

TENANT MOVING IN INFORMATION SHEET

CONTACTING OUR OFFICE

To receive prompt action, the best form of contact with our office is via email. If you do not have access to email, feel free to contact our office directly by telephone.

COMMUNICATION

It is important that all requests are submitted to our office in writing.

MAKING APPOINTMENTS

It is important that if you wish to visit the office to discuss any issues with a property management staff member to arrange an appointment time. Our property management staff are often out of the office conducting inspections and we know that there is nothing more annoying than having to wait.

RENT

The tenant agrees that it is their responsibility to pay rent in advance. Rent is due on or before the due date (the date you have paid rent up to). The tenant agrees to contact the Agent should they not be able to pay rent by the due date. "Please ensure that you retain all receipts for your records". Please remember our lessors have financial commitments to meet and they rely on rent being paid on time.

REPAIRS

The tenant agrees to notify the Agent of any damage or repairs that may be required on the property. At all times your first contact to organise the repairs must be to our office. If a genuine emergency problem occurs out of the office hours (i.e. Saturday Afternoon, Sunday or after 5.00PM Monday to Friday) please contact-

Plumber: Plumbers Queensland – ph: 1300 138 022 Electrician: Jim White Electrical – ph: 0428 712 915
Locksmith: Maroochy Mobile – ph: 0403 344 09 Glass replacement: Pacific Glass – ph: 1300 733 424

All general repairs must be reported to our office in writing. If work is carried out at the premises by a tradesperson, the tenant agrees to contact the Agent to advise that the work has been completed.

If a repair request is reported to our office and it is caused by tenant neglect, the tenant agrees to be responsible for the payment of the account. For example, power failure due to one of your faulty appliances, a foreign object blocking toilets or garbage disposal units.

IF YOU ARE EVER UNSURE OF WHOSE RESPONSIBILITY THE REPAIR IS CONTACT OUR OFFICE

ROUTINE INSPECTIONS

Our office will carry out periodic inspections on the property to ascertain the condition of the property and necessary maintenance requirements. (Written notice will be given to you on all occasions). We also carry out periodic drive by inspections. This inspection also provides an opportunity for you to point out any problems or maintenance that you think may be necessary.

BREAKING OF TENANCY AGREEMENT

We can assist you should you wish to break your tenancy agreement. The following conditions will apply: -
The tenant is responsible for and must pay rent until the property is relet to a suitable tenant and binding agreement to enter into or until the end of the tenancy agreement, whichever is sooner.

The tenant must pay for reasonable reletting fees being equal to the first weeks rent or as otherwise agreed. The tenant must also pay for all advertising costs expended by the office in the process of securing a new tenant.

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GIVING NOTICE

The tenant agrees that when giving notice it must be in writing (in the prescribed form) and posted (allowing 2 days for postage), handed or faxed to our office. **Two weeks written notice is required.**

It is highly recommended by our office that you contact your Property Manager to confirm that the notice has been received if posting or faxing!

CONTENTS INSURANCE

It is the tenant's responsibility to insure his or her own belongings and furniture. With the ever-increasing incidence of burglary and theft, we strongly recommend you take out contents insurance.

TERMITE MANAGEMENT

Termites in properties can cause major damage in homes. To assist us with termite management please adhere to the following points. The tenant agrees to report any unusual mud build-ups or mud tracks around the house. The weep holes in the external brickwork of a home are a favourite entry point for termites. It is important that these external weep holes are kept visible. Don't allow garden beds, soil or mulch in gardens to rise about this level. Do not store items against the external wall of the house. Ensure that you report plumbing leaks to our office promptly. If you notice termite mud galleries or other activity, it is extremely important not to disturb or interfere with them.

LOCKED OUT OF THE PROPERTY

If you find yourself locked out of your property you may visit our office to collect our office set of keys. It is important to note that for privacy and security reasons, we are only able to give keys to tenants listed on the tenancy agreement and photo identification must be produced.

PRIVACY STATEMENT

Our office is required to collect personal information from you to manage the tenancy. The information collected may be disclosed to the lessor, tradespeople, government departments or bodies, tenant database registers, body corporates, strata managements, referees (real estate agents or lessors), tribunals, courts, insurance companies or other related third parties necessary to manage your property or as required at law. If you would like access to your information or wish to correct incomplete or out of date information, please contact our office.

TENANCY HICCUPS

We respect your rights as a tenant to quiet enjoyment and privacy during your tenancy and we will do our best to help you during our time together. However, should you believe you have a problem, which is not being treated fairly by our staff, please put your complaint in writing and we will attend to it promptly and respond to your problem within seven (7) days.

Our Asset Management Team is here to assist you during your tenancy

Emergency out of office hour telephone number:

Kate Dodds – ph: 0412 865 032

Charity Warburton- ph: 0418 861 979

Melinda Beattie – ph: 0416 046 751