



firstnational
REAL ESTATE

Action Realty Ipswich

TENANT GUIDE TO RENTING

Please keep this book handy
during your tenancy

Welcome to your new property!

I am the Property Manager responsible for your property. The preferred method of contact is via email as per the business card attached. The office number is 3281 3800 and facsimile 3281 7838. Calls to the Property Managers mobiles are for after hour's emergencies only.

Office hours are:

Monday to Friday 8.00am to 5.00pm
(Property Managers are available from 8.30am)
Saturday 9.00am to 2.00pm

Please be aware that we do not accept cash payments on weekends

If you need to see your Property Manager during your tenancy, **please do not come to the office without making an appointment first**, as our Property Managers run to a strict appointment schedule. This way your Property Manager will have sufficient time to provide assistance to you. Please note that Property Managers are not available on Wednesday mornings as they are in a meeting and it will be necessary for them to return any emails and phone calls in the afternoon.

We have car parking facilities behind the office with the access off East Street. You are welcome to use this parking when doing business at our office.

In the case of an emergency outside of the above office hours please contact the relevant tradesperson or emergency services on the Important Phone number list in this book. Some examples of emergencies are fire, flood, burst water pipes, gas leaks. Consider if the problem is a risk to health, security or safety. For storm damage to roofs etc, please contact the SES Ipswich on 3202 1711. All non-urgent maintenance must be in writing and can be submitted via fax, email or in person at our office on the relevant form. Please then remember to notify our office of any damage (including events such as hail damage) and the outcome ie. who attended the property, what was fixed etc.

Routine inspections are conducted every 3 - 4 months. An entry notice will be issued to you with a time frame for the inspection. We will use our office keys if you cannot be home.

If you lock yourself out of the property during office hours, you may collect the office keys and return them afterwards. If you lock yourself out of the property outside of our office hours, it will be necessary for you to contact a locksmith (at your own expense) to help you gain entry. Please advise us if this happens and provide us with copies of any new keys.

As agreed with the signing of the lease, rent is to be kept 2 weeks in advance at all times. Should you have difficulty in meeting your commitments at any time, or any other problem, please advise me straight away, so we can work together to resolve your situation. Rent payments can be made via direct debit, direct credit(internet transfer), Centrepay, money order or bank cheque. Please do not make rent payments at a bank branch, they often do not provide the reference number you have given them and your rent may fall into arrears as a result.

Along with this guide, you have been provided with some additional documents. Please retain these and keep for future reference. Our website www.actionrealty.com.au contains helpful information and you can also download many relevant forms from here.

Thank you for choosing First National Action Realty Ipswich and we look forward to seeing you over the future months.

P.S. Don't forget to let us know your new phone number and if you change your contact phone numbers or email address at any time.

A simple guide to your General Tenancy Agreement

1. Keep the premises clean & tidy and avoid damaging it.
2. **DO NOT** fix anything to the walls or alter the property in any way without getting written consent from your property manager.
3. Notify the agent if the property is damaged in any way whether you were responsible or not.
4. Keep the lawns mown, the grounds and gardens tidy and free of rubbish, grass clippings and weeds. Gardens and lawns are to be watered on the regulated water days & times.
5. Do not park cars on lawns.
6. Pets are not allowed without the landlords consent. Contact your property manager for permission.
7. Visitors must not disturb or annoy any nearby neighbours or cause damage to your property. Visitors staying for longer than a 2 week period must be approved by your property manager.
8. If going on holidays please ensure your rent payments are taken care of so you don't come home to an eviction notice.
9. If a fixed term lease extension is offered and you would prefer a periodic lease. **DO NOT** ignore the offer. Contact your property manager to get permission to stay on a periodic lease.
10. If you find yourself in a situation where you cannot finish your lease agreement please contact your property manager to make arrangements for a new tenant to be found. **DO NOT** just leave or stop paying rent as this could cause a debt for you and your name would then be listed on a National Database as a defaulting tenant. We will help as much as we can within our power.
11. You are responsible for your belongings so it is highly recommended that you arrange to take out the relevant insurances to ensure coverage of your possessions. You can visit www.insurancecouncil.com.au who will provide a list of insurance companies that provide tenant contents insurance.
12. If your chosen provider of telephone, internet, pay TV etc, is not currently connected at the property, prior permission **MUST** be obtained.
13. Once you decide to vacate the property please ensure the power remains on until the vacate has been done which is within 3 business days of the keys been returned.

This is your home for the period of your tenancy, please treat it with the respect you would if you owned it.

Please note: For all normal routine inspections we will be using our keys to obtain entry. We will lock all entry doors including security doors when we leave the property. Please ensure you keep all keys with you at all times and that you securely lock all doors and windows. This is also the case for smoke alarm service companies (if applicable) who will be required to maintain the smoke alarms in the property. An entry notice from relevant smoke alarm companies will be issued to you directly.

If you prefer to be there for the inspection/maintenance then that is fine, alternatively perhaps you could have a friend or relative attend the inspection on your behalf if you can not make it.

Also if our trades people have had failed attempts at accessing the property for maintenance jobs, we will issue the keys to allow the work to be done and you maybe liable to pay for a call out fee. They will also lock all entry doors including security doors when they leave the property.

Important Phone Numbers

FIRST NATIONAL ACTION REALTY IPSWICH 3281 3800

AMBULANCE, FIRE AND POLICE 000

EMERGENCY CONTACTS AFTER OFFICE HOURS

If you need to leave a message with these companies, please ensure you leave your name, address, phone number, details of the problem and that you are a tenant of Action Realty, so that they can contact you. Please also advise our office of any problems that you experience.

Plumbing

R & R Biggs Plumbing 0419 774 202
Adam Johns Plumbing 0433 722 093

Electrical

Freeman Electrical – Scott 0409 898 067
Strybos & Sons Electrical - Ross 0417 197 293

Gas

Gas-Spark 0417 432 632
Adam Johns Plumbing 0433 722 093

Glass Repairs

Speedie Glass 3812 1440

If you have a leaking roof as a result of a storm or severe rain, please phone the State Emergency Service (SES) Ipswich on 3202 1711.

ELECTRICITY

Origin Energy 13 24 61
AGL 131 245

GAS

ORIGIN Energy - Natural Gas 13 24 61
- LP Gas 13 24 62
ELGAS 13 11 61

TELEPHONE COMPANIES

OPTUS 13 39 37
TELSTRA 13 22 00

GENERAL

IPSWICH CITY COUNCIL 3810 6666
IPSWICH HOSPITAL 3810 1111
STATE EMERGENCY SERVICES – IPSWICH 3202 1711
CENTRELINK 13 10 21
Family Assistance Office 13 61 50
LIFELINE 13 11 14
TAXI 13 19 24

Emergency Repairs Explained

What's the difference between an **emergency repair** and a **routine repair**?

The law lists a variety of situations that are considered emergency repairs including:

- A burst water service or a serious water service leak
- A blocked or broken lavatory system
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm, fire or impact damage
- A failure or breakdown of the gas, electricity or water supply to the premises
- A failure or breakdown of an essential service or appliance on the premises for hot water, cooking or heating, and
- A fault/damage that is likely to cause injury, undue inconvenience or which makes the premises unsafe or insecure (for example broken stairs).

If your situation is not listed as an **emergency repair** it is considered a **routine repair**.

If an event (as described as above) occurs after hours/on public holidays etc and **you cannot reach your Property Manager**, please contact the Tradespeople listed on the 'Important Phone Numbers' page. You may need to leave a message with the company. If this is the case, remember to leave your name, property address, contact phone numbers, details of the problem and that you are a tenant of Action Realty. Please also leave a message for us on our office phone 3281 3800 or email/fax your Property Manager or the office.

Brown Out Explained

A brown out is when there is minimal electricity going to the property
The lights with bulbs will work but will be very dim. Fluro lights will not work.

WHAT TO DO

1. **DO NOT TOUCH THE SWITCH BOARD**
2. Unplug everything that has a motor eg fridge, washing machine, air-conditioners etc.
3. Report the fault to Energex on 13 62 62.

PROBLEMS WITH HOT WATER SERVICE

WHEN THE WEATHER CHANGES, YOU MAY EXPERIENCE SOME PROBLEMS WITH THE HOT WATER SERVICE TO THE PROPERTY, HERE ARE A FEW TIPS TO HOPEFULLY FIX THEM FOR YOU.

Some of the problems which may arise in the future –

1. **TOO MUCH DEMAND ON UNIT** – If you have a number of people living in the property, you may need to change tariffs with Energex, one tariff (33) only heats up the unit at night, the other tariff (11) is for continuous heating of water, many people change tariffs in winter to ensure supply of hot water, you will need to call Energex to arrange a change of tariffs yourself.

2. **NO HOT WATER AT ALL** – Please check the meter box to ensure the hot water switch is on. If on tariff 33, you may need to wait until the unit has reheated. Check Hot Water Service Unit to ensure it has not leaked or split. If still not ok, please call our office and we will arrange for a repair. If after hours, please refer to your lease agreement for emergency repairs and **clause 4-30.1**

3. **HOT WATER BUT SHORT SUPPLY** – This can be due to any number of things but the most common problem is steam build up in the unit. Please follow the instructions below, if problems persists, please call us, we may need to have the thermostat or element checked.

HOW TO FILL/TOP UP YOUR HOT WATER SYSTEM

Please locate the **PRESSURE RELIEF VALVE**. On the **HOT WATER SERVICE** – it should look something like this (photo below).



When you have located the **PRESSURE RELIEF VALVE**, you will need to grip the small handle and pull it firmly up to release the pressure inside the **HOT WATER UNIT (photo on the right)**, there will be an outlet pipe from the **HOT WATER UNIT** to the ground, please watch this pipe, steam and then water will flow from this pipe, when this happens, keep pulling handle until water flows freely from the pipe, this will allow the unit to fill with water.



You will need to repeat this for a couple of days to ensure the tank fills to the top with water to enable the unit to operate correctly.

SAFETY SWITCH INSTRUCTIONS

Included in your Tenant Kit is a brochure on safety switches in the home. Please keep this handy so you can refer to it if necessary or as directed by our Property Management Staff.

TENANTS RESPONSIBILITIES REGARDING:

WATER USAGE

Lessors are able to pass on the full water consumption costs to tenants if:

1. Evidence is supplied via a Qld Urban Utilities Notice
2. The tenancy agreement states the tenant must pay for water consumption
3. The tenants have occupied the premises for the whole period stated on the Qld Urban Utilities notice
4. The following criteria must also be satisfied:
The premises must be individually metered (or water is delivered by vehicle)
The premises must be water efficient

For the premises to be water efficient, specified devices in the premises must have the equivalent of a *3 star WELS rating or higher. That is:

- Internal cold water taps (including single mixer taps) and showerheads must have a maximum flow rate of 9 litres/ minute, and
- Toilets must have a dual flush function that does not exceed 6.5 litres on full flush and 3.5 litres on half flush and have a maximum average flush volume of 4 litres (based on the

If your property falls into the above criteria, you will be issued with an account to pay your water contribution. This must be payable within 30 days. Failure to pay these accounts on time will be a breach of your lease agreement.

If your water consumption seems high – it is worthwhile checking to see if you have a water leak. Contact your Property Manager and advise of the situation and they can email you a fact sheet from Urban Utilities on how to check for a water leak, by reading the water meter, or alternatively visit www.urbanutilities.com.au and search under Home Maintenance Fact Sheets.

SMOKE ALARMS

If you are on a 12 Month Lease or longer in duration or a Periodic Lease. ie your Lease has expired (that are 12 months or longer in duration), that the tenant is responsible for the smoke alarms at the property.

This includes cleaning, testing and replacing batteries in the alarms.

The owner is responsible at all other times. If necessary an Entry Notice will be sent to you to enable an electrician to carry out the necessary work.

REPLACING BATTERIES

When vacating, could you please ensure that fresh batteries are left at the property for: remote controls for air-conditioners, automatic door openers or any appliances that are part of the property.

Often appliances such as air-conditioners are not used for many months and during this time the batteries may go flat. As a courtesy for the next tenant, please provide new batteries for the property. This will also assist us in checking that the appliances are working when we do your exit inspection.