

TENANT MOVING IN INFORMATION SHEET

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. If your rent arrears exceed seven (7) days, a Form 11 Breach Notice will be issued.

"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:	Ray Carucci Ph: 0418 779 467
Electrician:	Keith Hoare: Mobile: 0408 774 975
Locksmith:	Cardwell Handyman & Cleaning Services 0458 517 789 <i>(please text if possible)</i>
Glass replacement:	AC Glass (07) 4776 1905
General cleaning:	Sylvia Nielsen: Mobile 0499 847 585
Carpet cleaning:	Clint's Carpet Cleaning Phone: 4068 6111

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 tradesman is required to attend the property and a suitable time has been agreed between the tenant and the tradesman and the tenant is not home, the tenant agrees that they will be charged for the standard service call for attending the property.

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. It is the tenant's responsibility to replace any blown light globes throughout the property and replace any cracked or broken windows or screens.

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 (every four months) 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 to make sure that the property is presenting well from the road.

At the routine inspection we will be looking for the following to be clean:

- All general areas are clean, floors swept and carpets vacuumed.
- If carpet is soiled then professional carpet cleaning needs to be organised.
- The stove top, oven and grill on your stove is clean – including under the rims of the hotplates.
- Windows, screens and tracks are clean and free of dust and debris – this includes security screens.
- Sliding doors, screens and tracks are clean and free of dust and debris – including security screens.
- Bathroom areas need to be clean and free of mould – including shower curtains
- Lawns need to be mowed and gardens weeded.
- Remove cobwebs from ceiling and eaves
- If outside pathways are mouldy and slippery they will need to be pressure cleaned.
- Please ensure that smoke detectors are working for the safety of your family.

This inspection also provides an opportunity for you to point out any problems or maintenance that you think may be necessary.

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FIXTURES

The tenant may **not** attach a fixture, or make a structural change, to the premises **unless the lessor agrees in writing** to the fixture's attachment or the structural change.

Fixtures are generally items permanently attached to land or to a building that are intended to become part of the land or building. An attachment may include, for example, an Astar dish, something glued, nailed or screwed to a wall.

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.

GIVING NOTICE

The tenant agrees that when giving notice it must be in writing (in the prescribed form) and handed or faxed to our office. The notice is not effective until we receive this form. **Two weeks written notice is required.**

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.

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 corporate, 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 HICUPS

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.