

TENANT INFORMATION SHEET

Tenancy Agreement

Please ensure you take time to read and understand your General Tenancy Agreement. On the following pages you will find some additional useful information. It is in your best interest to read and understand the Tenancy Agreement. Observance of your rights and obligations will minimise problems and intrusions into your lifestyle, ensuring a problem free tenancy. If you are not sure of something please don't hesitate to ask.

Our Contact Information

PRDnationwide Coolum Beach
1788 David Low Way
COOLUM BEACH QLD 4573

Hours of Business:

Monday – Saturday 8:30am to 5:00pm
Sunday 10.00am to 3.00pm

Phone: 07 5446 5446
Fax: 07 5446 5222

Web: www.prdcoolum.com.au

Email: Toni
reception@prdcolum.com.au

Anita
rentals@prdcolum.com.au

Ivanka
propertymanager@prdcolum.com.au

We look forward to being of assistance.

Many Thanks

Property Manager
PRDnationwide Coolum Beach

Entry Condition Report

You have been given a completed Entry Condition Report which outlines the condition of the property at the start of the tenancy. It is a requirement of the Residential Tenancies and Rooming Act 2008 (RTRA) that you complete this immediately and return a fully signed copy to our office within **3 business days of the commencement of the lease**. This report is used when you vacate the property and ensures a smooth process when authorising your bond refund. A copy of the fully completed form by both parties will be issued to you for your records. If you fail to return the report within the **3 business days** then it is assumed that you agree with the original report, as provided to you.

Lease

All occupants over the age of 18 years old, wishing to live at the property (including any new occupants), must complete an Application Form which must be submitted to our office for approval by the owner prior to them moving in. Failure to do so is a breach the Tenancy Agreement.

Rental Payments

Your rental payments are to be made on or before the due date stated in the Tenancy Agreement. You may arrange your payments to be paid by direct debit into our bank account or through an over the counter payment at any National Australia Bank. Please ensure that you allow sufficient time for bank transfers to reach our office and reference the Tenant Code which we will provide to you. **We recommend that payment is made 2 days prior to the date your rent is due.**

Rental Arrears

Your rent should always be up to date. Future rent references to other agents on our behalf will be based on your rent payment ledger. Failure to keep rent up to date may make it difficult for you to secure rental accommodation in the future.

On commencement of your tenancy, you pay 2 weeks rent in advance. If payments are made each week from the commencement date you will always remain 1 week in advance. Don't wait 2 weeks before you make the next payment or you will be in arrears.

Should you fall 7 days in arrears on the 8th day a "Notice to Remedy" will be issued. If this is not rectified within 7 days, a "Notice to Leave" will be issued, effective within 7 days.

Notices on TICA

We wish to advise that when entering into a Residential Tenancy Agreement through this office, any arrears in rental payment, damage or negligent treatment of that rental property, may result in a default notice being lodged with the Tenancy Information Centre Australia Pty Ltd (TICA). Such a lodgment may jeopardise your future rental applications with other agents throughout Australia. Please note that even if monies are repaid and cleared with TICA, names are held and produced on searches for a number of years.

Routine Inspections

Routine Inspections are carried out every 3 months. You will be given a minimum of 7 days notice of the inspection. Legally, once the Form 9 Entry Notice has been issued, we are within

jurisdiction to enter the property even if you are not at home. However, we do try to accommodate reasonable requests if at all possible.

Please ensure all dogs are secured. Some dogs may become territorial when you are not present and become a risk to our staff.

General Maintenance and Urgent Repairs

To ensure that your property has repairs attended to quickly, we would appreciate any issues be reported during office hours and in writing. Please refer to the Trouble Shooting Maintenance Issues information included in this document before reporting the maintenance or urgent repair issue.

In case of an emergency, outside our office hours please contact one of our preferred trades people listed below and advise the Property Manager in writing **immediately**. Please note, however, that if the fault is found to be either with your appliance or your negligent actions any associated costs may be charged to you.

Emergency repairs include situations such as;

- Burst water service
- Gas Leak
- Blocked or broken toilet
- Fault or damage likely to cause injury
- Serious roof leak
- Electrical shock/fault
- Faulty smoke alarm

In case of plumbing or electrical emergency, please contact
Foreshore Plumbing Ross mobile 0419 684 899

Parnell Electrical Jai mobile 0409 529 914

Once a report has been made, we ask you to call us back within a couple of days and report that **a)** the task is completed, **b)** the tradesperson has been in touch or **c)** to notify us if nothing has happened. We appreciate you letting us know if you have not heard from a tradesperson in a reasonable amount of time so that we can follow them up to resolve the issue.

Keys - Locked Out

If you find that you have locked yourself out during business hours, contact the office and we can loan you the management set of keys for an hour or so to assist. Please ensure that you bring a suitable form of identification.

If you find that you have locked yourself out after hours, you can contact a locksmith but **please note this will be at your cost**. We can recommend

Coolum Locksmiths Raj phone 5446 4545 or
mobile 0403 131 800

Respect and care of the Property

The property is to be kept clean and tidy inside and out at all times.

Please Note: You may not attach any hooks, nails, pinholes, 3M hooks, blue tac, stickers to any walls, ceilings or doors unless permission has been granted by the owners. Any repairs resulting from such or other damage is the tenant's responsibility.

Fixtures

Adding fixtures to the property is not allowed under any circumstances unless prior approval has been given. If you would like approval to add any fixtures to the property, please put it in writing to your property manager with any diagrams attached. If and when approval is given by the owner you will be notified in writing.

Contents Insurance

We recommend that ALL TENANTS ensure that they have a Contents Insurance Policy for their furniture and possessions as these are not covered under any Landlord Insurance Policies for the property.

Pot Plants

All pot plants are to be raised off the ground and floor coverings to avoid any water damage or stains to floors. Pot plants are never to be placed on carpet.

Gardens

It is the tenant's responsibility to regularly mow, weed, remove garden rubbish and edge the garden areas. If the lawns & garden are not being kept to an acceptable standard you will be in breach of your tenancy agreement. No trees are to be cut down or plants removed without the owner's permission.

Light Bulbs

Light bulbs in all light fittings are to be in working order throughout the tenancy and at the end of tenancy.

Termites

Termites can cause major damage to a home. If you notice any sign of termites at the property please report it to our office immediately.

Car Parking

Please ensure that all cars are parked in designated areas only. Do not park on the front nature strips or lawns. Also ensure that all parking areas are free from oil spills & stains. This is particularly important if you are living in a unit as you must follow the rules of the Body Corporate.

Tenancy Renewals

Approximately 4-6 weeks prior to the expiry of your Tenancy Agreement you may be offered a renewal agreement as per the Lessor's instructions.

Breaking your Tenancy Agreement

Once a lease is signed it is a legal & binding contract. Should you need to break your lease for any reason, you must give a minimum of two weeks notice in writing, using the Notice of Intention to Leave – Form 13. **Please note that if you do break your lease, you will be responsible for payment of rent until another suitable tenant is found or until the expiry of that lease.**

The **additional** Break Lease fees (revised at 1 July 2019) that you are responsible for if you break your lease are as follows:

- One weeks rent plus GST,
- Smoke Alarm Fee \$66.00 to be paid immediately, and
- Advertising \$73.00 to be paid immediately so advertising can commence.

Vacating

Two weeks written notice using the Notice of Intention to Leave - Form 13 is required whenever you are vacating a property – even if it is at the end of the lease period. These are available from our office or the RTA website. Use of the “Vacating Checklist” is a valuable guideline to expectations in respect to the cleaning of the property. Final inspections are thorough and particular. Tenants legally have only one chance to return to rectify any discrepancy. The owner has every right to expect their property to be returned to them clean and undamaged. We recommend that you engage a bond cleaner who provides a cleaning guarantee. This will save you additional costs if any cleaning issues are identified during final inspection.

Carpets

Upon vacating the property, carpets are to be cleaned, including removal of all stains which have occurred during tenancy. A copy of any carpet cleaning receipts should be provided with the keys. Should you choose to not use one of our recommended cleaners and the carpets are not cleaned to an acceptable standard, you will be liable for the cost of a second clean.

Pets

If you would like to keep a pet on the premises you are required to get written permission from the property manager / owner before the pet is brought onto the premises. If you have not been given approval to have pets and they are found to be at the premises you will be issued with a “Notice to Remedy” as you are in breach of your Tenancy Agreement. Please note that you will be required to have a flea spray done at the end of the tenancy.

Flea and Pest Spray

If there were any pets at the property you are required to have the property treated for fleas / pests (such as mites) inside and outside. We recommend that this is done by a pest control company who guarantees the work in case a respray is required. Please provide a copy of receipt to our office with the keys on vacating.

Gas Bottles

If gas services are supplied to the property, tenants must refill gas bottles and provide the

receipt to the property manager upon vacating the premises along with the keys.

Pools and Pool Fencing

Note: If you would like to have a pool of any size it may require fencing in accordance with QLD Pool Fencing Legislation. You must also get written permission from the owner of the property through the Property Manager prior to installation. If permission is granted, it is the responsibility of the tenant to ensure that ALL fencing requirements are complied with. Contact the local Council or Queensland Government for further information.

TROUBLE SHOOTING MAINTENANCE ISSUES

Before Reporting any of the maintenance issues below, please ensure that you have read and checked the recommendations to avoid unnecessary call outs of trades people.

Please note that if a contractor is called out after hours and the issue is not considered to be an emergency or if the contractor advises that the issue is a result of tenant negligence, the call out cost will be invoiced to the tenant.

Hot Water System

If you find you have no hot water – please follow the following troubleshooting steps.

In the first instance you should check

- your mains power is ON and that the hot water service is switched to ON,
- if you have a gas hot water system, check that the pilot light is ON, and
- check if the hot water cylinder is leaking water, if it is leaking, call our office immediately.

If the cylinder does not appear to be leaking, you should release the pressure relief valve on some systems. The pressure valve is usually located on the side of the HWS. This generally looks like a hook. Simply flick the lever and allow hot water to release for approximately 1 – 2 minutes - hot water will run out of the overflow pipe located at the base of the HWS (use a container to catch the water from the overflow if the unit is located inside the property / not plumbed to the outside of the property). The tank will then refill and reheat the water in accordance with the tariff applied to the property.

Please note. Releasing the pressure valve should be done 2 to 3 times a year to relieve excess pressure in the unit. Once you have done this you need to allow time for the tank to reheat the water.

If you are still unable to get hot water then you should call our office so we can send an authorised tradesperson to attend to the issue. Please ensure that you have not just used all the available hot water as owners will not cover the costs of a tradesperson's call if you have simply used all the hot water.

Water leaks

If water is bubbling up through the ground please report the situation immediately. If possible, turn off the water at the mains to the property.

Bath and shower leaks must also be reported to the office as soon as possible because these can lead to extensive damage to the property if not dealt with.

TV Reception

It is possible that when you move into a property within this area you may find a TV booster is required to obtain clear reception. These can be purchased from any electronics store. If you still encounter problems after retuning your TV we may send a tradesperson to the property.

However **be aware** if the problem is found to be with your television and not the aerial at the property, the service call will be charged to you.

Washing Machine / Clothes Dryer

Please check that

- Power is connected
- Water taps are turned on
- Machine is not overloaded
- The lid is closed and connected with the on/off switch
- Hoses are securely attached and not split
- The filter is clean
- The air temperature is hot when the dryer is running

Faulty switches / fans

Check that power is on and that the appliance is not at fault.

No Power

- Check that the fuse box has not tripped or a fuse blown. If so reset.
- Check that appliances are not tripping the power.
- Check if neighboring properties are also without power.

Lights

Check bulb or starter switch and fuse box to ensure power has not tripped.

Sink disposal unit

Unblock and push the reset button.

Swimming Pool

The water level of the pool is important and must be maintained at the right level at all times to enable water to flow through the skimmer box to the pump / filter. Failure to do so could result in damage to the pump / filter and could be billed to the tenant.

Please ensure that you

- Vacuum the pool regularly to keep the pool clear of debris
- Check the pump and filter regularly to ensure they are working correctly. If the pump is making unusual noises, contact the office

Smoke Detectors

It is the tenant's responsibility to supply batteries, clean & maintain the Smoke Alarms at the property to ensure that they are operational. As stated in the lease,

The tenant must:

- (1) Test each smoke alarm in the premises-

- (a) At least once every 12 months; or
- (b) If a fixed term tenancy is less than 12 months duration, but is held over under a periodic tenancy of 12 months or more, at least once in the 12 month period:
 - (i) For an alarm that can be tested by pressing a button or other device to indicate whether the alarm is capable of detecting smoke – by pressing the button or other device;
 - (ii) Otherwise, by testing the alarm in the way stated in the Information Statement (RTA Form 17a) provided to the tenant/s at the commencement of the tenancy.
- (2) Replace each battery that is spent, or that the tenant/s is aware is almost spent, in accordance with the Information Statement provided to the tenant/s at the commencement of the tenancy;
- (3) Advise the Lessor as soon as practicable if the tenants becomes aware that a smoke alarm in the premises has failed or is about to fail (other than because the battery is spent or almost spent); and
- (4) Clean each smoke alarm in the premises in the way stated in the Information Statement provided to the tenant/s at the commencement of the tenancy:
 - (a) At least once every 12 months; or
 - (b) If a fixed term tenancy is of less than 12 months duration, but is held over under a periodic tenancy of 12 months or more, at least once in the 12 month period.

In the event that the tenant/s engages a contractor/tradesperson (as listed in item 17) to meet the tenant/s obligations listed under this clause, such engagement shall be at the tenant/s own cost and expense.

- (5) Not tamper with or otherwise render a smoke alarm inoperative. Such an act will constitute malicious damage in accordance in accordance with Section 188 of the Act.

Please note: Replacement of batteries is not required for hard wired or photo electric smoke alarms.

Preparation for Storms and Flooding

In case of storms or flooding or if you are preparing for a flood event, you can find useful information on the Sunshine Coast Council website by following the link <https://disaster.sunshinecoast.qld.gov.au>

The State Emergency Service (SES) may not always be able to get to you quickly so should you wish to acquire sandbags please note:

Sand Bags are available from the following Suppliers

Business	Location	Phone Number
State Emergency Service (SES)	Coolum Beach	(07) 5446 4550
Neil Mansell Landscape Supplies (sandbags and sand)	Maroochydore	(07) 5443 8725
The Rock Landscape and Garden Suppliers (sand only)	Coolum Beach	(07) 5446 4440
Yandina Hardware (sandbags and sand)	Yandina	(07) 5446 8588
Kawana Hardware and Garden Centre (sandbags and sand)	Warana	(07) 5493 2266
Maleny Landscaping Supplies (sand only)	Maleny	(07) 5494 3233
Maleny Town and Country (sandbags only)	Maleny	(07) 5494 2302
Sunshine Mitre 10 (sandbags and plastic bags of play sand)	Nambour	(07) 5441 1255
Mooloolah Valley Hardware (sandbags and sand)	Mooloolah	(07) 5494 7622
Maroochy Sand & Gravel (sand only)	Woombye	(07) 5442 2072

*Emergency services may not always be able to get to you. These businesses are partners in the Sandbag Supply and Education Project. This project is to help you better prepare for the possibility of flooding.