



Move Property Management

New Tenancy Booklet

move
property management

London Woolstores
36 Vernon Tce, Teneriffe
T 07 3257 0015

Building Specific Information

Building Name

Building Manager

Name:

Email:

Phone:

Building restrictions for move in days/use of lifts

Electricity & Gas Company

Car Park Number

Emergency Maintenance needs to be reported immediately

General Repairs and Maintenance – Please email your property manager

Contact Move Property Management

Address

Shop 1, 36 Vernon Terrace, Teneriffe QLD 4005

Phone Number

(07) 3257 0015

Fax Number

(07) 3257 0075

Email Address

reception@moveproperty.com.au

Web Address

www.moveproperty.com.au

Office Hours

Monday – Friday 8:30am – 5:00pm

Saturday 9:00am – 3:00pm

Sunday Closed

Preferred Method of Contact**Email**

This is the most effective and quickest contact method.

Telephone

If you don't have access to email, or for emergencies, please contact our office by phone.

Appointment

To see us in person, please contact the office and make a time that suits us both. The nature of our work often takes us out of the office and into other important appointments so sometimes we aren't readily available in the office.

Important Information

Entry Condition Report

The Entry Condition Report is a tool used to note the condition of the property at the beginning of the tenancy. This is used to avoid problems during/ at the end of the tenancy in regards to the condition of the property. It is important that you note in the comments any items that you disagree with and return a signed copy to Move Property Management within **3 DAYS OF THE LEASE COMMENCEMENT DATE** as required by the Residential Tenancies and Rooming Accommodation Act.

*** Please note that this document is not to be used as a maintenance request, please fill out separate form provided.**

Electronic Transmission

By signing the General Tenancy Agreement you are giving consent to receive any documentation relevant to the Tenancy by electronic communication methods such as email or facsimile. Also, the method of receiving advice or notification by SMS is accepted.

Emergency Repairs

Examples of emergency repairs include such situations as:

- Burst water service or a serious water service leak
- Gas leak
- Blocked or broken lavatory service
- Fault/damage likely to cause injury
- Serious roof leak
- Electrical shock/fault

*** Phone our office immediately to report the types of situations immediately! If after hours, leave a detailed message of the situation and refer to Nominated Repairers listed on Page 2 of the General Tenancy Agreement. Please refer to the RTA Form 17a – Information Statement for further details.**

General Repairs and Maintenance

PLEASE NOTE THAT ALL MAINTENANCE ISSUES MUST BE SUBMITTED IN WRITING TO YOUR PROPERTY MANAGER

All general repairs and maintenance must be forwarded to our Agency in writing so we can act accordingly. Provide as much information as possible of the repairs needed as well as access authorization for the repairs to be done. Repair Advice Forms are included in this folder.

Keys (If you're locked out!)

Office Hours – you can borrow our Management set and return them to our office within the hour. Identification will be required.

After Hours – contact a Locksmith at your cost. We recommended the following Locksmith

Amalgamated Locksmiths: (07) 3252 7872

Moving Out

The following steps need to be followed:

- Minimum of two (2) weeks' notice in writing is required if you intend to vacate on the lease expiry date or after that date.
- All keys **MUST** be returned by the Vacate Date (Even extra keys you've had cut during the tenancy)
- The property **MUST** have been professionally cleaned (including carpet) prior to or on the Vacate Date with receipts provided. We recommend:
 - Sun Professional Cleaners - 3162 9628
 - MorBright Carpet Cleaning - 3256 1900
 - Brisbane Carpet Upholstery & Pest - 3890 8888

Parking of Cars

All cars, motorbikes, trailers, campervans, caravans, boats and trucks are to be parked in designated parking areas **ONLY**. Do not park on front lawn areas, or on Body Corporate designated common areas (where applicable). It is the Tenants responsibility to repair any damage done when parking cars etc in such areas.

Oil stains on driveways is the Tenant's responsibility to remove before vacating the Property. To avoid such damage we recommend the purchase of a drip tray.

Pools and Pool fencing

PLEASE DO NOT MAKE THE ASSUMPTION THAT YOU ARE ABLE TO INSTALL / ERECT A POOL OF ANY TYPE AT THE PROPERTY.

If you wish to have a pool of any size, it may require fencing due to Legislation. You must first seek permission from the Lessor in writing for the pool. If permission is granted, it is then the responsibility of the Tenant to ensure that **ALL** fencing requirements are met in accordance with relevant legislation. We recommend you contact the Queensland Government and your local Council for further information.

Pot plants

It is recommended that pot plants are raised off the carpet or outside areas to avoid water damage or staining.

Property Inspections

The Property is inspected by our Maintenance/ Inspection Manager 3 or 4 times per year. You will be notified in writing 7 to 14 days prior. For further information please refer to the Property Inspection Information provided.

Rent Payments

Rent can be paid via the following methods:

- Rental Rewards
- Eftpos
- Bank Cheque
- Money Order

Breaking a Lease Agreement

If you wish to vacate the property DURING your Tenancy, please contact your Property Manager immediately and make an appointment at which time the Property Manager will advise you of your obligations during this process.

Please remember:

- You will need to reimburse the owner for the re-let fee, smoke alarms service and advertising.
- You are equally responsible for re-letting the property.
- Rent must continue to be paid until a new tenant moves in.

Change of Tenancy

If you wish to make changes to the people living at the property DURING your Tenancy, please contact your Property Manager immediately.

The process is as follows:

- 1) Advise Property Manager immediately.
- 2) Ask any new tenants are to fill out an application form PRIOR to moving in and wait for approval from both Real Estate and Landlord.
- 3) PAY Change of Tenancy Fee so we can begin processing your application, this fee is nonrefundable regardless as to whether or not the application is approved.
- 4) Complete all documents provided in timely fashion.

Trouble Shooting Guide

Plumbing Leaks

The most common problem in properties is water leaking from wet areas eg bathrooms, laundries, kitchens, into adjoining rooms. A regular check for water leaks is advisable. If the carpet/floor is wet, sponge and dry area thoroughly and check again after use. Advise our Agency if there is a problem.

If the problem is a 'serious' water leak, this is classified as an emergency repair under the Legislation and the Agency must be notified immediately.

Clothes Dryer

Check...

Is the filter clean before every use of the dryer?

Is power on?

Is the dryer overloaded perhaps?

Is air temperature hot when running?

This appliance is not essential, please complete a repair advice form and send to our Agency to report failure.

Faulty Switches or Fans

Do not attempt to fix it yourself. Do not use switches. Contact our Agency as soon as possible.

Hot Plates

Check if power is connected or check power box for tripped switch or blown fuse. Contact us to arrange for professional help.

Hot Water Systems

If your supply of hot water is not hot or does not seem to last as long as it should, your hot water system may need topping up. Locate the filler valve on the side of the hot water system and lift the floppy lever until water flows from the overflow. Repeat this process every few months. Otherwise, check....is the power switched on; has the power box tripped the switch or blown a fuse; or has your shower routine changed or increased (tank capacity and/or tariff rates will affect this). Remember in winter, efficiency of the tank is less than in summer and the water will cool quicker.

Note: Please follow the above procedure before requesting maintenance. If this does not rectify the problem please complete a repair advice form. Remember a leaking hot water tap will cause poor supply of hot water and high electricity accounts.

Insinkerator

If your food disposal fails to work, you may need to push the reset button. This button is located under the unit and is usually colored red. Do not attempt to disassemble unit. If this does not rectify the

problem please contact Move Property. Tenants will be required to pay for callouts to repair food disposal units that are blocked due to Tenant misuse or abuse.

Leaking from Toilet

Regular mopping and turning off the tap between uses is adequate until the tradesperson arrives. Please complete the repair advice form and send to our Agency to arrange for a tradesperson.

Lights

Check power or fuse box. Ensure the power is on and the switch has not tripped. If problem not remedied contact your property manager.

Pool Problems

Water level is a priority and must be kept at a level to allow water to flow through the skimmer boxes at all times. Failure to do this could result in enormous expenditure to you. No metal objects are to be allowed in the pool as it could cause corrosion marks. No animals allowed in the pool as this creates a huge chemical imbalance. Ensure regular water testing for correct PH level to prevent mould/fungus forming in the pool. Vacuum at least once a week to keep pool clear of debris.

Regular checks of the pump to ensure the motor is working correctly and efficiently (making funny noises could be a forerunner to a problem). Leaking or pooling water at the pump could mean a cracked casing and will need attention. Even if a pool is maintained for you, it is your responsibility to alert if any problems.

Power

If your neighbors have also lost power contact your Electricity Supplier. Otherwise check if you have a Safety Switch, which may have tripped. If so, reset the switch. If it trips again unplug all appliances from power points. Reset Safety Switch and plug in appliances one at a time until faulty appliance is located. If you have a fuse box check this for a blown fuse.

Washing Machine

Check...

Is the power is connected?

Are the water taps are turned on?

Is the load of clothes off balance or too high?

Is the lid connecting with on/off switch when closing?

Are the hoses securely attached?

If leaking, is there a split in the hose?

When all else fails, phone us during Agency hours. If late Sunday night and out of clean clothes, locate nearest Laundromat and phone the Agency Monday.

Water Eruption

Water bubbling out of the ground could be a serious problem and could lead to further complications. Phone our Agency immediately as this is an 'emergency' matter.



Fact sheet



Residential Tenancies Act 1994

Smoke Alarms

Both tenants and lessors have responsibilities for smoke alarms in their rental properties.

Tenants: Have obligations for cleaning, testing and replacing batteries for alarms during a tenancy.

Lessors: Have obligations for installing, cleaning and testing smoke alarms and replacing batteries before the start or renewal of a tenancy.

(see easy reference table overleaf for specific details)

Background:

Laws about smoke alarms, passed by Parliament in November 2006, are covered by amendments to the *Fire and Rescue Service Act 1990* and came into effect on 1 July 2007. Tenants and lessors have obligations in relation to:

- installation of smoke alarms
- responsibility for testing and cleaning
- responsibility for replacing batteries.

The *Residential Tenancies Act 1994* has also been amended to allow grounds for entry to the rental premises by the lessor to install and maintain smoke alarms. These amendments fall under entry provisions (s109 of the *Residential Tenancies Act 1994*) allowing lessors to give a 24 hour entry notice for the purposes of entry to comply with the *Fire and Rescue Service Act 1990* in relation to smoke alarms.

For more information about the obligations for the installation and maintenance of smoke alarms in rental premises visit the Queensland Fire and Rescue Service website www.fire.qld.gov.au or call their Information Hotline on 1300 369 003.

Quick Tips

- It is good practice for the lessor to give their tenants the manufacturer's instructions on how to clean, test and replace batteries for smoke alarms.
- A smoke alarm is required to emit a warning signal before the battery fails, usually a chirping sound.
- Changing batteries in smoke alarms on an anniversary such as a birthday will act as a reminder to change them once a year.
- Cleaning a smoke alarm usually involves an external clean to remove dust and debris with a broom or a vacuum cleaner.
- Smoke alarms are required to have a minimum service life of at least 10 years.

A lessor must not pass on their obligations to the tenant to act on their behalf such as asking the tenant to replace batteries at the beginning of the tenancy.

May 2008
Version 224.02



Easy Reference Table for Tenants and Lessors

Find out your responsibilities for smoke alarms

Tenant's obligations for smoke alarms	During the tenancy	Lessor's obligations for smoke alarms	Start of the tenancy	During the tenancy
		Installing alarms (Penalties apply)*	Smoke alarms complying with Australian Standards must be fitted in all rental properties and in accordance with the Building Code of Australia.	Lessors must give tenants 24 hours notice for entry to install smoke alarms.
Testing alarms (Penalties apply)*	At least once every 12 months and according to manufacturer's instructions (for tenancies 12 months or longer).	Testing alarms (Penalties apply)*	Within 30 days before the start or renewal of the tenancy and according to manufacturer's instructions.	
Replacing batteries in alarms (Penalties apply)*	When batteries are flat or nearly flat.	Replacing batteries in alarms (Penalties apply)*	Within 30 days before the start of the tenancy if batteries are flat or nearly flat.	
Cleaning alarms (Penalties apply)*	At least once every 12 months (for tenancies 12 months or longer).	Cleaning alarms (Penalties apply)*	Within 30 days before the start or renewal of the tenancy and as specified by manufacturer's instructions.	
Advising lessor of any failing smoke alarms (Penalties apply)*	As soon as possible when an alarm fails or is about to fail and/or needs replacing for a reason other than batteries failing.	Replacing failing smoke alarms (Penalties apply)*	Smoke alarms must be replaced before the end of their service life.	Smoke alarms must be replaced before the end of their service life. Lessors must give tenants 24 hours notice for entry for the purposes of maintaining smoke alarms.
NOT interfering with smoke alarms (Penalties apply)*	At NO time can a tenant remove or relocate the smoke alarm or do anything to interfere with the alarm's warning sound. At NO time can the tenant remove the batteries unless they are replacing them.	NOT interfering with smoke alarms (Penalties apply)*	At NO time can the lessor remove or relocate the smoke alarm unless it is being replaced or maintained. At NO time can the lessor do anything to interfere with the alarm's warning sound. At NO time can the lessor remove the batteries unless they are replacing them.	At NO time can the lessor remove or relocate the smoke alarm unless it is being replaced or maintained. At NO time can the lessor do anything to interfere with the alarm's warning sound. At NO time can the lessor remove the batteries.

* Penalties apply to both lessors and tenants under amendments to the *Fire and Rescue Service Act 1990*. For further information, the RTA strongly advises you to contact the Queensland Fire and Rescue Service by telephone on 1300 369 003 or visit their website at www.fire.qld.gov.au.

SAFETY SWITCH FACT SHEET

What is the legislation regarding Safety Switch installation?

The law says all homes built since 1992 must have safety switches installed on power circuits. They are not an optional extra!

All new homes built must have a safety switch installed on both power and lighting circuits.

The law also says that if someone buys a property without a safety switch, the property owner must install a safety switch for the power circuits within three months of a property transfer. This applies to any transfer of domestic premises including estate, family law and mortgagee transfers.

If selling a property, first establish whether a safety switch is installed for power circuits. This must be declared on the standard sales contract and Form 24 Property Transfer.

From 1 March 2008, owners of leased domestic residences must have a safety switch installed for the power circuit of the residence after a residential tenancy agreement has been entered into.

What is a safety switch?

Safety switches are an insurance against electric shock. They are designed to prevent injury or death.

They monitor the flow of electricity through a circuit. They automatically shut off the electricity supply when current is detected leaking from faulty switches, wiring or electrical appliances. This stops the chance of current flowing to earth, through a person, electrocuting them.

Installing a safety switch is an inexpensive safety measure that protects everyone.

Are safety switches failsafe?

Nothing is failsafe. Safety switches should be regularly checked. Just like a smoke detector or other safety device, if it is not working properly, it cannot protect.

It is also important to make sure electrical appliances, electrical wiring, extension leads and other electrical equipment are regularly checked and kept in good working order.

How do I know if a safety switch is installed?

Check by looking at the switchboard for a TEST/RESET button. That tells you if there is a safety switch installed. When you open the switchboard you should see something like this:



Testing a safety switch

To test a safety switch, simply press the TEST button.

This should automatically trip the switch to the 'off' position.

Reset by pushing the switch back to 'on'.

If it doesn't work, contact your electrical contractor immediately.

Carry out safety switch test every three months.

Why did it "trip"?

If a safety switch turns off the power, it may be that a resident could be using a faulty appliance or the electrical wiring may have become faulty.

Reset the safety switch. If it trips again, unplug the last appliance used. If everything works okay, take that appliance to a licensed electrical contractor to be checked.

If the safety switch keeps tripping, disconnect all appliances and plug them in, one at a time, until the faulty one is located. Avoid touching appliances while carrying out this process.

Contact your electrical contractor if problems persist.

How do I get a safety switch?

Electrical work is never a do-it-yourself job! That's dangerous and illegal.

Only a licensed electrical contractor can install a safety switch.

Contacts:

Your local electrical contractor (non-Queensland Government link)

Electrical and Communications Association on 1300 657 488

Energex Ltd (non-Queensland Government link) on 13 12 53

Check if your electrician is licensed with the Electrical Safety Office to perform this type of work.

What about lighting?

Retrospective fitting of safety switches on existing lighting circuits is not compulsory but will increase your family's safety.

Consider at least a portable safety switch if you are using decorative lights.

Typical switchboard – this shows the main switch, safety switch with test button, and four circuit breakers.

All homes have circuit breakers or fuses. These are designed to protect the wiring and appliances within the premises. Only safety switches are designed to protect people.

RENT ARREARS MANAGEMENT PROCEDURE

AGENCY DETAILS																				
PROPERTY ADDRESS																				
TENANT NAME																				
PROCEDURE	<p>At Move we understand that sometimes there are unforeseen circumstances that result in delayed rental payments. Although the situation may never apply to you as most Tenants pay rent on time, it is important we advise you of the process involved.</p> <p>Although we will endeavour to accommodate any extraordinary situations resulting in late rental payments, there is a strict arrears management procedure that will be maintained, regardless of the reason. This is to ensure effective management of arrears and to protect the Lessor's investment.</p> <p>If you happen to fall into arrears or know that you will be unable to make a rental payment, please contact the office and discuss the situation with your Property Manager.</p> <p>These actions form our arrears management procedure and occur at the time specified:</p> <table style="width: 100%; background-color: #f0f0f0;"> <tr> <td style="width: 30%;">2 days in arrears</td> <td>Reminder Phone Call or SMS message or letter</td> </tr> <tr> <td>8 days in arrears</td> <td>Notice to Remedy issued with 7 days to remedy breach</td> </tr> <tr> <td>17 days in arrears</td> <td>Notice to Leave issued with 7 days' notice to vacate</td> </tr> </table> <p>Tenants who have not remedied their rent arrears by the expiry date on the Notice to Leave will be expected to have vacated the rental Property by that same date.</p> <p>If after vacating the premises there are monies owed in excess of the bond, the Tenants named on the Tenancy Agreement may be listed with a Tenancy Database ie TICA – Tenancy Information Centre of Australia and NTD – National Tenancy Database. Tenants will have the opportunity to pay all monies owed as well as being consulted before their details are listed.</p>		2 days in arrears	Reminder Phone Call or SMS message or letter	8 days in arrears	Notice to Remedy issued with 7 days to remedy breach	17 days in arrears	Notice to Leave issued with 7 days' notice to vacate												
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ACKNOWLEDGEMENT	<p>Tenant Confirmation: By completing this confirmation the Tenant/s acknowledge having received the documents and items detailed above on or before the commencement of the Tenancy Agreement.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #cccccc;"> <th style="width: 33%;">Tenant Name</th> <th style="width: 33%;">Signature</th> <th style="width: 33%;">Date</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr style="background-color: #cccccc;"> <th>Agent</th> <th>Signature</th> <th>Date</th> </tr> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>		Tenant Name	Signature	Date										Agent	Signature	Date			
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