

Happy Home Care Guide

Lisa
Steele

Useful information

Business Hours

Monday – Friday	8.30am – 5.30pm
Saturday	9.00am – 1.30pm

Rental Payments

Your rent payments are to be made in accordance with your lease agreement by way of direct deposit. The account details for your rent payments can be found on the front page of your lease agreement under the heading "Rent". Please use the specific "Payment Reference" number when transferring rent to ensure that the payments are directed to your rental account.

Utilities

Upon moving in to your rental property, it is your responsibility to connect utilities including electricity and/or gas. These utilities will already be connected however, will require to be transferred into your name at the commencement of your

tenancy. Failure to do so may result in the utilities being disconnected and you having to pay further re-connection charges. Water rates are paid by the landlord however, if the property is separately water metered, then the usage component is paid by you. The availability of telephone/fax lines; internet services; analogue, digital or cable television (and the adequacy of such services); are the sole responsibility of the tenant and the tenant should make their own enquiries as to the availability and adequacy of such services. The landlord does not warrant that any telephone/fax plugs, antenna sockets or other such sockets or service points located in the premises are serviceable, or will otherwise meet the requirements of the tenant, and tenants must rely upon their own enquiries.

Pests & Fumigation

Please refer to the following table indicating Landlord/Tenant responsibility relating to pests:

Pests and vermin	The landlord is responsible	The tenant is responsible
Ants	if present at the start of the tenancy.	if present during the tenancy.
Bees and wasps	if present in a wall cavity or similar, or if present at the start of the tenancy.	if present during the tenancy.
Birds	to remove and seal off any entry points.	
Cockroaches, fleas and spiders	if present at the start of the tenancy.	if present during the tenancy.
Mice and rats	if present at the start of the tenancy.	if present during the tenancy.
Possums	to remove and seal off any entry points, or if present during the tenancy.	
Snakes	if caused by the landlord breaching the conditions of the agreement – eg. landlord left piles of rubbish in garden	if present during the tenancy.
Termites/white ants	at the start and throughout the tenancy.	

Useful information

Property Inspections

The landlord, landlord's agent or any person authorised in writing by the landlord during the course of the tenancy, may inspect the premises for the purpose of periodical inspections if the tenant is given at least 7 days written notice. They may attend no more than 4 inspections in any 12 month period.

Contents Insurance

We advise that upon commencing your lease agreement, it is your responsibility to insure your own goods, i.e. obtain contents insurance. The Landlords insurance does not cover theft or for any damage caused to your belongings.

Model By-Laws for Residential Strata Schemes (Strata Schemes Management Regulation 2010 - Schedule 2)

1. Noise

An owner or occupier of a lot must not create any noise on a lot or the common property likely to interfere with the peaceful enjoyment of the owner or occupier of another lot or of any person lawfully using common property.

2. Vehicles

An owner or occupier of a lot must not park or stand any motor or other vehicle on common property except with the prior written approval of the owners corporation.

3. Obstruction of common property

An owner or occupier of a lot must not obstruct lawful use of common property by any person except on a temporary and non-recurring basis.

4. Damage to lawns and plants on common property

An owner or occupier of a lot must not, except with the prior written approval of the owners corporation:

- (a) damage any lawn, garden, tree, shrub, plant or flower being part of or situated on common property, or
- (b) use for his or her own purposes as a garden any portion of the common property.

5. Damage to common property

- (1) An owner or occupier of a lot must not mark, paint, drive nails or screws or the like into, or otherwise damage or deface, any structure that forms part of the common property except with the prior written approval of the owners corporation.
- (2) An approval given by the owners corporation under clause (1) cannot authorise any additions to the common property.

Model By-Laws for Residential Strata Schemes

- (3) This by-law does not prevent an owner or person authorised by an owner from installing:
- (a) any locking or other safety device for protection of the owner's lot against intruders or to improve safety within the owner's lot, or
 - (b) any screen or other device to prevent entry of animals or insects on the lot, or
 - (c) any structure or device to prevent harm to children, or
 - (d) any device used to affix decorative items to the internal surfaces of walls in the owner's lot, unless the device is likely to affect the operation of fire safety devices in the lot or to reduce the level of safety in the lots or common property.
- (4) Any such locking or safety device, screen, other device or structure must be installed in a competent and proper manner and must have an appearance, after it has been installed, in keeping with the appearance of the rest of the building.
- (5) Despite section 62 of the Strata Schemes Management Act 1996, the owner of a lot must:
- (a) maintain and keep in a state of good and serviceable repair any installation or structure referred to in clause (3) that forms part of the common property and that services the lot, and
 - (b) repair any damage caused to any part of the common property by the installation or removal of any locking or safety device, screen, other device or structure referred to in clause (3) that forms part of the common property and that services the lot.

6. Behaviour of owners and occupiers

An owner or occupier of a lot when on common property must be adequately clothed and must not use language or behave in a manner likely to cause offence or embarrassment to the owner or occupier of another lot or to any person lawfully using common property.

7. Children playing on common property in building

An owner or occupier of a lot must not permit any child of whom the owner or occupier has control to play on common property within the building or, unless accompanied by an adult exercising effective control, to be or to remain on common property comprising a laundry, car parking area or other area of possible danger or hazard to children.

8. Behaviour of invitees

An owner or occupier of a lot must take all reasonable steps to ensure that invitees of the owner or occupier do not behave in a manner likely to interfere with the peaceful enjoyment of the owner or occupier of another lot or any person lawfully using common property.

9. Depositing rubbish and other material on common property

An owner or occupier of a lot must not deposit or throw on the common property any rubbish, dirt, dust or other material or discarded item except with the prior written approval of the owners corporation.

10. Hanging out of washing

- (1) An owner or occupier of a lot may hang any washing on any lines provided by the owners corporation for that purpose. Such washing may only be hung for a reasonable period.

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- (2) An owner or occupier of a lot may hang washing on any part of the lot provided that the washing will not be visible from street level outside the parcel.
- (3) An owner or occupier of a lot may hang washing on any part of the lot that will be visible from street level outside the parcel only if the owner or occupier has the prior written approval of the owners corporation.
- (4) In this clause: washing includes any clothing, towel, bedding or other article of a similar type.

11. Preservation of fire safety

The owner or occupier of a lot must not do anything or permit any invitees of the owner or occupier to do anything on the lot or common property that is likely to affect the operation of fire safety devices in the parcel or to reduce the level of fire safety in the lots or common property.

12. Cleaning windows and doors

- (1) Except in the circumstances referred to in clause (2), an owner or occupier of a lot is responsible for cleaning all interior and exterior surfaces of glass in windows and doors on the boundary of the lot, including so much as is common property.
- (2) The owners corporation is responsible for cleaning regularly all exterior surfaces of glass in windows and doors that cannot be accessed by the owner or occupier of the lot safely or at all.

13. Storage of inflammable liquids and other substances and materials

- (1) An owner or occupier of a lot must not, except with the prior written approval of the owners corporation, use or store on the lot or on the common property any inflammable chemical,

liquid or gas or other inflammable material.

- (2) This by-law does not apply to chemicals, liquids, gases or other material used or intended to be used for domestic purposes, or any chemical, liquid, gas or other material in a fuel tank of a motor vehicle or internal combustion engine.

14. Changes to floor coverings and surfaces

- (1) An owner or occupier of a lot must notify the owners corporation at least 21 days before changing any of the floor coverings or surfaces of the lot if the change is likely to result in an increase in noise transmitted from that lot to any other lot. The notice must specify the type of the proposed floor covering or surface.
- (2) This by-law does not affect any requirement under any law to obtain a consent to, approval for or any other authorisation for the changing of the floor covering or surface concerned.

15. Floor coverings

- (1) An owner of a lot must ensure that all floor space within the lot is covered or otherwise treated to an extent sufficient to prevent the transmission from the floor space of noise likely to disturb the peaceful enjoyment of the owner or occupier of another lot.
- (2) This by-law does not apply to floor space comprising a kitchen, laundry, lavatory or bathroom.

16. Garbage disposal

- (1) An owner or occupier of a lot in a strata scheme that does not have shared receptacles for garbage, recyclable material or waste:
 - (a) must maintain such receptacles within the lot, or on such part of the common property as may be authorised by the owners corporation, in clean

Model By-Laws for Residential Strata Schemes

- and dry condition and (except in the case of receptacles for recyclable material) adequately covered, and
- (b) must ensure that before garbage recyclable material or waste is placed in the receptacles it is, in the case of garbage, securely wrapped or, in the case of tins or other containers, completely drained, or, in the case of recyclable material or waste, separated and prepared in accordance with the applicable recycling guidelines, and
 - (c) for the purpose of having the garbage, recyclable material or waste collected, must place the receptacles within an area designated for that purpose by the owners corporation and at a time not more than 12 hours before the time at which garbage, recyclable material or waste is normally collected, and
 - (d) when the garbage, recyclable material or waste has been collected, must promptly return the receptacles to the lot or other area referred to in paragraph (a), and
 - (e) must not place anything in the receptacles of the owner or occupier of any other lot except with the permission of that owner or occupier, and
 - (f) must promptly remove any thing which the owner, occupier or garbage or recycling collector may have spilled from the receptacles and must take such action as may be necessary to clean the area within which that thing was spilled.
- (2) An owner or occupier of a lot in a strata scheme that has shared receptacles for garbage, recyclable material or waste:
- (a) must ensure that before garbage, recyclable material or waste is placed in the receptacles it is, in the case of garbage, securely wrapped or, in the case of tins or other containers, completely drained, or, in the case of recyclable material or waste, separated and prepared in accordance with the applicable recycling guidelines, and
 - (b) must promptly remove any thing which the owner, occupier or garbage or recycling collector may have spilled in the area of the receptacles and must take such action as may be necessary to clean the area within which that thing was spilled.
- (3) An owner or occupier of a lot must:
- (a) comply with the local council's requirements for the storage, handling and collection of garbage, waste and recyclable material, and
 - (b) notify the local council of any loss of, or damage to, receptacles provided by the local council for garbage, recyclable material or waste.
- (4) The owners corporation may post signs on the common property with instructions on the handling of garbage, waste and recyclable material that are consistent with the local council's requirements.
- ### 17. Keeping of animals
- Note. Select option A, B or C. If no option is selected, option A will apply.
- #### Option A
- (1) Subject to section 49 (4) of the Strata Schemes Management Act 1996, an owner or occupier of a lot must not, without the prior written

Model By-Laws for Residential Strata Schemes

approval of the owners corporation, keep any animal (except fish kept in a secure aquarium on the lot) on the lot or the common property.

- (2) The owners corporation must not unreasonably withhold its approval of the keeping of an animal on a lot or the common property.

Option B

- (1) Subject to section 49 (4) of the Strata Schemes Management Act 1996, an owner or occupier of a lot must not, without the prior written approval of the owners corporation, keep any animal (except a cat, a small dog or a small caged bird, or fish kept in a secure aquarium on the lot) on the lot or the common property.
- (2) The owners corporation must not unreasonably withhold its approval of the keeping of an animal on a lot or the common property.
- (3) If an owner or occupier of a lot keeps a cat, small dog or small caged bird on the lot then the owner or occupier must:
 - (a) notify the owners corporation that the animal is being kept on the lot, and
 - (b) keep the animal within the lot, and
 - (c) carry the animal when it is on the common property, and
 - (d) take such action as may be necessary to clean all areas of the lot or the common property that are soiled by the animal.

Option C

Subject to section 49 (4) of the Strata Schemes Management Act 1996, an owner or occupier of a residential lot must not keep any animal on the lot or the common property.

18. Appearance of lot

- (1) The owner or occupier of a lot must not, without the prior written approval of the

owners corporation, maintain within the lot anything visible from outside the lot that, viewed from outside the lot, is not in keeping with the rest of the building.

- (2) This by-law does not apply to the hanging of any clothing, towel, bedding or other article of a similar type in accordance with by-law 10.

19. Change in use of lot to be notified

An occupier of a lot must notify the owners corporation if the occupier changes the existing use of the lot in a way that may affect the insurance premiums for the strata scheme (for example, if the change of use results in a hazardous activity being carried out on the lot, or results in the lot being used for commercial or industrial purposes rather than residential purposes).

20. Provision of amenities or service

- (1) The owners corporation may, by special resolution, determine to enter into arrangements for the provision of the following amenities or services to one or more of the lots, or to the owners or occupiers of one or more of the lots:
 - (a) window cleaning,
 - (b) garbage disposal and recycling services,
 - (c) electricity, water or gas supply,
 - (d) telecommunication services (for example, cable television).
- (2) If the owners corporation makes a resolution referred to in clause (1) to provide an amenity or service to a lot or to the owner or occupier of a lot, it must indicate in the resolution the amount for which, or the conditions on which, it will provide the amenity or service.

Note: Section 111 of the Strata Schemes Management Act 1996 provides that an owners corporation may enter into an

Contacting Us - What Do I Do?

Repairs

Should you require any repairs to be completed at the property, these must be submitted in writing to our office so that we may action accordingly. You may email your property manager at the following;

Lisa Steele

lisa@lisasteele.com.au

Albert Talarico

alby@lisasteele.com.au

Emily Saldivar

emily@lisasteele.com.au

Should you have any urgent repairs ie, no hot water, blocked sewer etc, and it is during office hours, kindly contact your property manager at our office on 9363 1100.

Should you require urgent repairs after hours, please refer to your lease agreement for the names and numbers of specified tradespeople. You can also ring our office after hours and listen to instructions regarding after hours tradespeople.

Rental Ledgers

Should you require a copy of your rental ledger please contact our office and we will arrange to have one emailed to you. Please note that we can only supply copies of ledgers to tenants that are on your Residential Tenancy Agreement. From time to time we may be required to supply copies of ledgers to other Real Estate Agents. We are only able to do so if a disclosure statement has been signed by a tenant who is on the lease agreement pertaining to that property.

Giving notice & moving out

When moving out of the premises, we bring to your attention the different notice periods required according to where you are at with your Residential Tenancy Agreement;

- (a) If you are ending a fixed term agreement you are required to submit fourteen (14) days notice in writing, prior to the expiry of the agreement
- (b) If you are ending a periodic agreement you are required to submit twenty one (21) days notice in writing

Should you be vacating the premises prior to the expiration of the fixed term, this constitutes as a "leasebreak". Refer to the special conditions of your Residential Tenancy Agreement to ascertain your responsibilities and associated costs

Further to giving notice to vacate the premises, you may wish to consider the following;

- (a) Contact the post office and organise redirection of your mail
- (b) Organise to return any appliance rentals you may have
- (c) Contact your utilities providers and arrange disconnection
- (d) Confirm that your rent is paid to the vacate date to avoid it being deducted from your bond

Protecting your bond

To avoid cleaning charges, it would be in your best interests to ensure the following items are attended to, before vacating the property.

General

Windows, window sills and flyscreens	to be properly cleaned. Windows to be washed inside and out, and to be free from streaks and smears. Window tracks to be left free of dirt and insects.
Walls	must be washed to remove any marks.
Venetian blinds	to be properly cleaned.
Personal property	to be removed.
All rubbish	to be removed from the premises.
Inventory	(where applicable) to be in accordance with the lease.
Doors and door frames	to be left clean.
Lawns and gardens	to be maintained (Applicable to houses, town houses and villas).
Furniture	(where applicable) to be properly cleaned and polished. Mattress-covers to be washed.
Floors: vinyl tiles, parquet, polished floors	to be cleaned and polished. Carpets to be left clean. If required, we can recommend a few professional steam cleaners with competitive rates.
Damage	to the premises by the tenant must be repaired at your own expense.

Kitchen

(plus General where applicable)

Stove	Stove to be thoroughly cleaned including: Hot plate wells and surrounds, grill, oven (racks, sides, rear, floor and walls). We recommend the use of a powerful cleanser for stoves, e.g. Mr Muscle or similar.
Cupboards	Kitchen cupboards to be thoroughly cleaned inside and out and any sticky marks to be removed.
Tiles and bench tops	Tiles and bench tops to be thoroughly cleaned and free of grease.
Sink	Sink and disposal unit (if applicable) to be cleaned.
Refrigerator (if applicable)	to be defrosted - water emptied, shelves cleaned. To be switched off and door left open.

Protecting your bond

Bathroom	(plus General where applicable)
Surfaces	All mould to be removed from tiles, walls, ceiling or other surfaces.
Basin	Vanity and basin to be cleaned inside and out.
Bath and toilet	Bath and toilet to be cleaned thoroughly.
Sink	Sink and disposal unit (if applicable) to be cleaned.
Shower	Shower recess and shower glass to be thoroughly scrubbed to remove all soap residue and mildew.
Laundry	(plus General where applicable)
Tubs	Tubs to be cleaned inside and out.
Machines	Washing machine and dryer (if applicable) to be cleaned inside and out.