



Email: rentals@brownsplainsrealestate.com.au



Neil Giles and the team at Browns Plains Real Estate hope that you and your families had a wonderful Christmas and wish you all the best for 2011.

We must say goodbye to Sandy Panoho—Sales Assistant who has been with Browns Plains Real Estate for five & a half years. We all wish Sandy the best for the future.

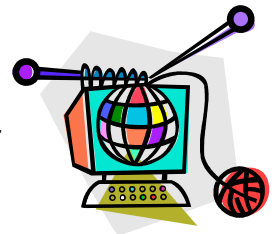
We welcome back Sharon Hildrew—Property Manager. We are sure that all investors will be happy to see Sharon back, she is extremely excited about being back.

OUR NEW LOOK WEBSITE

We are pleased to announce the launch of our new look website, www.brownsplainsrealestate.com.au.

It is now much more user friendly and incorporates some innovative features.

All our listings now include google maps which pin point the exact position of the property displayed. Three for rent or for sale properties are now featured on our home page and these can be rotated at anytime. An alert facility allows our latest listings to be delivered directly to your inbox and you can now access our monthly landlord and quarterly tenant newsletters from our home page. Our clients are sure to appreciate the improvements.



POOL SAFETY LAWS

What are the tenants responsibilities?

Any resident to a tenanted property has an obligation under the Building Act 1975 to ensure that any gate accessing a pool area is closed at all times and also must ensure that there are no climbable objects that would allow children access to a pool area.

Portable Pools

Enforcement action is taken by Local Government and in some cases, by the Department of Infrastructure and Planning if it is found that there is noncompliance in relation to the new legislation.

Browns Plains Real Estate has implemented an office policy regarding this:

Tenants are not to construct and/or use a portable wading pool or spa at the premises they are renting through Browns Plains Real Estate.

TENANT NEWSLETTER

SUMMER

**ABOUT THE RESIDENTIAL
TENANCIES AUTHORITY**

The Residential Tenancies Authority administers the [Residential Tenancies and Rooming Accommodation Act 2008](#) (the Act) and is responsible to the Minister for Community Services and Housing and Minister for Women. It is a self-funding statutory authority, which operates on income generated from interest earned on bonds held. The Act applies to people renting flats, houses, caravans, units, townhouses, mobile homes and houseboats in private, public and community-managed rental accommodation. The Act also covers residents and providers of supported accommodation such as hostels, aged care and boarding houses. The RTA assists tenants, lessors, agents, residents and providers in the following key ways:

Rental bond service: The RTA holds and refunds rental bond money that is paid by tenants to lessors/agents.

- **Tenancy information and education:** The RTA offers free information to all tenants, lessors, agents, residents and providers in Queensland.
- **Dispute Resolution Service:** The RTA's Dispute Resolution Service offers information about tenancy law, a telephone "shuttle" negotiation service, and conciliation conferences.

Investigations Unit: The RTA will investigate and prosecute offences under the legislation when appropriate.



The Browns Plains Real Estate Team had fun at their Christmas Party held at the Calamvale Hotel.

BROWNS PLAINS REAL ESTATE

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Property Manager—Sharon Hildrew

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Office Hours Rentals

Monday—Friday 8.30am-5.00pm

Saturday—8.30am—12.30pm

If you would like to discuss any items with your Property Manager please call or email to make an appointment.

Property Managers have certain days where they are not in the office so an appointment is required to ensure that you are seen.

Thanking you in advance.

**LOGAN CITY RESIDENTS WILL SOON BE ABLE TO ENJOY A NEW
TWO BIN GARBAGE AND RECYCLING SERVICE**

The new yellow-lidded recycling bin will be delivered during May and June 2011 and the divider in existing garbage bins will be removed during July 2011. The standard service will be a 240 litre garbage bin emptied weekly and a 240 litre recycling bin emptied fortnightly.

