
- **Carpets** - please ensure the carpets are professionally cleaned. Be aware that using cheap 'do it yourself' carpet cleaning hire machines may initially save on cost, but in the long run may cost you a lot more as they generally do not have the power to get carpets properly clean. This can result in professional carpet cleaning still required after you have paid to hire a machine as well! Phone us for details of who we recommend and use for professional carpet cleaning.



Outside the property

- **Lawns** - freshly mowed and edged (best done a couple of days before the tenant takes possession).
- **Gardens** - remove any weeds, any rubbish and built up leaves etc.
- **Guttering** - please ensure that the gutters are freshly cleaned of any dirt/silt and leaves/twigs.
- **Rubbish** - remove any rubbish that you have placed at the property. Be sure to check behind sheds, under shrubs and trees. This includes lawn clippings piled and compost left.
- **Sweep** paths and paving areas.
- **Oil spillage removal** – check and clean carport and garage floors, paths and driveway. If you have used a barbeque, check for any grease spots and spillages etc.
- **Cigarette butts** - if there are cigarette butts lying around - please pick up and remove.
- **Garages and tool sheds** - please remove any items from inside and behind garages and tool sheds that belong to you, including rubbish.
- **urinate** (Base of walls, verandah posts etc.)
- **Dog stains** - to outside walls. Check where your dog regularly lies down, there might be 'tell tale signs' on walls etc.
- **Dog/Cat claw damage** - check screen doors, flyscreens and curtains. Please replace the screen wire if required.
- **Dog chew damage** - please ensure watering systems are free of dog chew damage and are repaired accordingly.
- **Pet hair** - please ensure any visible pet hair inside is removed.
- **Fumigation** - if your lease stipulates fumigation, please ensure this is arranged.

If you have a pet

- **Pet droppings** - please remove from gardens, lawns and any out of the way areas. Please dispose of in the bin – please do not bury them.
- **Dog urine** - remove/clean where your pet may habitually

Useful contacts



For Emergencies (Police, Fire, Ambulance)—000

Residential Tenancies Authority (RTA)

The RTA is a state government statutory body that makes a positive difference to Queensland's residential rental sector. The RTA provides tenancy information, bond management, dispute resolution, investigation, policy and education services.

1300 366 311

Tenants Queensland

1300 744 263

Rent Connect

3917 4600

DV Connect (for victims of domestic violence)

1800 811 811

SES

132 500

Poisons Information Centre

13 11 26

For health concerns

13 HEALTH (13 43 25 84)

Legal Aid Queensland

1300 651 188

Lifeline Australia

13 11 14

Beyond Blue

1300 224 636

Emergency Contacts—Northside

Electrical—EMI Electrical

0409 486 645

Plumbing—Simpsons Plumbing

0418 726 447

Emergency Contacts—Southside

Electrical—Platinum Electrical

0404 589 290

Plumbing—A Grade Plumbing

3290 2245

Saving water— some great tips



Tips and water use info from the book '365 Water Saving Tips', Published by Hinkler Books Pty Ltd, Heatherton Victoria.

Since the majority of water usage occurs inside the home, we have put together some useful water saving tips to help you reduce your water usage and save you money.

In the Kitchen

- Did you know that 5-15% of a household's water use is in the kitchen?
- A dishwasher uses 20-50 litres of water per cycle.
- Washing dishes by hand uses about 18 litres of water.
- A kitchen sink when completely full holds approx 24 litres of water.
- Don't let the tap run while you wait for it to warm up or cool down, without first placing the plug in the sink to collect all the water. You can also run this initial water into a container, which can be poured onto the garden or into pot plants.
- Try filling your sink by half, just enough to cover your dishes when washing them.
- Save all your dishes until the evening and wash them all in one go.
- Start by washing the least dirty dishes first, and then the leave the dirtiest till last.

In the Bathroom

- Approx 14- 25% of a household's water use is in the bathroom.
- Washing your hands can use up to 5 litres of water.

- The basin tap can use 15 litres a minute.
- Don't leave the tap running while you are brushing your teeth, or having a shave. If shaving, then perhaps fill the sink partially for rinsing your razor and face.
- When waiting for the shower water to warm up, place a bucket in the shower to catch this water, and pour onto the garden later.
- Take shorter showers and even purchase a 4 minute egg timer and adjust your showering routine to 4 minutes.
- If your family members prefer a bath, and if your shower is over the bath then allow the showers to be taken first with the plug in, and the last person to use the water can have their bath last. You might need to top up with warmer water to get the right temperature!

In the Toilet

- Approx 20% of a household's water use is in the toilet.
- Please note that a modern toilet uses 9 litres of water on full flush, and 4.5 litres on half flush.
- Consider (this may be hard for some) not flushing the toilet every time it is used. In the USA a great water saving ad campaign promoted '*if it's yellow, let it mellow. If it's brown, flush it down!*'

In the Laundry

- Approx 15-35% of a household water use is in the laundry.
- A top loading washing machine uses 170-265 litres per



wash where as a front loading washing machine only uses about 100 litres per wash.

- If your clothes are not very dirty, only use the shortest wash cycle on your washing machine.
- Pre-treating stains before washing will reduce the chance of the need for re-washing after coming out of the washing machine.
- Instead of using the woollens and delicate cycle on a washing machine, consider hand washing these items.
- Older washing machines use enough water per cycle to fill a bath!

Around the House

- Washing the car with the hose can use anywhere from 50- 300 litres per wash.
- Evaporation from an uncovered pool can over the course of a year equal the entire volume of the pool!
- Ensure all taps inside and outside are turned off tight. Don't force them too tight however as this can damage the washer, causing more leaking.
- Don't buy children toys that require a steady flow and use of water like slip'n slides, or need constant filling like water guns. Not only do these items require water, sometimes children tend to leave taps running while using them.

In the Garden

- Up to 35% of water usage in a household can be used in

the garden (without water restrictions in place).

- Don't assume your garden needs watering. Check the soil first around plants to see if it is dry before watering.
- A good soaking on the garden once or twice per week is better than watering every day.
- Don't allow more than a centimetre of water to accumulate on the ground. This excess water can easily run off and be wasted.
- If your garden is on a slope, just water for short periods so that runoff water doesn't escape and be wasted.
- Check your four day weather forecast to see if good rain is expected before watering.

Your safety— being aware



The highest priority always must be for your safety, and the safety of your children, occupants and your visitors.

Some things to be aware of include:

- Exposed wiring
- Faulty power points and switches
- Gas smell or odour
- Damage to paving and pathways that could cause someone to trip
- Suspicious or dangerous plants in the garden that are poisonous/toxic or that you may be allergic to them
- Bee swarms coming onto the property mainly during spring, especially if someone is allergic to bee stings
- If you need to clean a property with high ceilings or light fittings that are hard to reach, please do so with care and use the appropriate equipment and do not do anything considered unsafe
- Loose floorboards that could cause someone to fall through them and cause injury
- Loose balcony railings, steps or decking woodwork
- Loose or faulty locks, in particular entry doors and screen doors
- Broken or cracked windows, and broken/loose window locks

Saving power— some tips



Keeping Cool and Saving Power- Some Tips

- **Keep windows covered** - in the heat of the day ensure windows are covered by curtains, blinds or shutters.
- **Shut off the air-conditioner** - don't leave your air-conditioner running all day when at work, or keep it running throughout the night.
- **Keeping cooled rooms centralised** - when cooling a central room, keep the doors closed to cool it more quickly and efficiently.
- **Use a Thermometer** - purchase a thermometer and keep your temperature between 23 and 26 degrees. For every degree cooler, this will add approx 10% to your power bill to maintain.
- **Moderate is best** - use the economy setting on air-conditioners to maintain moderate instead of cold temperature.

Keeping Warm and Saving Power- Some Tips

- **Use electric blankets** - instead of warming a room before going to bed, just heat your bed with an electric blanket then switch this off before going to bed.
- **Close doors** - keeping doors closed is one way to keep heating centralised to certain living areas, conserving heat and power.
- **Door snakes** - ensure gaps at the bottom of doors are

blocked up by door snakes to stop cold drafts and help keep rooms warm.

Exhaust fans - close doors with rooms that have exhaust fans like bathrooms and the kitchen, as cool air will enter the home through these vent holes.

Extra clothing - wear extra clothing when it gets cold, and throw an extra blanket on the bed.

Use a thermometer - purchase a thermometer and keep your temperature between 18 and 21 degrees. For every degree warmer, this will add approx 10% to your power bill to maintain. Want it warmer? Put on an extra jumper!

Other useful Power Saving Tips

- **Use cold water** - use cold water for your washing machine instead of warm or hot water.
- **Drying clothes** - if it's sunny hang your clothes to dry outside instead using the clothes dryer.
- **Lights** - switch off lights after use and do not leave lights on in rooms if not being used.

Strata titles/body corporate



If you are renting a strata-titled/body corporate property, including a unit, apartment, townhouse or duplex, there are some extra things that you need to be aware of. These include the by-laws of the complex and areas of common property or exclusive use.

Common Property

Within the strata/body corporate complex there will be areas assigned as common property. There are several standard by-laws that relate to common property that we would like to bring to your attention:

- Should you wish to transport furniture or park a vehicle for the purpose of carrying/transporting furniture, you will need permission from the strata/body corporate body. In some cases this will not be permitted.
- You cannot use any part of the common area to plant/maintain your own garden or vegetable patch.
- You must not obstruct any person's legitimate and lawful use of the common property.
- No child under your control can be permitted to play in common areas, or in areas that could be dangerous to children (around rubbish bin areas etc).

Parking

Only parking bays assigned to you can be used by you and your visitors. In some cases visitors are not permitted to park on the property. You are unable to use

parking bays assigned to other residents.

Noise and disturbance

Excessive noise and inappropriate/offensive behaviour that causes a nuisance or disturbance to other occupants is not permitted under the by-laws of the complex. All occupants are not permitted to dispose of rubbish, dirt or other material in an area of common property and must also remain properly clothed when on common property.

Taking responsibility for your visitors

It is your responsibility to ensure that your visitors obey by-laws, including parking and their behaviour within common property areas. This also includes ensuring they do not disrupt other residents with noise when walking to and from the car park.