



TENANT'S HANDBOOK

YOUR INTRODUCTION AND GUIDE
TO RENTING WITH **MR REALTY**



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WELCOME TO RENTING WITH MR REALTY

Congratulations on your tenancy approval! You have been approved because we are confident that, like all our tenants, we believe you will be able to pay the rent on time, keep the inside clean, and maintain the property, lawns and gardens.

We have created this guide to assist you with being prepared for your tenancy induction, and also to assist you with having the right expectations during your tenancy with us. We believe that a smooth relationship can only occur when we all have the right expectations and work diligently to ensure we all fulfill our tenancy obligations.

We are a boutique agency and pride ourselves on our relationships with owners, tenants and tradesman alike and believe you are an important person to our business. Please don't hesitate to contact us at any time with any queries or concerns. We have many years experience in the Real Estate industry and often have the right solutions to unexpected problems.



GETTING READY FOR YOUR TENANCY INDUCTION

To ensure you have the right expectations regarding the start of your tenancy and the induction process, we ask you to observe the following important points:

Appointment Time Allocation - as we need to explain all your tenancy details thoroughly, please allocate up to 30 minutes for your tenancy induction.

All Persons to be Present - all tenants approved on the application will need to be present (people who will be legally responsible and signing the lease).

No Cash Policy – due to security reasons, we have a no cash policy! Therefore could you please supply us with a bank cheque or Australia Post money order? You may also arrange with us to pay your first payment of rent and bond by EFT, however this must be previously agreed to and arranged with enough time for the funds to transfer to our account before the start of tenancy.

Bank Cheques/Money Orders to be made out to **MR REALTY TRUST ACCOUNT**.

Possession Granted - please note that possession will be granted once the following has been fulfilled:

- **Tenancy Start Date** - your tenancy start date has commenced, as per your tenancy agreement
- **Rent** - your first 2 weeks rent has been received by our agency.
- **Bond** - your full bond payment has been received by our agency.

Important - Keys issued early. It is important to note we are unable to issue keys early, or grant access to the property any earlier than the allocated tenancy start date. An example of this is where access to the property is required to move boxes into a garage or bedroom to get the moving process started earlier, or a removal truck company requires access a couple days earlier. Under any circumstances we cannot issue any keys earlier than the start date of the tenancy, for legal and security and insurance reasons.

During the Tenancy Induction we will go through the following with you:

- **Tenancy Agreement** - the specific details of your tenancy with us.
- **Payment of Rent** - how & when you are required to pay your rent.
- **Zero Tolerance Late Rent Policy** - we will explain our zero tolerance policy to late rent.
- **Bond Lodgement Forms** - sign & explain the forms for the Residential Tenancy Authority.
- **Property Condition Report** - what you need to do with your property condition report.
- **Repairs and Emergency Repairs** - our procedure.
- **Compulsory Legislation Information Booklet** will be issued to you.
- **Any other important matters**
- **Monies received** - we will issue you with a receipt for your payment of any rent/bond, unless already received beforehand.



After all of this is completed, you will be given access to the property by providing you with the property keys and remotes (which you will be required to sign for).

MOVING IN TO YOUR RENTAL PROPERTY

Welcome to your new home! The following are some points to remember during and after your residency.

Changing Address - Ensure that you let financial organisations, road departments and other important bodies know of your change of address.

Contact Details - Once your new contact details are available, or at any time if they change, like a landline phone number and postal address, (if different from your residential rental property address) please email these details to us on; karineh@mrrealty.com.au or petera@mrrealty.com.au immediately.

Utilities Connections - Here's some useful contact numbers for you to arrange connections;

| | | | | |
|--------------------|---------------|----------|----|----------------|
| Electricity | Ergon Energy | 13 10 46 | | |
| Phone | Telstra | 13 22 00 | or | OPTUS 13 39 37 |
| Gas | Origin Energy | 13 24 62 | or | ELGAS 13 11 61 |

KEYS

Should you wish to copy keys it is important to note we will need back all keys given to you at tenancy start, and also all extra copies created during your tenancy period. If you change the locks during tenancy, you are obligated to provide us immediately with a full new set of keys for property access.

Keys are your responsibility. Should they be lost or stolen, it is your responsibility for costs involved.



If you have misplaced your keys during business hours you may come to our office, pay a deposit of \$50 and borrow our office set. The deposit will be refunded once all keys have been returned. However, we cannot guarantee that we hold a spare set of keys in the office and it is your expense to get a locksmith to gain entry.

Important note: Most modern window fly-screens can only be removed from the inside of the property. Attempting to remove them from the outside will result in damage to the fly-screen frame work, and will result in the fly-screen having to be repaired or replaced at your cost. This may cost more than what it would cost to have a locksmith attend the property to allow you access back in.

ENTRY CONDITION REPORT

Please ensure that you return your signed/amended copy of your Entry Condition Report to us within **THREE DAYS** of the tenancy start date. If this is not signed and returned please be aware that the original inspection will be used for end of tenancy comparison, regardless of whether you agree to the original report or not. We encourage you to fill in any details on your side of the form and return it to us at your earliest convenience.

TENANTS CONTENTS INSURANCE

It is crucial that you have your own tenant contents insurance!

It is important to note that should your goods be damaged or destroyed by circumstances affecting the owner's property (i.e. fire, storm damage, power outages etc) then your goods and possessions are ***not insured*** by the owner.

Please check with your insurer for the cover they can provide *you*. You need to ensure that all your goods are adequately insured as the owner/agent will not be liable for damaged or destroyed tenant possessions. Fire damage to your possessions is not covered by the owner's building or landlord insurance. Also, any damage by tenants' negligence may not be covered and where an excess applies, any such excess may be required to be paid by the tenant.

RENTAL PAYMENTS

Paying Your Rent into the Office

Rent is to be paid in advance at all times. We accept EFTPOS payments, Bank cheque or Money order at the office or you can direct deposit to any branch of the Bank of Queensland or transfer by internet. The account details are;

Mr Realty Trust Account: BSB 124001 Account 21440311 (Bank of Qld)

You must use your address or name as a reference otherwise we will be unable to identify the deposit and the onus will be on you to prove your payment. We can provide you with a Tenant Ledger at any time should you want to check your payments – just ask.

Understanding 'Rent in Advance'

As stated above, we require that rent is paid in advance at all times. Very basically, you must pay your rent for the week ahead – not for the week already gone.

Upon commencement of tenancy, you pay the Bond and the first two weeks (commonly referred to as Bond and Rent In Advance). You must make another rental payment within seven days and every seven days thereafter to continue having your rent two weeks in advance at all times.

Late Payments – Zero Tolerance for Late Rent

It is a requirement that **rent is paid in advance at all times**. Failure to do so is a Breach of tenancy and will result in a Notice to Remedy Breach being issued. These notices can affect your future ability to secure another rental as this is a standard question on referral requests.

Failure to Remedy a Breach will result in a Notice to Leave being issued demanding you vacate the property within seven days. Withdrawal of this Notice to Leave is at the discretion of the owner and/or agent. In these circumstances, standard vacating procedures still apply i.e. carpet cleaning, rent owed, cleanliness etc.

Protect yourself and your credit rating – call and confidentially explain immediately if financial problems arise before you get yourself into hot water. We are not mind readers (unfortunately) and should you fail to communicate, we can only guess at your intentions!

The Tenancy Information Centre of Australia – Rent Default

Should you fail to uphold your responsibilities of your lease, you may be listed on TICA which will severely impede your future potential to obtain another suitable rental property and may even affect your credit rating. Adequate and appropriate notice is always given by Mr Realty before we lodge your name giving you every chance to rectify any problems. We prefer to sort things out with you than list you on a reputation damaging database. Please always keep in communication with us.

YOUR BOND

Your bond will be lodged with the Residential Tenancy Authority and you can expect confirmation from them soon indicating your lodgement number. Please note the following important information:

THE BOND IS HELD AS A NOMINAL DEPOSIT AGAINST NEGLECT OF TENANCY CONDITIONS AND IS NOT TO BE REGARDED AS AN AMOUNT IN LIEU OF RENT.

In the event of a failure to comply, all losses and charges shall be deducted from the bond and used solely to rectify any problems.

The Residential Tenancy Authority has been set up to help protect your bond. There is paperwork to be carried out. Please help us and yourself by completing the necessary forms as soon as possible. An RTA Information Statement (Form17a) will be provided to you at your induction which contains valuable information and contact details.

GENERAL & EMERGENCY REPAIRS

General Repairs

We insist that all repairs are lodged in writing. You can lodge written repair requests by downloading a repair request form from www.mrrealty.com.au or use the provided



repair request forms handed to you at tenancy start or drop in and see us any time. You can lodge your repair requests by fax, post or email. Do **NOT** order any repairs for yourself as most landlords wish to be notified of any problems and you will be charged for the repairs you organize. Negligent or willful damages are to be rectified by the tenant. Please note that you are responsible for light bulbs and starters and this includes Range-hoods.

Emergency Repairs

Emergency items are generally those that could cause injury to the tenant or damage to the property, and may include:

- **Water pipes or service** have broken or burst
- **Blocked or broken toilet** (if a second toilet is not available)
- **Serious roof leak or gas leak**
- **A fault/damage that is likely to cause injury, undue inconvenience, or which makes the premises unsafe or insecure** (e.g. broken stairs, flooding, or a serious electrical fault).



Contact our office immediately for emergency repairs.

After hours emergency repairs. Should an emergency repair be required after hours then you need to contact Peter on 0418 886 661 immediately. Peter is never usually too far from his Mobile phone and believes that in the case of an after hours emergency – you will be able to reach him much quicker than a Tradesman. It is also important to know if a repair is an emergency or a general repair. Getting this wrong may be costly to you if the repair is conducted after hours!

ROUTINE INSPECTIONS

We will conduct a routine at the property approximately every 4-6 months. The main purpose is to provide a report to the owner that you are maintaining the property, and to check for any required repairs and make any recommendations to the owner. Please see a detailed list of what we look out for below. **Photos** - also note that the inspection may also involve taking photos of any repairs required, and a photo of the grounds front and back. It is policy that we *do not purposely take* photos of tenant possessions.

Routine Inspection Guide - What we look out for at inspections

Inside the Property

- ✓ Walls/ light switches/doorways and doors are clean from marks.
- ✓ The carpets are clean and stain free.
- ✓ The windows and screens are clean.
- ✓ The kitchen area clean and oven/stove top is free of burnt on food and carbon staining.
- ✓ Shower, Bathroom and Toilet, Laundry and all tiling is clean.
- ✓ All areas and rooms are fully accessible (not locked).

Outside the Property

- ✓ The lawns are freshly cut/edged and maintained.
- ✓ Gardens tidy and presentable/weeds removed

- ✓ Rubbish/lawn clippings removed
- ✓ No unregistered car bodies on the property
- ✓ Oil Stains removed to carports, garages and driveways
- ✓ All areas, garages, store rooms etc are all accessible
- ✓ Swimming pool/spa - water and sides/bottom are clean

If You Have an Approved Pet

- ✓ Any droppings are picked up and removed
- ✓ Any pet damage or rubbish scattered is repaired and cleaned up
- ✓ Ensure all/any dogs are properly restrained for the inspection
- ✓ No fleas are present on the property

TAKING CARE – INSIDE THE PROPERTY

Property Damage

If property damage has occurred you are obligated to let us know immediately, or on the next business day if occurring on a weekend or public holiday.

Noise/Disruption – Be Considerate



It is important to note that the utmost care must be taken to ensure that you do not infringe on disrupting your neighbours with noise or disruption. Loud music, parties, excess rubbish, noisy animals or even careless parking of your car can disrupt a neighbour's right to peace and the quiet enjoyment of their residence which is a Breach of your Tenancy.

In the case of units and apartments, particular care must be taken with respect to noise due to the close proximity of other properties, usually located on the other side of the wall. This also includes your obligation to ensure that your visitors are not disrupting neighbours when walking from your premises to their parked vehicles.

Air conditioners

Please regularly clean any filters and intake vents to ensure there is no build up of dirt and dust, and that the unit is able to draw in air effectively, not hindering performance, or in the worse case scenario, causing the unit to breakdown resulting in costly repairs and/or replacement. Please also note that if an air conditioner breaks down due to filters and vents not being kept clean, costs to rectify the damage or even replace the unit might be charged to tenants.

Fireplaces



If the property you are renting has a fireplace, this cannot be used unless you have been given permission from us in writing. In our tropical climate most fireplaces are ornamental, or the flue/chimney has been blocked up and using them could cause a fire to occur. If permission is given, please ensure a spark catcher is used at all times in front of the fire to protect carpets and flooring from coal burns and ash damage.

Pot Plants

Please keep pot plants outside the property at all times. Pot plants placed inside on hard surfaces, tiles and floors like lino, may leave a circular indent, stains and damage. Pot plants placed on carpet areas run the risk of carpet rot underneath, should moisture overflow or escape even with plates and containers placed underneath to attempt to prevent this. Repairs or replacement could be costly for you.



Aquariums

Like pot plants, aquarium stands can leave rust marks to floors and can cause carpet rot if placed on carpets. Furthermore, if placed on carpets the weight of the aquarium filled with water may cause permanent indentations and damage in the base of the carpet pile. Repairs or replacement could be costly for you.

Strict No Smoking Policy



All properties have a strict 'no smoking inside' policy. If tenants still choose to smoke inside the property they will be responsible for specialised cleaning and deodorising of the inside of the property to reduce and eliminate unpleasant smoke odours. This can easily run into the hundreds of dollars, and is payable by you.

Tenant Painting

It is company policy that tenants do not paint any part of the property themselves. We have found in the past that some tenants have not painted the property to a professional standard, resulting in a professional painter being called in to rectify work. It is a policy that any painting can only be carried out by experienced, professional painters with our written permission.

Fixtures and Fittings

If you wish to install or remove any fixtures or fittings, you must request this beforehand in writing and the request must be approved in writing.

Smoke Alarms

Should you believe for any reason the smoke alarm(s) installed are not working, please let us know immediately. Protect your safety by being vigilant and report to us any issues, to ensure your safety in the case of a fire. You are not to remove, dispose of or otherwise tamper with the smoke alarms installed at the premises unless it is to clean or change the batteries. It is also your responsibility to change the batteries and to clean and test each alarm in the dwelling at least once every 12 months where the fixed term tenancy is 12 months or longer or a periodic tenancy.



Picture Hooks

If you wish to install any new picture hooks, please let us know in writing what type of hooks you wish to use. Please assess the type of walls that are in the property, and the type of picture hooks that are suitable. We will let you know in writing before you are permitted to install appropriate picture hooks.

Washing Curtains

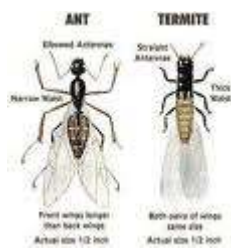
Most curtains and netting are machine washable but it is vitally important that this be established before any washing occurs. Drapes may only be suitable for dry cleaning, so please check all labels first. Sun damaged, brittle curtains or netting may disintegrate should they be machine washed, so it is best to check the strength of fabric by gently tugging on the material with your fingers. If the material easily pulls apart in your fingers, the material is unsuitable for washing. In most circumstances (usually new properties) drapes and curtains will be required to be professionally cleaned upon vacating and receipt is to be sighted by us.



Clothes Dryers

IT IS NECESSARY TO REMOVE THE LINT FROM THE FILTER IN THE DRIER AFTER EACH USE – ***THIS LINT IS HIGHLY COMBUSTABLE.***

Termites



Termites will quickly eat through a property and can cause extensive damage. Signs like wood becoming brittle (doorways, skirting boards, wood roof beams etc) or the presence of mud deposits are the tell-tale signs of termites, other than obvious signs of seeing termites themselves. Another warning sign inside can be blistering/lifting paint to inside walls, as they are known to eat away the paper backing to gyprock walls, allowing the plaster to crumble away allowing the termites to come to the wall surface, staying just under the paint lining. Wood lying around outside and even wooden furniture outside can attract and encourage them. Dripping outdoor taps next to the house can also cause damp and favourable conditions for termites to be attracted.

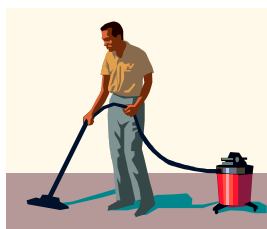
If you see any signs of termites, or termite damage please bring this to our attention immediately.

General Cleaning

It is expected that the property be kept reasonably clean and tidy, and this is also a condition of your tenancy agreement. Use the garbage facilities available and remove excess to the dump.

Carpet Cleaning

Upon vacating, you are required to have the carpets professionally cleaned and we must see the receipt for this. We do not accept the use of 'do-it-yourself' hire machines. These machines lack the ability to adequately withdraw soapy water the machine may have squirted in. Sometimes it is tempting to not have the carpets cleaned on vacating because they have been used only minimally, and some rooms hardly used at all. We liken this type of situation to borrowing a shirt. Even if we may have worn this for only an hour and not a full day, it is expected that it be returned clean. It is the same for carpets as the next tenants taking possession also need to have clean carpets so this expectation can be transferred to them.



Blocked sinks/drains

Should a sink or basin become blocked, first try a drain cleaning product like draino. Be sure to follow the product instructions carefully. If the sink or basin is still blocked after treatment, please let us know so we can arrange for a plumber to attend to the problem.

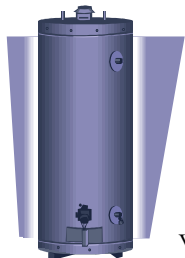
Foreign objects down drains (& garbage disposals)

Please take care not to allow children or adults to place toys or other items down drains. If your property has a septic tank system, please do not flush foreign objects like sanitary products down the toilet. Septic tank systems are not able to process this type of material. If a plumber is employed by us to clear pipes, drains, basins, sinks and insinkerators and it is determined that the blockage was caused by something considered foreign, this expense will be billed to the tenant for payment.

Garbage Disposals / Insinkerators

Garbage disposals work best if you * Use cold water when grinding food (hot water can melt fats and clog the mechanism and the pipes) * Do not overfill * Do not pour bleach, drain cleaners, or other chemicals into the unit * Do not grind overly fibrous materials, bones, or coffee grounds (check the owners manual) or materials like glass, metal or rubber * **Run water before, during and after you use the disposal** * If something has been put in the disposal that should not have been, including metal, rubber, glass objects, or fibrous food waste such as artichokes and corn husks, shells, or large whole bones, use tongs or pliers to pull the material out. Never use your hand. **TIP:** To clean a garbage disposal of built-up sludge and debris, fill it with ice cubes and a cup of rock salt, and then run it for about five seconds. If your garbage disposal smells bad, you can deodorize it by running warm water down it while you grind a lemon. If the disposal does not go, run the water and push the reset button (located at the bottom of the machine). Ensure that the machine is plugged in and turned on – power point is usually under the sink. If this fails, please contact us.

Hot water system leaks



Low water levels in the Hot Water Service can result in hot water not lasting long before running cold. From time to time, the Hot Water Service will need to be topped up. There will be a lever on the outside of the tank which you need to raise until water flows freely from the outside pipe. If the water level is low, it will take awhile to fill and flow out. After this has been done and the hot water is still not lasting (please take into consideration the size of the tank and how it is used) please report to the office and we will arrange a Tradesman to inspect.

TAKING CARE – OUTSIDE THE PROPERTY

Water Restrictions & Usage

It is important for you to be aware of what water restrictions are in place for the region. For up to date water restriction information please log onto www.townsville.qld.gov.au or phone 4727 9000. In most properties, you are now liable for water usage charges. Please refer to page two of your lease. If you are liable for water usage, please check the water meter reading on your Entry Condition Report.

Weeding and Shrub Trimming & Lawn Maintenance

Weeding of gardens beds, inside lawns, paths, paving and other outside areas are the responsibility of the tenant. Trimming of bushes and shrubs in and around the garden is also the responsibility of the tenant. Please ensure that lawns are regular mowed and edged, keeping them neat



and tidy. Lawns, gardens and shrubs do need to be kept watered and maintained keeping in mind current water restrictions.

Rubbish

Please ensure any rubbish is regularly removed from the property. This includes car parts, tyres and things like lawn clippings, drink bottles as well as other items that can easily be considered rubbish or general junk. Formal household rubbish and waste must only be placed inside rubbish containers (i.e. wheelie bins) and removed weekly from the property, or otherwise as required. This cannot be allowed to accumulate. Please log onto <http://www.townsville.qld.gov.au> or phone 4727 9000 for details of bin collection for your area. Failure to do so is a Breach of Tenancy. Also, the wheelie bins are your responsibility whether they are stolen or lost. Spare parts can be purchased from the Council

Parking on Lawns/Gardens

It is important that at no time can cars or any type of vehicle be parked on any lawns, gardens or any area not created for, or designated as a vehicle parking area. Damage to lawns and landscaping can be costly. Engine oil drippage to gardens and lawns will also create permanent damage to the soil area, being costly to rectify. Any damage of this type will be charged to tenants in full.

Pools

In the absence of any other agreement the pool is the tenant's responsibility to be kept in a clean and working order. The cost of all pool chemicals and cleaning agents are the tenants' responsibility. Please maintain the pool, equipment and gates and fencing suitably and report any faults immediately.

Please be aware that portable/temporary swimming pools and/or spas including most inflatable or kiddies pools are now also covered by the Pool Fencing Laws.



We do not allow any portable or temporary swimming pools and/or spas and neither the Owner nor us, the Agent will accept any liability whatsoever in regards to these portable pools and/or spas. Any damage caused by temporary/portable pools will be charged to you.

PETS AT THE PROPERTY

Any pets must be listed on your lease or approved in writing and you will need you to fill out a Pet Agreement. Animals are not allowed inside the premises. Please ensure any pets are looked after appropriately and are not a nuisance to your neighbours. Any damage to the property caused by keeping of pets (e.g. flyscreen tears, wearing of grass; tracks or holes, damage to gates and fences, staining of carpets) will be repaired to the satisfaction of the owner and/or us the agent, at your expense.



Upon vacating, a receipt for a professional flea and tick spray with warranty must be provided.

STRATA TITLES / BODY CORPORATES

In most units there is a Body Corporate involved and there are rules and regulations to abide by called By-Laws. A copy of the By-Laws will be provided with your lease. Please take the time to read through them. These are usually a common sense guide to communal living but



often contain particular and specific regulations in regards to your unit complex. Please be considerate to your neighbours as Noise and Disturbance is a common complaint and also a Breach of Tenancy. You are also responsible for your visitors' behavior.

VACATING THE PROPERTY

Fourteen (14) days notice must be given in writing prior to vacating. Unfortunately, we have to charge rent in lieu if you fail or forget to notify us. Also, rent is payable until ALL keys and remotes are returned to our office.

Upon giving notice, we will be advertising the property and may need to show prospective tenants through the property. Arrangements for viewing the property with the prospective tenant will be made with the least amount of inconvenience possible.

We will send you a letter confirming receipt of your intention to vacate along with a Vacating Checklist which you should find useful.

Getting Your Bond Back Quickly

The quickest and easiest way to get your Bond back quickly is to ensure your rent is paid up to the date you hand your keys back, the property is left clean & undamaged, the yard and gardens are neat, tidy and undamaged and the carpet cleaning and flea & tick spray (if applicable) has been conducted and receipt/s provided to us. In some circumstances professional cleaning of the curtains or drapes will be required. We also require (by law) your forwarding address.

Once all the above has been done, we can authorize a full bond refund from the Residential Tenancy Authority to the appropriate Bond holder/s via a Bond Refund Form, cheque or EFT.



BREAKING YOUR LEASE

Should you find that you need to break your fixed term lease, please contact us as soon as possible to discuss your situation. The more notice you can give us, the more likely we are to be able to assist you in finding another suitable tenant. You will need to sign a Break Lease Form which explains your responsibilities in this situation. You will be required to pay your rent until a new tenant is found or the lease expires – whichever is the sooner and you will be required to pay the Let Fee which is equal to one weeks rent plus gst. We will advertise the property on the internet for free and for cost price we can arrange advertising in the Townsville Bulletin but you will need to pay this advertising up front. All other normal vacating procedures will apply (e.g. cleanliness, carpet cleaning etc) and your rent will be payable until the new lease starts, not when you vacate.

FINALLY.....

We hope you enjoy your new home. Please do not hesitate to contact any of us at any time should you have any queries or concerns or if we can help you in any way.