

Tenancy Handbook

Your Introduction & Guide to Renting



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Welcome to Renting with Professionals Kendall Real Estate, Tamborine Mountain

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 Professionals Kendall Real Estate Tamborine Mountain. 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.

If you have any questions during your tenancy, please feel free to contact our rental manager on 5545 4000 / 5545 5000



Getting Started- What you must do first!

1. **Utility Connections** – Make sure you organise your utility connections to take effect on the day you move into the property. This can be done by calling your provider and informing them you will be moving. You will need to supply to them the move in date and also the property's address.
2. **Power and Gas** – When inspecting a rental property try to take note if you will need electricity, gas connections or both.
3. **Telephone and Internet** – Make sure to contact your provider and give them all the information they need to either transfer these utilities over, or to open a new account.

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 appointment 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 a company cheque, and due to security reasons, we are unable to accept cash. Please arrange with us to pay your first payment of rent and bond by EFT, before the start of tenancy, using the account details that have been provided with your tenancy reference no.

Possession Granted

Please note that possession will be granted once the following has been (fulfilled)

- **Tenancy Start Date** - your tenancy start date has commenced, as per your Tenancy Agreement.
- **Rent** - your first 2 weeks rent has been received by our Agency.
- **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 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** - the specific details of your tenancy with us
- **Payment of Rent** - how we would like you to pay your rent
- **Zero Tolerance Late Rent Policy** - we will explain our zero tolerance policy to late rent payments
- **Bond Lodgement** - sign the lodgement form that will accompany the lodgement of your bond with our state bond authority
- **Property Condition Report** - we will explain what you need to do with your property condition report
- **Repairs and Emergency Repairs** - our procedure
- **The Renters Guide Booklet** will be issued to you
- **Any other important matters**

Moving Into Your Rental 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 us on rentals@tamborinemountainrealestate.com.au

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 and written approval must be sought before proceeding.

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 have your own tenant contents insurance!

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

Example: 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 destroyed tenant possessions.

Fire damage to your possessions is not covered by the owner's building or landlord insurance. You need to ensure you have adequate tenant contents insurance cover.



During Your Tenancy

General Repairs

We insist that all repairs are lodged in writing. You can lodge written repair requests by using the provided repair request forms handed to you at tenancy start. You can lodge your repair requests by fax or post.

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 after hours 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 - It is always important to know if a repair is an emergency or a general repair. Getting this wrong may be costly to the **tenant** if the repair is conducted after hours!



Routine Inspections and Photos

We will conduct a routine inspection at the property approximately 4 times every 12 months. The first inspection will be within 8 weeks. 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 photos are taken at every inspection.

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 is 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 from 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

Misplaced Keys

If you have misplaced your keys during business hours you may come to our office and pay a deposit of \$50.00 and borrow our office set. The deposit will be refunded once all keys have been returned. 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's cost.**

IMPORTANT! Most modern window fly screens can only be removed from the inside of the property. Attempting to remove them from the outside will result in damage to the fly screen frame work and will result in the fly screen 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 worst 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 the tenant.

Heaters

Please ensure any combustion heaters are kept clean of ash build up and also ensure a protective mat is placed in front of the heater to protect against coals and ash falling out and singeing/damaging carpets or floors. For other heaters, please ensure that no combustible or flammable material is placed on or near heaters to avoid a fire risk.

Pot Plants

Please keep pot plants outside the property at all times. Pot plants placed inside on hard surfaces, tiles and floors like Vinyl, 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.

Fixtures and Fittings

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

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.

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.

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.

Wall Movement - cracking to walls and ceilings can create extensive damage. Be sure to report to us immediately should you notice any wall movement or cracks to walls or ceilings.



Termites

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.



These mud deposits indicate active termites. Termites are small and very destructive! (Picture not to scale)



Termites are small and very destructive! (Picture not to scale)

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, skirting, 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 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. Unfortunately, this separating join in the bench-top will greatly worsen over time due to swelling chipboard affected by moisture underneath!

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 too, as some surfaces like stainless steel may become permanently marred/stained



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. From time to time these should be taken down and removed to be soaked in hot soapy water and then scrubbed clean. Please use extreme caution when removing these. If you believe this is unsafe (i.e. a high exhaust fan) then let us know so we can arrange to have these cleaned.

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.
using an oven cleaner.

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 and 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) whereas toughened glass usually only cracks if impacted (hit by something). If the shower screen is cracked or broken, 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 Draino. 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 or Envirocycle system, please do not flush foreign objects like sanitary products down the toilet. Septic tank or Envirocycle systems are not able to process this type of material.

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.

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.

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.



Tell-tale signs of a broken pipe/leaking water to a wall adjacent or inside/behind the wall.

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.

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 base of a water storage unit usually indicates the unit has rusted through and may need replacement in the near future.

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.

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.

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 the tenants 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 www.scenicrim.qld.gov.au for details of bin collection for your area.

Oil Drivpage

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 drippage occur at any time, 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.

Please do not park on lawns or garden areas. Also oil stains are difficult to remove from driveways. Prevention is always better than costly cleaning and repairing lawns and garden



Your Rental Payments

Zero Tolerance Policy for late rental payments.

We do not tolerate rental arrears. We expect your rent to be two weeks in advance minimum as per your lease agreement. If your rent does fall behind you will be hearing from our office.

Swimming Pool Maintenance

Pool Cleaning.

It is part of your Residential Tenancy Agreement to keep the pool maintained at all times. Below is a list of tips to keep the pool well maintained at all times.

- Check and empty skimmer and pump baskets regularly
- Cut back trees and shrubs around or over-hanging your pool - leaves and debris sitting on the bottom or floating in a pool burn up chlorine
- If your filtration system begins to make an abnormal sound or do anything unusual, switch it off and contact our Agency ASAP

- Keep your pool water level halfway up the skimmer box opening
 - Place a small weight or rock in your skimmer basket to prevent it from tipping over when the pump switches on or off (make sure the weight is larger than the suction pipe below the basket)
 - Turn off the pool pump before operating the multiport valve
 - If your pump becomes noisy or doesn't seem to be running right, switch it off and contact your pool serviceman as soon as possible
 - Back wash the pool filter regularly rather than waiting for the pressure to rise on the gauge
 - Learn to use a test kit and save money
 - Test your water regularly - especially in summer
 - A strong chlorine smell from your pool usually indicates NOT ENOUGH chlorine rather than too much
 - Maintain a free chlorine level at all times
 - Monitor alkalinity and Ph levels
-
- For painted pools keep your alkalinity level on or above 150 pp
 - Use only [qualitychemicalproducts](#)
 - Although [automaticpoolcleaners](#) are a great extra to have, it is important to remember that they only move the debris from the floor and walls of the pool and deposit it somewhere else, so regular checking and emptying is still necessary for effective maintenance

Saltwater Pools

- Run your salt pool for 8-10 hours a day in summer
- Check and clean your salt cell when necessary
- Super chlorinate your salt pool with liquid chlorine
- Use stabiliser to protect your chlorine level from sunlight