



"Your Local Agent"

Policies & Procedures Update – November 2010 "Residential Tenancies Act 2008"

For your convenience, we have provided the following information for reference during this tenancy.

Rent Payments:

Our preferred method of rental payment is by direct deposit to the rent trust account. We will provide you with these details on the Annexure A of your General Tenancy Agreement. We can also provide numbered CBA deposit books so that cash is paid directly to the bank – there is a branch on Edith Street or you may wish to set up a Direct Debit through your own Bank.

Please note: Rent must be paid one week in advance at all times

Rent Arrears:

A Notice to Remedy Breach (Form 11) is issued once rent is seven days overdue. Should rental arrears not be paid on the expiry of the Notice to Remedy Breach you will be issued with a Notice to Leave (Form 12).

Rental Receipts:

Our office will no longer be posting out rental receipts. If you pay your rent using the CBA deposit books then you will have the deposit book as verification of monies paid. If you pay via EFT a suggestion would be to include in your Ref: **"Street Number" and "Street Name"**. For example "129Tingal".

Utilities:

It is your responsibility to have electricity, gas and telephone connected in your name and to have the account finalised when you vacate. In some instances we can assist with the connection of various utilities through **Connect Now**.

CONNECT NOW	1300 554 323
TELSTRA	132 200
ENERGEX	131 253
GAS	132 461

Public Transport:

The Information line for all Public Transport information is: 131 230

Agency Details:

Traditional Real Estate Property Management Business Hours:

Monday – Friday	8:30am to 5:00pm
Public Holidays	Closed

Entry Condition Report:

The Entry Condition Report must be signed and returned to our office within three (3) days from the commencement of your tenancy.

Occupancy:

Only the people originally included on your application and approved by the owner are allowed to reside at the property permanently. ***If a new tenant wishes to replace an existing tenant, our office must be informed immediately in order to complete an application form and have it approved before moving in.*** There are costs involved with this process and any other major changes to the original lease agreement, at the request of the tenant/s.

Contents Insurance:

Did you know the owner of a rental property is not responsible for the payment of Contents Insurance on their property? Tenants are responsible for the insurance of their own belongings. We urge you to insure your belongings promptly.

Contact Details:

In case of emergency, it is essential that we have both your current work and home phone numbers. **Please ensure that we have the most up to date details.** Please call the office and update your information as soon as possible.

Maintenance:

To enable us to offer you the best service possible, we require all requests for maintenance & repairs of a non-urgent nature to be **submitted in writing**. Some **Maintenance Request Forms** are included in this letter. Should you require further copies during your tenancy, please don't hesitate to contact us.

We also welcome you to email your maintenance inquiry to tradre@bigpond.net.au , or feel free to complete a maintenance form and post it to us .

If there is any urgent maintenance required, please contact our office immediately on 07 3396 0022. Urgent maintenance is defined as maintenance or repairs required to avoid the risk of injury to a person or damage property, or makes the premises unsafe or insecure.

Water Restrictions: (if applicable)

It is a condition of your General Tenancy Agreement that you maintain and water the gardens and lawn. Whilst we understand the current water restrictions are very limiting as to the times that you can water the gardens and lawn, we ask you to abide by the current water restrictions and ensure that the gardens and lawn remain healthy with water and necessary maintenance. A loss of gardens or lawn due to negligence and/or lack of care is the responsibility of the tenant.

Emergency Repairs:

Our office operates a 24-hour answering service for emergency repairs. If problems arise that require **immediate** attention please call 07 3396 0022 first and a message will be forwarded to a staff member. Should you NOT get a response in a timely fashion then source your own tradesman:

WHAT IS AN EMERGENCY REPAIR SITUATION?

- A burst water service or serious water service leak;
- A blocked or broken lavatory system;
- A serious roof leak;
- A gas leak;
- A dangerous electrical fault;
- Flooding or serious flood damage;
- Serious storm, fire or impact damage;

- A failure or breakdown of an essential service or appliance on the premises for hot water, cooking or heating;
- A failure or breakdown of the gas, electricity or water supply to the premises;
- A fault or damage that makes the premises unsafe or insecure;
- A fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the premises;
- A serious fault in a staircase, lift or other common area of the premises that unduly inconvenience a resident in gaining access to, or using, the premises.

Locked Out Of Property:

Please note that in the event you lock yourself out of your house or unit **during normal business working hours** we are happy to provide the management key up until 4pm. You must provide photo identification and a deposit of \$20 that will be refunded to you on return of the key in the same business day.

After hours our staff are prohibited for personal security reasons to deliver keys. If you find yourself in this situation it is your responsibility to organise and pay for a locksmith.

Inspections:

Traditional Real Estate carries out routine inspections approximately every 16 to 18 weeks. You will be given notice in writing by post at least seven (7) days prior to the inspection. Due to the restricted time frames and our obligation to carry out the routine inspection on behalf of the property owner, **it is not possible to change the day or time of the routine inspection.** As Managing Agents we have authority under the terms of your General Tenancy Agreement to issue you with the required notice and access the property with our management keys.

Rubbish:

Rubbish must be placed in the proper bins. The Council will NOT collect rubbish placed in boxes or bags, so please take any extra items which do not fit into your bin to a Council refuse station. Please ensure the bins are placed at kerb side on the morning of collection and the bins are put away by evening at the same day. Please note that the Council will issue fines for bins left on the road or kerb side after the collection has been carried out.

Car Parking:

Your car must only be parked in designated areas and not on front nature strips or lawn areas.

Breaking the Lease:

Traditional Real Estate will assist you if necessary to break your lease on the following conditions:

- You accept responsibility for, and must pay rent until the property is re-let to a suitable tenant for a suitable period. Rent must be paid until the day prior to the new lease commencing.
- You agree and understand that the bond is not to be used for rental payments
- You vacate the property at least three days prior to a new tenant commencing their lease to allow time for a thorough inspection to be completed and any extra cleaning or repairs to be completed prior to the new tenants occupancy. You agree to pay rent until the day prior to the new lease commencing.
- You must reimburse the Lessor for all re-letting costs (equal to one weeks rent + GST)
- Your appointment of Traditional Real Estate as agent is in writing.
- You pay all advertising costs associated with finding and securing new tenants.

Notice to Vacate:

Notice must be given in writing at least **fourteen (14) days** prior to the date you intend to vacate for a **FIXED** or for a **PERIODIC** lease.

For a Fixed Term you can only vacate on the day the lease expires and notice must be given in writing at least two (2) weeks prior to the expiry of the lease. You agree and understand that you cannot vacate the property at the end of the lease without giving the required notice in writing. Should you vacate without giving the required notice rent will be required for the equivalent of the two (2) weeks notice period, unless the lease has not yet expired in which case you will be required to follow the Lease Break procedures. For your convenience, we have the forms available at the office for this purpose if you prefer, or they can be downloaded from the Residential Tenancies Authority website www.rta.qld.gov.au (RTA Form 13 – Notice of Intention to Leave)

Bond Refunds:

Your bond will be refunded after the keys have been returned to our office and an inspection has been carried out. And any outstanding maintenance, cleaning, gardening and/or repairs has been completed and invoiced. To obtain a full refund at the end of the tenancy, we recommend a few matters be adhered to during your tenancy:

- Do NOT use Blu Tac, Sticky tape or Masking tape to hang or place pictures on walls in such a way as to cause damage.
- Ensure the property is kept clean and left clean. You will be given a guide to help when you vacate.
- Ensure the gardens and lawns are maintained including fertilizing and trimming regularly during the course tenancy.
- Do not make any changes, alterations or install picture hooks without written permission from the property owner.
- Understand your responsibilities as a tenant by reading the Information Statement (Form 17a) and your General Tenancy Agreement along with the policies and procedures of Traditional Real Estate.

Failure to hand the property back in a clean and tidy condition, making it necessary for a follow-up final inspections will result in a penalty of \$20.00 per inspection.

How to contact Us:

Post: 129 Tingal Road, Wynnum QLD 4178

Phone: 07 3396 0022

Fax: 07 3396 0644

Email: tradre@bigpond.net.au

Meetings/Appointments:

If you wish to meet with myself or the Licensee at our agency, an appointment must be made to organise the meeting. Please do not just “drop in” as the office is not always able to assist you at the last minute and it will just result in both you and the office staff becoming frustrated.

Complaints Procedure:

Should there be any misunderstanding Traditional Real Estate has a formal Complaints Procedure. Naturally we aim for happy clients and are grateful of the opportunity to alleviate and remedy any misunderstandings and improve our service delivery when and if necessary.