



# SHIELD news

TENANT NEWSLETTER | APRIL 2023

This Issue

- 1 What do Property Managers look for during Routine Inspections....
- 2 10 Easy steps to create a cleaning schedule for your home
- 3 Three reasons its important to notify us if your details change

## What do Property Managers look for during Routine Inspections???

While most tenants will say that they hate Routine Inspections, I can assure you that some Property Managers will say the same. It is not always pleasant to have to go into peoples' homes and follow up with issues and deal with conflict after inspections. However, it doesn't need to be a big drama. The majority of most Owners provide good homes for tenants to live in. The majority of Tenants take good care of the homes they live in.

CONT Over...





# Presenting your home for a Routine Inspection Cont...

It is in a contractual agreement with Landlords and Agents that Routine Inspections must be conducted on a regular basis and during the Tenancy. The Agent/Lessor must give 7 clear days – notice in writing – to the tenant/s for required entry to the property. The Agent/Lessor has a 2 hour window to enter the property and as per the notice provided. It is not necessary for tenant/s to be home during this time or take a day off work unless they choose to. As Agents, the biggest concern we can face is if a tenant/s has a dog or dogs in the yard. We kindly ask that any dogs be restrained or removed from the property on the day of inspection so the Agent can access all internal and external areas of the property and as required to properly conduct a routine inspection. Our Agency will usually conduct the first property inspection in the first 6-8 weeks of every new tenancy, then every 13 weeks thereafter.

During the Routine Inspection, the Agent will also take photos of any noted or reported maintenance or any future maintenance or noted issues. The Agent will also check to ensure that the tenant/s are meeting their obligations and keeping the property clean, having regard to their condition at the start of the tenancy. The Tenant/s must not maliciously or allow someone else to maliciously damage the property. Accidents do and will happen and that's ok. If the property is damaged in any way or something gets broken, then tenant/s need to report this to the Agent as soon as possible and work to have these items/areas fixed. The Agent may be able to assist with the name and contact details of an appropriate contractor.

An Agent/Property Manager shouldn't tell a tenant/s how to live in the premises, providing that the way they live doesn't cause damage or future damage to the property. Maintenance items or issues that have potential to cause damage or is causing damage to the property will and should be noted during a Routine Inspection.

Below is a list of items that can potentially cause damage or above wear and tear to a property or affect the clean state of the property. It is recommended that these should be actioned within 1-5 days prior to each Routine Inspection as well as when required during the tenancy.

- Yard – front, back and footpath is mowed, long edges trimmed, weeds sprayed and or removed and green waste removed from site (never leave against the house foundations or against fences as this could be a termite attracting issue).
- Place all rubbish and refuse in the bins provided at the property.
- Remove cobwebs, wasp nests and animal faeces from the property on a regular basis and as required.
- Vacuum and or sweep floor and carpets and mop all internal floor areas, front and rear patio, veranda and decks.

CONT Over...

# Presenting your home for a Routine Inspection Cont...

- Carpets should be cleaned every 12 months during the tenancy and at the end of the tenancy and in keeping with the condition of the carpets at the commencement of the tenancy – receipt for proof of cleaning to be provided to your Property Manager.
- Remove all webs, dust and ensure the property is maintained free of pest and vermin during tenancy. Report any concerns or recurring issues to your Property Manager.
- Clean fixtures and fittings within the home – windows, tracks, doors, walls, ceilings, taps, sinks, tubs, screens, ceiling fans, light shades and fittings, light switches, power points, appliances - ovens, dishwashers and filters, stove tops, range hoods and filters, bench tops and surfaces, exhaust vents, air conditionin units and dust filters, shower screen glass and frame and wall mirrors
- Replace blown light bulbs – report an ongoing issues to Property Manager.
- Check your property regularly for signs of water leaks – under vanity units, laundry tubs and kitchen sinks. Report any concerns or water damage to your Property Manager
- Check you water meter at least every 3 months to ensure that there are no undetected water leaks that you might be paying for. If you are not sure how to do this, then please ask your Property Manager for assistance.
- Ensure your items are tidy within the home and not leaning against walls or house fixtures and fittings where they could cause damage or hide pest/vermin/termite activity. All external doors leading into and out of a home should not be impeded by a tenant/s' belongings as this could potentially cause a hazard or safety concern.
- Never remove Smoke Alarms from their fixed allocated positions. Report any smoke alarm faults to your Property Manager and as they occur



## 10 EASY steps to create a cleaning schedule for your home

1. **DECLUTTER:** Start by decluttering each room. Sort items into piles to keep, donate or discard.
2. **DUST:** Dust all surfaces in each room, including furniture, shelves and electronics.
3. **VACUUM:** Vacuum carpets and rugs, sweep or mop hard floors
4. **CLEAN MIRROR AND WINDOWS:** Use glass cleaner to clean mirrors and windows in each room
5. **CLEAN BATHROOMS:** Scrub toilets, sinks, showers and bathtubs with a non scratch scourer and washing up liquid. Don't forget to clean the walls and floors too.
6. **CLEAN THE KITCHEN:** Clean countertops, sinks, stovetops, ovens and refrigerator. Sweep and or mop the floors.
7. **WIPE DOWN APPLIANCES:** Use a damp cloth to wipe down appliances, such as the microwave and dishwasher.
8. **WASH BEDDING:** Strip and wash all bedding, including sheets, pillowcases and blankets.
9. **DUST AND CLEAN DECORATIONS/ORNAMENTS:** Dust and clean any decorations or knickknacks in each room.
10. **TAKE OUT THE TRASH:** Empty all trash cans in each room and take out the garbage.

***Thank you for taking great care of the home you live in. It is important that we all work together to ensure that you have the best home to live in and Agents can conduct their jobs in a safe and harmonious manner.***

## 3 Reasons why you need to notify us if you change any of your details

1. **Communication:** Your real estate agent needs to be able to reach you in order to keep you up to date in relation to your property.
2. **Accuracy of Paperwork:** If there are any changes to your personal details, such as phone number or email, it is important to update your agent to ensure all paperwork related to your property is accurate. This can prevent delays or legal issues down the track.
3. **Privacy and Security:** Notifying your real estate agent of any changes to your personal details can help protect your privacy. For example, if you have changed your phone number, your real estate agent can ensure that any sensitive text messages are sent to the right number.

Amy Lloyd - Administration



### AMY LLOYD Administration

As our administration and receptionist, Amy will always greet you with a smile and friendly attitude at Shield Management. With 6 years experience in real estate and property management, she has developed a keen eye for detail and time management skills. Amy prides herself on her ability to go above and beyond for clients, tenants and colleagues and her problem solving abilities mean nothing is too much for her.

Contact Amy on 3389 7177 or email  
[enq@shieldmanagement.com.au](mailto:enq@shieldmanagement.com.au)