



## QUICK REFERENCE GUIDE

	<b>GENERAL TENANCY AGREEMENT</b> - verify accuracy of all particulars.									
	<b>OFFICE HOURS</b> Monday – Friday 8.30am – 5.00pm									
<b>OUR PREFERRED METHODS OF CONTACT</b>										
	<p><b>1. E-MAIL</b> This is the most effective and quickest contact method if you have email access also. Your Property Manager's direct email address is below.</p> <p>Bronwyn: <a href="mailto:mail@switchrealty.com.au">mail@switchrealty.com.au</a> June: <a href="mailto:june@switchrealty.com.au">june@switchrealty.com.au</a>  Lynne: <a href="mailto:lynne@switchrealty.com.au">lynne@switchrealty.com.au</a> Karen: <a href="mailto:karen@switchrealty.com.au">karen@switchrealty.com.au</a></p>									
	<p><b>2. APPOINTMENT</b> To see your Property Manager in person please contact us to make a time to suit you both. The nature of our role takes us out of the office and by making an appointment we can ensure we are there for you.</p>									
	<p><b>3. PHONE</b> If you don't have email or for emergencies please call 07 3202 3877. Messages left will be returned as soon as it is possible to do so.</p>									
<b>OTHER INFORMATION</b>										
	<p><b>CONDITION REPORT</b> Please complete, sign and return to our office within 3 days of the lease commencing date; as required by the Residential Tenancy Act.</p>									
	<p><b>PAYMENT OPTIONS</b> INTERNET BANKING, CENTREPAY, MONEY ORDER, BANK CHEQUE, EFTPOS – <b>CASH WILL NOT BE ACCEPTED</b></p>									
	<p><b>EMERGENCY REPAIRS</b> Emergency repairs include such situations as:</p> <table border="1" data-bbox="322 1167 1396 1400"> <tr> <td>• Burst water service</td> <td>• Blocked or broken toilet</td> <td>• Serious roof leak</td> </tr> <tr> <td>• Gas leak</td> <td>• Fault/damage likely to cause injury</td> <td>• Electrical shock/fault</td> </tr> <tr> <td>• Smoke Alarms</td> <td>• Stove</td> <td>• Home Security</td> </tr> </table> <p><b>Phone your Property Manager to report these types of situations immediately.</b></p> <p>If after hours, leave a detailed message of the situation for <b>Bronwyn Handley</b> on <b>0421 926 276</b></p>	• Burst water service	• Blocked or broken toilet	• Serious roof leak	• Gas leak	• Fault/damage likely to cause injury	• Electrical shock/fault	• Smoke Alarms	• Stove	• Home Security
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	<p><b>GENERAL REPAIRS AND MAINTENANCE</b> All general repairs and maintenance notes must be forwarded to our office in writing so we can act accordingly. Provide as much information as possible of the repairs needed as well as access authorisation for the repairs to be done. Repair Advice Forms are included.</p>									
	<p><b>PROPERTY INSPECTIONS</b> The Property is inspected by your Property Manager 3 – 4 times a year. You will be notified in writing approx 1 month prior</p>									
	<p><b>KEYS</b> – Locked out? <i>Office hours</i> – you can collect our Management set and drop them back within the hour. <i>After hours</i> – contact your Property Manager \$50 Call Out Or contact a Locksmith at your cost.</p>									
	<p><b>MOVING OUT</b> Two (2) weeks notice in writing is required if you intend to vacate on the lease expiry date or after that date.</p>									
	<p><b>INSURANCE</b> We advise all Tenants to insure their own contents as they are not covered under the owner's policies</p>									