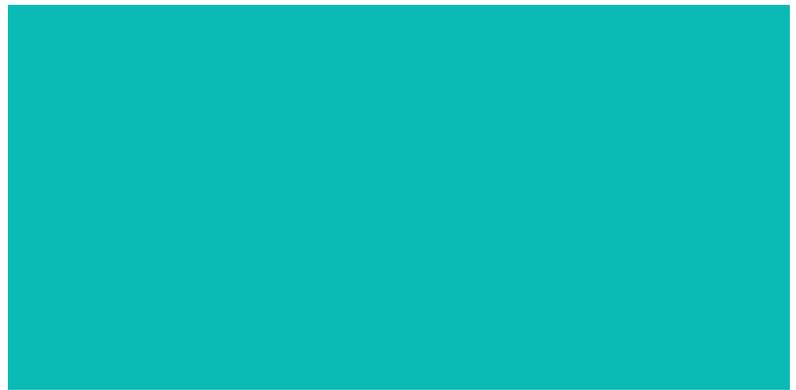


Tenants HANDBOOK



Queensland
**PROPERTY
RENTAL**
Solutions

Welcome

to Queensland Property Rental Solutions.

Moving can be a very stressful time and we hope that the relocation and the unpacking process is as quick and easy as possible, so you can relax and enjoy your new home.

On behalf of the Lessor, our office is keen to ensure that the property is maintained throughout your tenancy, so please don't hesitate to get in touch with us to let us know of any issues so that we are able to assist you, we're here to help.

Agency Information

Office hours

9:00am to 5:00pm, Monday to Friday.

Mail

PO Box 152, Arana Hills Qld 4054

Phone

0419 200 137

Email

admin@qldpropertyrentalsolutions.com.au

PREFERRED METHOD OF CONTACT

Email or phone is the most effective and quickest way to make contact. Messages will be returned as soon as practicable.

Emergency Contacts

Electrical

Unite Electrical Services - 0418 151 232

Plumbing

P.T Plumbing & Gas Services - 0421 156 623

Locksmith

Locksmith North Brisbane - (07) 3469 5101

Finding and Applying for a Property

Finding your new home can often be a challenging and time-consuming process. That is why every property we have available has professional photographs and a full description allowing you to choose the property that you wish to view.

- Search and select Property via internet www.rent.com.au or www.domain.com.au
- Drive-by the Property for location suitability.
- Contact us to arrange an appointment to inspect the Property.
- We'll meet you on-site, at the Property, at the appointed time.
- If you are not able to keep the appointment, please contact our office in advance.
- A copy of the Terms of the Tenancy Agreement will be on display at the Inspection.
- A copy of our Privacy Policy is freely available from our office, website and at the Property.

CAN I APPLY FOR A PROPERTY WITHOUT SEEING THE PROPERTY IN PERSON?

We do require all applicants to inspect the property in person before submitting a tenancy application. We understand that there are occasionally circumstances which prevent this, so we do also allow you the option to send someone on your behalf.

HOW LONG DOES IT TAKE TO PROCESS AN APPLICATION?

As your Application is a high priority, we will endeavour to have an answer to you within 24 - 48 hours but will advise you if it will be longer due to delays in reaching your contacts.

SUBMITTING YOUR APPLICATION

Once you have viewed a property, or someone has viewed the property on your behalf, you are then able to submit your application for tenancy. Our [rental applications](#) can be submitted via post, email or handed in at the inspection.

Ensure the Tenancy Agreement Terms have been viewed by you.

Complete one Application Form per person. Children may be included on a Parent or Guardian's Application.

Include copies of documents which may help to verify your Application Information provided by you, this includes the following;

- Birth certificate or Passport
- Drivers Licence, Proof of Age card, Other Photo ID from Government eg Pension Card, Student Card
- 2 recent Rent Receipts
- 2 recent Pay Advices
- Tenancy Ledger
- Bank/Credit Card statement
- Car registration certificate
- Rates Notice
- Electricity Account / Gas Account / Telephone Account.

Ensure that you have completed and signed your application form and have included photocopies of all required information, please note this Agency cannot provide photocopying services.

Incomplete applications will not be processed, please ensure that the application is completed in full, is signed and that all relevant information is received.

Once received, we will check your identification to ensure that all details line up as they should, checks are made on the following;

- Affordability, to ensure that you can afford the property and that the rent is within your means;
- We contact your Employer/HR Manager, current and previous Agent/Landlord and personal referees for verifying information supplied to support your Application for tenancy
- To verify your information, we contact Tenancy Databases eg TICA, NTD and TRA. If you have had a problem with a previous Tenancy, please discuss the circumstances with us
- Applications that meet our criteria will be passed to the property owner who'll make the final decision on which application to progress;
- If you're application is selected, we will notify you immediately to arrange a sign-up meeting;
- If your Application is not accepted by the Landlord, it will be retained for one month for your collection or if uncollected by you it will be destroyed securely to comply with Privacy Legislation. The Landlord is not required to provide a reason.

Accepting & Signing the Lease

Once you have been accepted for a property the successful Applicant/s are then required to sign the General Tenancy Agreement and pay 2 weeks rent within 24 hours to secure the property.

Bond will be required to be paid in full before any keys for the property are released.

When it is time to move into the premises, we will meet with you to go through all the paperwork that

you would have already signed, we will carefully explain the details of the lease including our expectations and obligations throughout the term of your lease agreement.

We will explain our zero-tolerance policy for late rent payment, the bond lodgement process, action for emergency repairs and help to arrange payment methods if necessary.

During your Tenancy

INSURANCE

We advise all tenants to insure their own contents as their belongings are not covered under any lessor policies.

LOCKED YOURSELF OUT?

If you have locked yourself out, or if you have forgotten your keys and it is within the office hours you can collect our management set and return them to the office within the hour. Identification will be required prior to keys being released.

After hours, you will be required to contact a Locksmith at your cost. If you lose your keys, then you will be responsible for the cost of new locks and keys, please keep in mind that you will also need to provide the office with a new set.

PARKING OF CARS

All cars, motorbikes, trailers, campervans, caravans, boats and trucks are to be parked in designated parking ONLY. Do not park on front lawn areas, or on Body Corporate designated common areas (where applicable). It is the Tenants responsibility to repair any damage done when parking cars, etc. in such areas.

Oil stains on driveways is the Tenants responsibility to remove before vacating the property. To avoid such damage, we recommend the purchase of a drip tray.

POT PLANTS

It is recommended that pot plants are raised off the carpet or are kept in outside areas to avoid water damage or staining. If there is a balcony, it is also a good idea to have a plastic dish under the pots to catch the water. This also prevents staining.

PAYING YOUR RENT

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

- Electronic Transfer
- Bank cheque or money order

Please note we are strictly a cashless agency and no cash will be accepted at any time.

PROPERTY INSPECTIONS

On behalf of the lessor, we carry out regular periodic inspections. The general inspections occur every 4 months. There are two main reasons we carry out the inspections;

- To ensure that any maintenance on the property is reported; and
- To ensure that the tenancy obligations are being met by both parties.

We particularly ensure that obligations included in the tenancy agreement are being met such as the property is being kept clean, having regard to the condition the property was found at the beginning of the tenancy (as per standard term 26 of the agreement).

We also visually identify any maintenance issues particularly possible water leaks or matters that are clear upon a visual inspection. We remind tenants that it is a requirement of the tenancy agreement to report any routine or emergency matters or any damage to the premises (refer to standard **32** of the agreement).

This notice is also a useful reminder to tenants regarding smoke alarm maintenance and obligations. Tenants are required to replace the batteries of the smoke alarms if the batteries become flat and are also required to clean and test alarms during the tenancy at least once if the tenancy is 12 months or more.

Regardless of the length of your tenancy and to ensure that you and your family are safe, we recommend that smoke alarms and safety switches are checked regularly.

REPORTING MAINTENANCE

On behalf of the lessor of the property we would like to take this opportunity to remind you of your obligations under the General Tenancy Agreement (Form 18a), the tenancy contract.

Standard term **32** of the contract sets out obligations of the tenant to report any maintenance as well as notifying the lessor / agent of any maintenance as well as notifying the lessor/agent if any damage has occurred at the property.

Standard term **30** sets out the definition of emergency and routine maintenance. If routine maintenance is to be reported, standard term 44 (1) of the contract requires that notification be provided in writing.

30. MEANING OF EMERGENCY AND ROUTINE REPAIRS – SS 214 AND 215

- (1) Emergency repairs are works needed to repair any of the following;
 - a) A burst water service or serious water service leak;
 - b) A blocked or broken lavatory system;
 - c) A serious roof leak;
 - d) A gas leak;
 - e) A dangerous electrical fault
 - f) Flooding or serious flood damage
 - g) Serious storm, fire or impact damage;
 - h) A failure or breakdown of the gas, electricity or water supply to the premises;
 - i) A failure or breakdown of an essential service or appliance on the premises for hot water, cooking or heating;
 - j) A fault or damage that makes the premises unsafe or insecure;
 - k) A fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the premises;
 - l) A serious fault in a staircase, lift or other common area of the premises that unduly inconveniences a resident in gaining access to, or using, the premises.

- (2) Routine repairs are repairs other than emergency repairs.

Reporting maintenance is easy, all you need to do is visit the website, www.qldpropertyrentalsolutions.com.au, click on the Tenant tab, then click Maintenance Request, once you have entered your details and the maintenance issue, hit send.

32. NOTICE OF DAMAGE – S 217

- (1) If the tenant knows the premises has been damaged, the tenant must give notice as soon as practicable of the damage.
- (2) If the premises need emergency repairs, the notice must be given to;
 - a) The nominated repairer for the repairs; or
 - b) If there is no nominated repairer for the repairs or the repairer cannot be contacted, the lessor.

RENT ARREARS PROCEDURE

You will be provided with a rental arrears procedure when you rent with our office, this is strictly adhered to.

Our office procedure is as follows;

1-5 days behind

A phone call or SMS from our office to remind you about the rent payment due.

8 days behind

A Form 11 Notice to Remedy Breach for failing to pay rent is issued, 7 days is provided to remedy the breach and pay all necessary rent arrears. All notices are emailed, or hand delivered if email is not an option.

After the expiry of the Form 11 for rent arrears and rent not paid in full a Form 12 Notice to Leave the premises is issued, 7 days' notice is provided. Once this notice is issued, termination of the tenancy is in place based on rent arrears and vacant possession at the end of this notice may be required.

Upon expiry of the Form 12 Notice to Leave and possession of the property is not handed over, and rent has not been paid, an application to Tribunal to obtain an order for termination/warrant of possession. Once granted by Tribunal, Police execute the warrant to obtain vacant possession of the property on behalf of the lessor.

Monies Owing above the bond for rent arrears may result in lodging your details on a tenancy default database which may affect your tenancy future. If this occurs, more information will be provided to you prior to listing on the database.

If you have trouble paying your rent during your tenancy, please phone our office to discuss this, or make an appointment time to come in, having clear open lines of communication is important throughout your tenancy.

PROPERTIES WITH POOLS

PLEASE DO NOT MAKE THE ASSUMPTION THAT YOU ARE ABLE TO INSTALL OR ERECT A POOL OF ANY TYPE AT THE PROPERTY.

Portable pools and spas can pose a serious safety risk to young children. Several child drownings have occurred in portable pools and spas, so it is important to consider the safety of young children around these pools.

PROPERTIES WITH EXISTING POOLS

If the property has an existing pool and / or spa, the Tenant is responsible to ensure the pool gate is not kept open and there are no objects to allow children to access the pool.

Moving out

At the end of your tenancy two (2) weeks' notice is required in writing should you wish to vacate the property on the lease expiry date or after that date.

Please download the [RTA Form](#) document from the tenants section our website that you will need to complete and submit to our office.

Should you wish to vacate the property DURING your tenancy (breaking your lease), please contact the office so that we can discuss your obligations during this process.

Also available on our website is a [Cleaning Checklist](#) that you may find helpful.

WHAT HAPPENS IF I BUY OR ACQUIRE A POOL?

If the Tenant buys or acquires a pool and, or spa, by any other means, the Tenant is responsible to ensure the pool and/or spa complies with current Pool Safety Legislation. As the owner of the pool, the Tenant is responsible for obtaining a Pool Safety Certificate. Approval from the Lessor must be sought before installing an above-ground pool and/or spa and pool fencing.

If the portable pool or spa holds more than 300 millimetres of water, has a volume of more than 2000 litres of water or has a filtration system, the Pool Safety Laws apply. However, if the portable pool is disassembled and does not hold more than 300 millimetres of water, it does not need to comply with the Pool Safety Standard until it is assembled and filled with more than 300 millimetres of water.

Regardless of who the owner of the pool is, the gate or door to the pool must be closed including when in use (i.e. not propped open).