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# EASY RENTING

## A tenant guide



Welcome to your new home! The management and staff of Rental Hotline look forward to being of service to you during your tenancy. To help you get started in your new place, we've come up with this simple brochure, Easy Renting- A Tenant Guide. Given our strong experience in managing rentals, we understand some of the questions you may have when you move into a new residence. This Guide is meant to be a quick-reference booklet that offers handy hints that help make you feel right at home. Keep it in a safe and easy-to-access place, so you can refer to it when you need to. If you need more information on any of the issues in this brochure, please speak with one of Rental Hotline's Property Management staff - they'll be happy to assist you!

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We're online at... [www.rentalhotline.com.au](http://www.rentalhotline.com.au)



# YOUR TENANCY AGREEMENT

*an easy guide to understanding  
your responsibilities*



It's important that you know your responsibilities as a Tenant. Here's a guide that can help you stay informed, and avoid confusion. In all references, unless marked, the *Essential Terms & Conditions* of your Tenancy Agreement are the primary guidelines upon which you should maintain your property/tenancy. For your ease, we have further interpreted these *Essential Terms & Conditions* relating to various parts of your property or tenancy. Remember, if you're in doubt, you should consult your copy of the *Essential Terms & Conditions*.

## **Parking & Care of Premises**

Vehicles must not be parked on either the footpath or the lawns. Vehicles are to be parked on the driveway or in the garage/carport. In Body Corporate i.e. unit complexes there is only provision for one vehicle, with visitors parking in the Visitors Carpark. Oil stains on driveways are your responsibility to clean and remove. Should your vehicle have an oil problem, we suggest you buy a drip tray. Unregistered vehicles should not be kept at your property unless they are properly garaged, fully assembled and the only vehicle owned by you unless written permission is sought from the Landlord.

## **Lawns & Gardens**

You must keep gardens and lawns weeded and in good repair (this includes trees and shrubs). Lawns should be mowed and gardens weeded once per one-two weeks in summer and once per two-three weeks in the middle of winter. Lawns and shrubs also need to be watered daily for the first two weeks when new turf is laid. (Don't mow them for at least two weeks initially). Take care not to store equipment, boxes or rubbish in the yard as it kills the lawn and is a place for vermin to live.

## **Pets**

Unless the prior permission of the Landlord is obtained through the Property Manager, NO pets are allowed on your property. If pets are approved, they will be noted on your Residential Tenancy Agreement, and must strictly be kept outside the house i.e. in the yard of the property. Under no circumstances are pets allowed in either Townhouses, Units or Villas, as it is against Body Corporate By-laws and Council Regulations. Birds are sometimes acceptable, as long as they do not make excessive noise i.e. NO cockatoos. When residing in a unit the by-laws of the Body Corporate should be checked. Small fish tanks are generally allowable but where fish tanks exceed 2 cubic feet, or 0.1m<sup>3</sup>, permission from the Landlord must be sought.

## **Pest Control**

Under the Special Conditions of your Tenancy Agreement, you must make sure that your property is free from pests and vermin (Cockroaches, fleas etc.). Treatment is at your expense. This is a requirement that is necessary at (but not limited to) the end of your tenancy.

## **Noise/Nuisance**

Under Section 102 (RT Act), noise must be kept within the legal limits, particularly between 11pm and 8am. This is of special note to tenants in townhouses or unit complexes where noise at all times must be controlled i.e. stereos, radios, television, singing etc. As a rule of thumb, if you can hear it outside the unit, it's too loud.

## **Breach of Tenancy**

We recommend that you take good note of the advice regarding breach of tenancy in the Residential Tenancies Authority Form 17a - Information Statement. In principle, at any time you breach your tenancy or decide to break your lease and leave early, you will be responsible for payment of rent up to and including the day the new tenant commences his/her tenancy. In addition, it is your responsibility to pay the Landlord's costs in reletting the property (normally equivalent to one weeks rent) and the cost of advertising required to relet the property.

## **Tap Washers/Stove Elements**

In general you're not responsible for tap washers or stove elements as these last many years. However, you should note that where unreasonable wear and tear were to occur, e.g. taps being turned off with more force than required or stove elements being damaged by pots boiling over where either water or other cooking liquids have burnt onto them, this would then be considered your responsibility and, as such, the cost of repair or replacement.

## **Hot Water Systems**

In most properties - whether it be fed by electricity or gas - your hot water system will be a storage unit. As a rule of thumb, they will need to be topped up every three months. This is done by opening the valve at the top of the unit until the water flows out. Careful, it will be hot! This is the primary cause for loss of hot water, particularly in winter.

## **Excess Water Usage**

Section 90(1A) and 91A of your Residential Tenancy Agreement requires that you be responsible for any excess water charge levied to your Landlord or any water charge levied to your Landlord beyond an agreed limit as per your Tenancy Agreement.

## **Picture Hooks/Blu Tac**

Under your *Essential Terms & Conditions*, you are unable to place any picture hooks or Blu Tac on the interior walls of your property. However, Rental Hotline approaches our landlords with the understanding that it's fair and reasonable that tenants be allowed to put up some picture hooks. Our general guideline is one picture hook per room and hallway, with three being the limit in the lounge/dining area. Re Blu Tac: contrary to manufacturer specifications, it does mark walls, and is therefore not permitted. **Stickers, posters or otherwise applied to walls, be it self-stick or with adhesives, damage walls to the extent that they normally require sanding and repainting at your expense.**



# 1 Easy



## CONNECTIONS

The first thing you may want to do to establish yourself in your new residence is to connect electricity, phone and gas. Here's some helpful guidelines:

### Connecting Electricity

This can be done at your nearest ENERGEX office. (Minimum \$80.00 deposit required)

All Areas Caboolture/Brisbane/Logan/Beenleigh Ph: 13 1253

### Connecting Gas

Check your appliances to see if you need gas. You can connect at your nearest GAS Sub-Agents office (\$45.00-\$80.00 deposit required).

ORIGIN (formerly BORAL) bottled gas

By phone: 13 24 62 (all areas)

ELGAS (Bottled gas, tanker filled)

By phone: 13 11 61 (all areas)

ALLGAS (Underground gas) 567 Kessells Rd, Macgregor  
ph: 3849 9111 (Woodridge/Kingston)

### Connecting The Phone

For both new and existing connections, phone TELSTRA on 13 22 00

### Wheelie Bins & New Properties

If your bin requires repairs, or if you are a Tenant in a new property and need to organise a wheelie bin, ring your local City Council (must be done by Tenant – notification not accepted from Agent).

The only exception to this is in the Logan Shire where new bins need to be ordered by the Agent, and if this is the case, please contact your Rental Hotline office to organise this.

Logan City Council: 3826 5555

Caboolture Shire Council: 5495 0100

Brisbane City Council: 3225 4144

Gold Coast City Council: 3287 2344

## Why fill out a CONDITION REPORT



When you move in, both you and the landlord/agent need to complete the Entry Condition Report (Form 1a) given to you by Rental Hotline. This is a record of the place's condition at the start of your tenancy. It's an important way of showing that the place is in the same condition when you move out as when you move in.

Complete the Entry Condition Report and return a copy to Rental Hotline within 3 days after the day you're allowed to move in. (NOTE: if not returned within 3 days you forego your rights of notation of the Condition Report at the commencement of the tenancy). Remember to keep your copy in a safe place; it's your evidence about the condition of the place when you move in, and it will help protect your bond. (see page 7)

# 3 Rent

## PAYMENTS

Under the Residential Tenancies Act, there are various steps that can be taken against you as the Tenant if your rent falls into arrears. By paying your rent on or before the due date at all times, you'll save on time and effort for everyone. Rents should be paid by either RentCard, DEFT Payment or B-Pay as per your Tenancy Agreement. If you are experiencing difficulty paying rent, please phone us to make an arrangement.



Please note it is Rental Hotline's policy to take the following course of action for Rent Arrears:

4-6 days = Letter of Demand for Rent Arrears

8+ days = RTA Form 11 - Notice to Remedy Breach - requires immediate attention

8+ days + NTRB issued = RTA Form 12 - Notice to Leave

Please be aware that upon a Notice to Leave it is company policy to notify both the Tenancy Information Centre of Australia and our Debt collectors BARCLAY MIS of your default of Rent.

**N.B.** DON'T FORGET to keep ALL of your Rent Receipts should you ever wish to query your Paid to Date.

# 4 Property

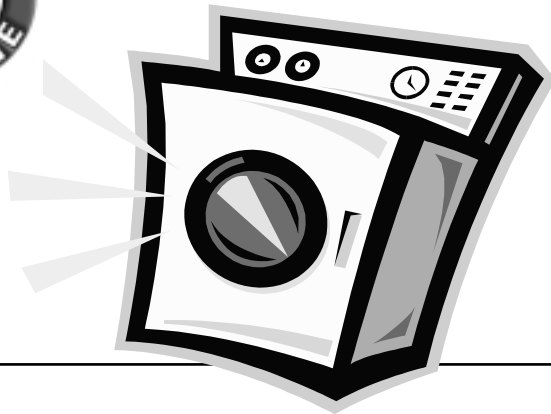
## INSPECTIONS



You can expect routine inspections of your property to be carried out every four months unless otherwise agreed with your Landlord. You will be advised of these inspections at least 7 days prior, although Rental Hotline does try whenever possible to advise you two weeks in advance. You are not required to be present at these inspections. We have a master key to your property and will do the inspection in your absence.

To help us with our inspection, please leave a message on your KITCHEN BENCH with a list of any items you believe require attention. You can do the same if you have questions, and we will try to help where possible.

Please note that although we understand some tenant's concern at being present for these inspections, we are unable to change the day of your inspection. We do have some flexibility with the inspection time, and will do what we can (within limits) to enable you to be present.



## Easy Care Guide To **ELECTRICAL EQUIPMENT**

Here's some general tips to help you use and care for the hot water system and electrical appliances.

### **Electricity Supply**

If you don't have power, check that your safety switch hasn't tripped. If it has, reset it according to the manufacturers instructions on the switch. If it trips again, you should remove all appliances with a plug top on them from the power points, making sure that all points are switched off. Reset the safety switch, replug the appliances one at a time until the safety switch trips again. This will pinpoint the faulty appliance.

If you have a power board that has old-style fuses and not circuit breakers, you should not attempt to change a fuse unless you are both experienced and have turned the main switch to the power board off while replacing the fuse.

If you don't have power, and the above checks have failed, check with your neighbours to see if they have power. If not, call Energex on 136262.

### **Don't Get Into Hot Water!**

If your hot water system seems to be running out of hot water quickly, check to see if your system needs topping up. (Not all systems have this facility). To top up, locate the filler valve on the side of the hot water unit and lift the lever until the water flows from the overflow. You should do this approximately every three months.

If you have a gas system, check to see if the pilot light has gone out. If so, re-light by following the instructions on the hot water unit.

### **Oven/Stove**

Electric: If only a few of the hot plates aren't working, contact Rental Hotline to arrange a service.

If the oven is not heating, check to see the indicator light is on; if not, the oven may have switched to automatic. Refer to the instruction booklet to reset the oven to manual cooking; the light should come on and the oven will work. If not, contact Rental Hotline to arrange service.

Gas: You should contact Rental Hotline to arrange service for any gas oven faults.

N.B. Avoid confusion- check to see that your electricity/gas account has been paid.

### **Washing Machine**

If the machine is not pumping out, check to see if the drain hose has been accidentally kinked. Make sure the machine is turned on at the power point and taps have been turned on BEFORE you call for maintenance.

### **Clothes Dryer**

If your dryer takes longer than usual to run a load and the clothes still seem a bit damp, then your lint filter could be clogged. Most brands of dryer require the filter to be cleaned after each load. Read the machines instructions to find out how frequently you should clean. Or in some cases, replace the filter.

Also, remember that your dryer requires sufficient ventilation to operate efficiently.

(Rental Hotline supplies maintenance only for those washing machines and dryers supplied with the rental property.)

### **Garbage Disposal Unit**

If your garbage disposal unit isn't disposing of waste, check it is not jammed.

#### **To Free Foreign Objects- Method A**

Turn the unit OFF at the power point and remove the plug top.

Remove the blockage and un-jam with the key supplied.

The re-set button may have tripped. The button is located under the unit and is usually red. Press the button, re-fit the plug top.

Turn the disposal unit back on to test.

#### **Method B**

Turn the unit OFF as in Method A, then turn the cold water OFF and insert one end of the Self-Service Wrench (provided with the disposal unit) into the centre hole of the bottom of the unit.

Turn the Wrench until it moves freely for at least one complete revolution or circle. Remove foreign objects with kitchen tongs. Make sure you remove Wrench and tongs.

Wait 3-5 minutes for the unit to cool, then press the red reset button (as in Method A). Turn the disposal unit back on to test.

### **Disposal Do's & Don'ts**

#### **Do's**

- Grind food waste with a strong flow of cold water.
- Place 4 or 6 ice cubes in unit once a month and grind, then flush with cold water.
- Dispose of coffee grounds in disposal unit.
- Dispose of small amounts of fats and greases. Make sure you have the disposal unit ON and use a strong flow of cold water.
- Grind small amounts of citrus and other melon rinds.
- Allow disposal unit and water to run after grinding or after draining sink of dish water.

#### **Don'ts**

- Don't use hot water when grinding.
- Don't turn off motor or water until grinding is completed and only a motor and water is heard.
- Don't put stone fruit or bones in disposal unit.
- Don't be alarmed if a brown discolouration appears on the face of the grinding disc. It's surface only and wont affect the life or performance of your unit.
- Don't grind extremely fibrous material i.e. corn husks, artichokes, etc. to avoid drain blockage.
- Don't pack the disposal with waste. Feed it through slowly while cold water is running.



# CARING FOR CARPETS

Made easy!

## Keeping A Clean Scene

When you're renting a property, you as Tenant are responsible for maintaining the condition of the carpets. It's EASY to keep carpet looking good and lasting for years if you follow these simple guidelines.

### 1 Keep It Regular

Regular vacuuming slows down wear and tear and prevents everyday dirt and soil from causing unnecessary damage. Vacuum thoroughly (5-7 passes over one area) at least once a week. Heavy traffic areas (i.e. hallways) may need vacuuming twice a week.

There are other smart tactics to use. Try laying mats in areas that are frequently used to help keep carpets clean. You can also minimise carpets fading by keeping curtains drawn against direct sunlight whenever possible.

Rental properties are steam cleaned after every tenancy, but those residents in a property for longer than 12 months should consider having the carpets cleaned every 12-18 months. Ask your local Rental Hotline office to recommend the best companies to use.

### 2 What To Do About Damage

If you spot a loop or tuft of carpet that has pulled out, DO NOT try to pull a sprouting yarn out. The result may be an unattractive run in the carpet, which can be expensive to fix. INSTEAD, cut off the pulled loop level with the rest of the carpet, using sharp scissors (blunt scissors cause fraying).

With wall-to-wall carpets, high humidity can cause a rippling effect. If this remains after the humidity has left, contact your property manager for a professional assessment of the damage.

Where burn marks, i.e. from cigarettes have occurred on carpets, these in many cases can be repaired but should not be attempted by yourself, but by professional repairers. This can be arranged by your Property Manager, minimising the cost to you as Tenants by having the job professionally done.

### 3 Oops! Smart Stain Removal

Act immediately if there's a spill or accident and you will help minimise the stain. Here's 5 simple steps to follow:

1. SCOOP up any solids before cleaning.
2. BLOT as much liquid as possible with clean white toweling or paper towel.
3. CLEAN according to spot removal guide. Apply cleaning agent to a clean towel, NOT directly on the carpet.
4. RINSE with cold or lukewarm water, but don't saturate.
5. BLOT DRY with absorbent material such as paper towel or use a cold air fan to complete drying.

REMEMBER: DO NOT rub or scrub the area. Start from the outer edge and work your way towards the centre.

## DIY Stain Solutions

There are solutions that can be made from ordinary household products which you can use to remove carpet stains. Check which solutions work best with which stains below.

Detergent solution - Mix 1 tsp clear dishwash liquid (no ammonia) with 1 tsp white vinegar in 500ml of WARM water. After applying, rinse well with water.

Vinegar solution - Mix 100ml of white vinegar with 200ml of water.

## Spot Removal Chart

Alcohol	Cold water, detergent solution
Blood	Cold water, detergent solution
Chewing Gum	Chill with ice cubes in a plastic bag and scrape or pick off
Chocolate	Detergent solution
Coffee/Tea	Cold water, det solution, vinegar solution
Faeces	Detergent solution, clear household disinfectant
Gravy/sauce	Warm water, detergent solution
Ink (felt tip)	Warm water, detergent solution
Lipstick	Detergent solution
Nail polish	Clear nail polish remover WITHOUT lanolin
Shoe polish	Detergent solution
Soft drink	Cold water, detergent solution
Urine	Detergent solution, vinegar solution
Vomit	Baking soda, scoop up and vacuum
Wine	Cold water, detergent solution, vinegar solution
Unknown	Detergent solution

## Remember The Three Steps To Successful Carpet Care

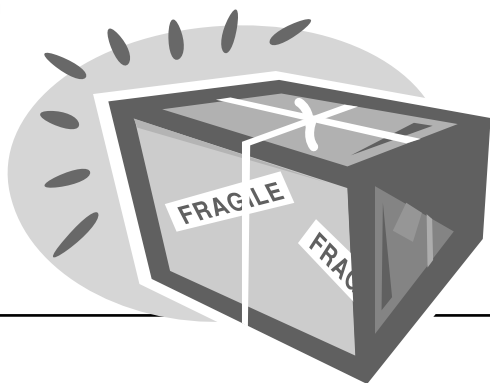
- 1 Vacuum frequently
- 2 Remove spills immediately
- 3 Professional Steam Clean every 12-18 months

## Your Easy Guide To Standard Maintenance

When maintenance is required on your property, you can:

- 1) Phone either your local office
- 2) Stop by one of our Rental Hotline offices

If you need EMERGENCY after-hours service, consult the back of this EASY GUIDE BOOKLET for appropriate guidelines and contact numbers.



## An easy guide to **GIVING NOTICE & MOVING OUT**

So, for one reason or another, you've decided to move out from your house after your initial tenancy has finished. It's easy to forget important things in the bustle of planning a move.. Follow the outline below to make the transition between properties a smooth experience with as few headaches as possible!

### **Giving Notice**

When you've decided you will be moving, you need to give your Property Manager a minimum of two weeks written notice of intention to leave. The date you vacate cannot be sooner than the end of the tenancy agreement or before the expiry of two weeks from the date of notice (see p2 - Tenancy Agreement- Breach of Tenancy). You should use a RTA Form 13 for the giving of notice.

When you hand in your keys, you must supply us with details of your forwarding address (this is in accordance with Section 115 of the Residential Tenancies Act 1994). A post office box number is not sufficient. If you don't supply a correct address, you will be liable for a \$1500 fine, of which application for enforcement will be pursued by Rental Hotline.

Rent will be charged (minimum) up to and including the day you hand your keys in to our office. All final inspections will be carried out after you have completely vacated the property and returned the keys to our office (as per clause 20.1 of your Essential Terms & Conditions).

## **Preparing To Move....countdown!**

### **Up To 2 Weeks Before**

**10** Make A List: It's a good idea to list all the people you need to inform of your new address. As you receive mail in the weeks before you vacate, check that the sender is on your list.

You should include:

- Friends/relatives
- Banks
- Subscriptions
- Catalogues/ mailing lists
- Clubs etc.

**9** Talk to the Postie: Arrange to have your mail redirected with the post office for a few weeks after you move. This ensures your mail reaches you and will allow you time to change any address you may have forgotten previously.

**8** Don't forget the Milkman: If you have milk, newspapers or anything else delivered regularly, ensure you cancel these services in advance and pay all accounts in full before you move.

**7** Readings, readings: Arrange for final readings of your services such as gas, electricity, and telephone to be performed just prior to your move. Also, organise for these services to be connected in your new home prior to your arrival.

**6** Truckin' along: If you're hiring trucks to help move, book them a week or two in advance. The same with helpful friends: give them plenty of notice so you are not stuck with everything yourself on the day.

**5** Clean the Scene: Book a carpet cleaner and pest controller as soon as you have moving dates planned.

### **One Week Before Moving**

**4** Early Birds: Gather everything you need for the move i.e. boxes, packing tape, rope etc. Start packing anything you won't need for the week - the aim is to get everything packed by the day before you actually vacate the house.

**3** Neither a borrower: Return all library books and rented videos. Don't forget to collect lay-bys or items with cleaners or repairers.

**2** Keeping up appearances: Clean the outside of the house and weed and tidy the gardens so that you only have to mow the lawn and clean the inside of the house just before moving out.

### **Moving Day...blastoff!**

**1** Preparation is the key! Have everything ready to remove from the house the night before. Pack electrical items into their boxes, defrost the fridge and freezer (put a towel down to catch any drips) and leave out all cleaning products you'll need for the final clean. When you've moved everything out of the house, double-check each room, wardrobe, cupboard and shelf to make sure there's nothing you've left behind.

After the pest control and carpet cleaning has been carried out, securely lock the premises and return the keys to Rental Hotline, with a copy of the cleaning/pest control receipts. The final inspection will be normally carried out within 48 hours, and your Property Manager will then contact you to talk about the condition of the property and the return of your bond.



# PROTECT YOUR BOND

Easy steps to getting your \$ back

This is where the RTA Form 1 Condition Report you filled out on the first day of your tenancy, and handed into Rental Hotline, comes in handy. Any work that needs to be done after you vacate will be deducted from your bond. Following the Standard Vacate Cleaning Procedure as listed will help you protect your bond.

Read this in conjunction with your original condition report.

## General Areas

- All doors, ceilings, walls, floors, skirtings, window ledges and tracks must all be washed and free from marks, dust, cobwebs, fingermarks etc.
- Windows should be cleaned both inside and out (where accessible) and left free of dirt and streaks.
- Don't remove picture hooks from walls.
- Cupboards should be cleaned inside and out.

## Fittings

- Light fittings must be cleaned and cobwebs removed both inside and outside the property (where accessible). You must replace any missing or broken light bulbs.
- Drapes are to be washed or dry-cleaned according to fabric. Rubber-backed curtains are to be dry-cleaned only.
- Blinds are to be cleaned and in working order. If necessary, replace broken vertical blinds chains or clips.

## Carpets & Pest Control

- Carpets must be professionally steam cleaned by a reputable company, who provides a receipt. Recommended carpet cleaners can be organised through our office.
- Pest controlling must be done as per your lease special conditions and Flea Control must be done if a pet has resided at the property at any time.

## Bathrooms

- The shower recess, bath, sinks, toilet, cupboards, exhaust fans, drawers and mirrors must be cleaned thoroughly, with particular attention paid around tap handles, drains and toilet bowls.
- Ensure there are no traces of hair, soap residue and mould.
- Shower screens and curtains should likewise be washed.

## Kitchen

- Clean all exhaust fans and ventilation grills, rangehood cleaned externally and internally, dismantled, and all filter and grills degreased.
- Oven (especially behind stove) griller, element rings, and drip trays are to be clean and free of grease and carbon deposits.
- All cupboards, drawers and shelves must be cleaned inside and out with warm soapy water.
- Sinks must be cleaned of food and stains and dishwashers (if fitted) must be cleaned thoroughly inside and out. Remove and clean filters and cutlery basket and leave doors open after cleaning.

## Living Areas

- Clean all walls and floors, including skirting boards. Make sure the scuff marks are removed from tiled and vinyl floor coverings.
- Clean fireplace/heater if applicable. Similarly, air conditioners, if fitted, must be thoroughly cleaned, as must ceiling fans.

## Bedrooms

- Clean all walls, floors, skirting boards and ceiling fans
- Ensure light shades are cleaned inside and out.
- Clean walk-in-robe/built-in robes/shelves/drawers. Remove stickers and blu tac from walls with care, without damaging paint.
- Remove any stickers or blu tac from walls or ceilings, restoring to original condition.

## External

- Remove all rubbish from the yard i.e. garden waste, car parts etc. Mow lawns and trim the edges as well as fence lines. Weed the garden and pebble beds.
- Clean the gutters and downpipes of leaves. Remove all wasp nests, cobwebs, etc. from under eaves and around guttering (where accessible).
- Clean walls, floor and door to carports, garages, pergolas, etc.
- Clean any oil/grease stains from driveway, carport and other concrete areas. Sweep the pathways clean.
- If you've had pets, remove all pet hair from patio, screens and around doors.
- Properly repair/replace any loose or ripped insect screens.
- Replace missing or broken light bulbs.
- Replace any broken sprinkler system mechanisms.



## Your easy guide to **MAINTENANCE**

There are three categories of urgency for repair works. Keep this Easy Renting Booklet convenient to help you determine what is urgent, and what steps you can take to help.

### **Category A - URGENT**

This category includes situations that could lead to the death or injury to persons, endanger health or cause serious and extensive damage to the property:

*Gas leaks*

*Fire*

*Live bare electrical wires in an accessible location*

*Burst water pipes within or outside the building*

*Severe storm or water damage*

*Sewerage blockages (health hazard)*

*Securing dwelling after forced entry*

*Major structural damage threatening safety of occupants*

#### **Action by Tenant:**

**In Office Hours:** Should any of the above situations occur anytime during office hours, the Tenant should contact Rental Hotline to report the maintenance request.

**After-hours Emergency:** The service is available to Tenants between 5.00pm-8.30am on week days and from 1.00pm Saturday through to 8.30am Monday, and all day on public holidays.

**After-hours Emergency Call:** Refer to emergency numbers on your tenancy agreement or the list below.

#### **What to Say:**

The Tenant must give their name, address and telephone number, and describe the nature of the emergency.

#### **Response Time:**

A maintenance request will be attended to within 1 to 4 hours, depending on the assessed urgency.

#### **Other Important Things to Know:**

Maintenance staff will advise you on what temporary measures can be taken until repair work can be carried out.

### **Category B - PRIORITY**

Situations that may cause serious inconvenience to a Tenant for more than one day:

*Blocked drains (Minor, not health hazard)*

*No hot water*

*Toilet cisterns not working or overflowing*

*Broken windows (if not a security or safety threat)*

*Faulty locks*

*No lighting or power to power points*

#### **Action by Tenant:**

**In Office Hours:** Should any of the above situations occur day/night from Monday to Friday, it is essential that the Tenant

contact Rental Hotline during office hours to report the maintenance request. Work that is not an emergency should be reported on the next working day. It will be attended to as soon as possible, according to priority.

**Weekends and Public Holidays:** Refer to emergency numbers on your tenancy agreement or the list below.

#### **Response Time:**

A maintenance request will be attended to within 24 hours.

#### **Other Important Things to Know:**

Maintenance staff will advise you on what temporary measures can be taken until repair work can be carried out.

### **Category C - ROUTINE**

Situations that may cause inconvenience to a Tenant or, in the long term, affect the value of the property i.e.:

*Internal doors sticking*

*Leaking gutters*

*Fence repairs*

#### **Action by Tenant:**

The Tenant should contact Rental Hotline for all Routine maintenance requests as above from Monday to Friday during office hours.

#### **Response Time:**

A maintenance request will be attended to within 48 hours.

#### **Other Important Things to Know:**

After hours maintenance requests will only be actioned by the after-hours Emergency Service if the request is a true emergency. Rental Hotline staff will NOT book any maintenance after hours unless it falls within guidelines.

**N.B.** After-hours work is very expensive and, wherever possible, tenants should wait until the job can be done within normal working hours. After hours work will be carried out by Rental Hotline at no cost to the tenant if due to fair wear and tear. Tenants are responsible for the full cost of repairs if damage is caused by themselves or their visitors.

### **After-Hours Emergency Maintenance:**

#### **Nundah Office**

0418 190 552

#### **Toowong Office**

Refer to your Lease

#### **Beenleigh, Browns Plains & Slacks Creek Offices**

(07) 3808 7588