



Mudgeeraba

AGENCY NAME	FIRST NATIONAL REAL ESTATE MUDGEERABA		
ADDRESS	1/71 RAILWAY STREET, MUDGEERABA QLD 4213		
PHONE: 07 5525 2866	EMAIL: rentals@mfn.com.au	WEB: www.mfn.com.au	

PROPERTY INSPECTED ADDRESS: _____

YOUR NAME/S: _____

Please read before completing this application.

- **EACH APPLICANT *MUST HAVE* CURRENT PHOTO IDENTIFICATION TO APPLY FOR A RENTAL PROPERTY**
- **You must fill in all required fields including phone numbers and email addresses for your Employer, Landlord and/or previous Agent. If this information is not included, your application cannot be accepted.**
- **Each applicant must have at least ONE document from each of the headings below otherwise your application will not be accepted.**

PHOTO IDENTIFICATION	Current Drivers Licence or Current Passport	<input type="checkbox"/>
PROOF OF CURRENT ADDRESS	Phone bill / electricity bill / car registration / ATO tax assessment	<input type="checkbox"/>
PROOF OF ALL INCOME SOURCES	Pay slips / Centrelink Statement / Bank Statement / ATO tax assessment / Income Statement from Accountant	<input type="checkbox"/>
PROOF OF RENT PAYMENTS / HOME OWNERSHIP	Rent Receipts / Tenant Ledger or Council Rates Notice	<input type="checkbox"/>
PETS	Pet Application & Agreement for all pets to reside at property	<input type="checkbox"/>

Our Agency welcomes your Application and any queries you may have about the Property, Tenancy or process. The following information and checklist will assist you to complete the Tenancy Application so it can be processed promptly.

Please read prior to completing your Application

- This application can be completed by a maximum of 2 applicants. For additional applicants, please photocopy or ask for another copy.
- Our Agency staff aim to contact you within 24-48 business hours following submission of your application (depending on the response time of the property owner). If the Application is approved, within 24 hours of acceptance, our office must receive a deposit being an amount equal to 1 weeks rent and the General Tenancy Agreement is to be signed by all approved lease holders.
- Please note that an application will be deemed to be incomplete if all the information is not provided by you at the time of submission. We are not able to chase missing information or documentation and if this is the case your application cannot be processed.

Applicant Checklist - Before I submit this Application, I have:

- Attached photocopies of ID documents

- ** Declared that I am not an Australian citizen (if applicable) and provided a copy of my current Visa**

- Inspected the Property both internally and externally

- Been given Application-Tenancy Information, General Tenancy Agreement & Special Terms to read. If not, please contact Agency ASAP

- Fully completed this Application & signed it on PAGE 5 and acknowledge that I have read the Privacy Consent & signed it on PAGE 6**

- Completed the Pet Application & Agreement form if pets are to reside at the Property and submitted with this application

OFFICE USE ONLY – TO BE COMPLETED AT TIME OF APPLICATION BEING SUBMITTED WITH APPLICANT PRESENT			
<input type="checkbox"/> Application received	/	/	am/pm
<input type="checkbox"/> Original ID signatures & Application match			
<input type="checkbox"/> TICA CHECK COMPLETED	<input type="checkbox"/> RENTAL REF CHECKED	<input type="checkbox"/> EMPLOYMENT REFS	<input type="checkbox"/> PERSONAL REFS

**** Please nominate who we should call ** regarding the status of this application / approval**

Name _____ Phone _____ Best Time: _____

FIRST APPLICANT'S DETAILS

Name in Full		Other Name/s You have been known by	
Date of Birth		Place of Birth	
Drivers Licence No.	Expiry	Passport No	Expiry
<input type="checkbox"/> Home	<input type="checkbox"/> Mobile	<input type="checkbox"/> Business	
Email			

CURRENT Tenancy Details if applicable

- Owned – please attach Council rates notice
 Rented – please complete the following

Current Address:

Rent per week	\$	Period of occupancy	Years	Months
Agent/Landlord		<input type="checkbox"/> Business		
Reason for leaving				
Do you expect the Bond to be refunded in full <input type="checkbox"/> Yes <input type="checkbox"/> No <i>Why:</i>				

Previous Address

Address				
Rent per week	\$	Period of occupancy	Years	Months
Reason for leaving				
Agent/Landlord		<input type="checkbox"/> Business land line		

Current Employment

Current Employer		Your Position		
<input type="checkbox"/> Full Time	<input type="checkbox"/> Part Time	<input type="checkbox"/> Casual	<input type="checkbox"/> Contract	
Length of Employment	Years	Months		
Payroll or Manager's Name		<input type="checkbox"/> Business land line		

If Self Employed

Company Name		Trading As		
Address		Industry/Nature of Business		
Period self employed		ABN		
Accountant Details		<input type="checkbox"/> Business land line		
Creditor Referee		<input type="checkbox"/> Business land line		

Income – specify \$ net per week & provide verification. *Please also complete Statement of Rental Affordability on page 5

• Employee - (payslips)	\$
• Self Employed - (ATO assessment / letter from Accountant)	\$
• Centrelink – (Centrelink payment statement)	\$
• Student – (Austudy document)	\$
• Other	\$
TOTAL	\$

FIRST APPLICANT CONTINUED

If a student or not currently employed

Institution: _____ Student ID No: _____ Centrelink – type of payment:
 Course: _____ Austudy Document Bank Statements
 Expected date of completion: _____

Vehicles to be kept at Property

Do you have a trailer caravan that will be kept on the premises
 boat truck
 Passenger vehicles: Registration No _____ Make/Model _____ Owned Currently Paying Off

Occupancy Details of Persons to Reside at Property other than Applicant, include Dependants and other Applicants

Name	Date of Birth	Relationship	Name	Date of Birth	Relationship

****Pets** No Yes: Type: _____ **** A separate Pet Application must be completed & attached**

Emergency Contact Details of Closest Relatives who will not be Residing with You

1. Name	2. Name
Address _____	Address _____
Relationship _____ (H	Relationship _____ (H
(W (M	(W (M

Personal Referees who are not Relatives

Name	Occupation	(Business Hours Contact
1. _____	_____	(Mob (Work
2. _____	_____	(Mob (Work

****APPLICANT TO COMPLETE & SIGN**

Declaration and Bond & Rent Payment Instructions

Have you ever been evicted by any Lessor or Agent? No Yes:
 Are you in debt to another Lessor or Agent? No Yes:
 Is there any reason known to you that would affect your ability to pay the rent? No Yes: If yes, why: _____
 Was your Bond at your last address refunded in full? Yes No: If no, why: _____
 Was this Property in a satisfactory condition when you inspected it? If not, list request. Yes No: _____

I declare the information provided is true and correct and that the landlord and landlord’s agent will rely on the truth of the above answers in assessing the application. I consent to verify details via Tenancy Information Centre of Australia and National Tenancy Database records. I declare I am not bankrupt or an undischarged bankrupt.

I declare that I inspected the property on _____ (date) and I am satisfied with the property as inspected.

I apply for Tenancy for a period of _____ months at a rental of \$ _____ per week commencing on ____/____/____.

I have been given a copy of the Application - Tenancy Information, General Tenancy Agreement, Terms and any Special Terms to read before submitting this Application.

I agree to pay one week’s rent as a deposit within 24 hours of being notified that my application has been successful and the second week’s rent upon signing of the Tenancy Agreement and/or receipt of the keys as advised by the Property Manager. Please note that we do not have EFTPOS facilities and the Bond & Rent as itemised below must be paid by CASH, BANK CHEQUE or DIRECT DEPOSIT into the following Trust Account at least 4 clear working days ahead of the lease commencement. You must also email rentals@mf.com.au with a copy of the electronic bank deposit receipt. We are unable to release the keys for the property until all funds (as shown below) are received.

Bank: National Australia Bank BSB: 084 917 Account No: 815223125 Account Name: EMLL PTY. LTD. T/A First National Mudgeeraba Trust Account.

ITEM	CALCULATION	\$ PAYABLE	IMPORTANT NOTES
Rent – first 2 weeks rent	2 x \$	= \$	Must be received BEFORE lease commences.
Bond – 4 times weekly rent	4 x \$	= \$	Full Bond must be paid before commencement of lease. Bond Transfers & personal cheques are not accepted.
TOTAL PRE-MOVING IN COST		= \$	Total amount to be paid BEFORE lease commences

FIRST APPLICANT SIGNATURE

Date

SECOND APPLICANT'S DETAILS

Name in Full		Other Name/s You have been known by	
Date of Birth		Place of Birth	
Drivers Licence No.	Expiry	Passport No	Expiry
<input type="checkbox"/> Home	<input type="checkbox"/> Mobile	<input type="checkbox"/> Business	
Email			

CURRENT Tenancy Details if applicable

- Owned – please attach Council rates notice
 Rented – please complete the following

Current Address:

Rent per week	\$	Period of occupancy	Years	Months
Agent/Landlord		<input type="checkbox"/> Business land line		
Reason for leaving				
Do you expect the Bond to be refunded in full	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Why:	

Previous Address

Address				
Rent per week	\$	Period of occupancy	Years	Months
Agent/Landlord		<input type="checkbox"/> Business land line		
Reason for leaving				

Current Employment

Current Employer		Your Position		
<input type="checkbox"/> Full Time	<input type="checkbox"/> Part Time	<input type="checkbox"/> Casual	<input type="checkbox"/> Contract	
Length of Employment	Years	Months		
Payroll or Manager's Name		<input type="checkbox"/> Business land line		

If Self Employed

Company Name		Trading As
Address		Industry/Nature of Business
Period self employed		ABN
Accountant Details		<input type="checkbox"/> Business land line
Creditor Referee		<input type="checkbox"/> Business land line

Income – specify \$ net per week & provide verification. *Please also complete [Statement of Rental Affordability](#) on page 5

• Employee - (payslips)	\$
• Self Employed - (ATO assessment / letter from Accountant)	\$
• Centrelink – (Centrelink payment statement)	\$
• Student – (Austudy document)	\$
• Other	\$
TOTAL	\$

SECOND APPLICANT CONTINUED

If you are a Student or not currently employed

Institution: _____ Student ID No: _____ Centrelink – type of payment:
 Course: _____ Austudy Document Bank Statements
 Expected date of completion: _____

Vehicles to be kept at Property

Do you have a trailer caravan that will be kept on the premises
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Occupancy Details of Persons to Reside at Property other than Applicant, include Dependants and other Applicants

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****Pets** No Yes: Type: _____ **** A separate Pet Application must be completed & attached**

Emergency Contact Details of Closest Relatives who will not be Residing with You

1. Name	2. Name
Address _____	Address _____
Relationship _____ { H	Relationship _____ { H
{ W { M	{ W { M

Personal Referees who are not Relatives

Name	Occupation	{ Business Hours Contact
1. _____	_____	{ Mob { Work
2. _____	_____	{ Mob { Work

****APPLICANT TO COMPLETE & SIGN**

Declaration and Bond & Rent Payment Instructions

Have you ever been evicted by any Lessor or Agent? No Yes:
 Are you in debt to another Lessor or Agent? No Yes:
 Is there any reason known to you that would affect your ability to pay the rent? No Yes: If yes, why: _____
 Was your Bond at your last address refunded in full? Yes No: If no, why: _____
 Was this Property in a satisfactory condition when you inspected it? If not, list request. Yes No: _____

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I declare that I inspected the property on _____ (date) and I am satisfied with the property as inspected.

I apply for Tenancy for a period of _____ months at a rental of \$ _____ per week commencing on ____/____/____.

I have been given a copy of the Application - Tenancy Information, General Tenancy Agreement, Terms and any Special Terms to read before submitting this Application.

I agree to pay one week’s rent as a deposit within 24 hours of being notified that my application has been successful and the second week’s rent upon signing of the Tenancy Agreement and/or receipt of the keys as advised by the Property Manager. Please note that we do not have EFTPOS facilities and the Bond & Rent as itemised below must be paid by CASH, BANK CHEQUE or DIRECT DEPOSIT into the following Trust Account at least 4 clear working days ahead of the lease commencement. You must also email rentals@mf.com.au with a copy of the electronic bank deposit receipt. We are unable to release the keys for the property until all funds (as shown below) are received.

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TOTAL PRE-MOVING IN COST		= \$	Total amount to be paid BEFORE lease commences

SECOND APPLICANT SIGNATURE

Date

PRIVACY ACT ACKNOWLEDGEMENT FORM FOR TENANT APPLICATIONS & APPROVED OCCUPANTS

PRIVACY CONSENT

This form provides information about how we the below named agent handles your personal information, as required by the National Privacy Principles in the Privacy Act 1988. We collect personal information about you in this form to assess your Application for Tenancy. Tenancy Databases are used to protect a property owner's investment. If you do not consent to the disclosure of your personal information, we cannot process your application.

Agency Name: FIRST NATIONAL MUDGEERABA (Herein referred to as the "Agent")

Address: 1/71 Railway Street, Mudgeeraba QLD 4213

Phone: 07 5525 2866

As a professional asset manager the Agent collects personal information about you. The information collected can be accessed by you by contacting our office on the above numbers or address.

Primary Purpose

Before a tenancy is accepted the Agent collects your personal information for the primary purpose of assessing the risk to our clients in providing you with a property you have requested to rent and if considered acceptable provide you with a tenancy for the property.

In order to assess your application the Agent may disclose your personal information to all or any of the following:

- The Lessor / Owners for approval or rejection of your application
- TICA Default Tenancy Control Pty Ltd and TICA Assist Pty Ltd to record details of your application for tenancy with the Agent and assess the risk to our clients and verify the details provided in your application.
- Referees to validate information supplied in your application
- Other Real Estate Agents or asset managers to assess the risk to our clients

The Agent may also take into account any information that is disclosed to us by TICA relating to attempts by Debt Collection Agencies, Credit Providers and related person to contact or locate you. If you are listed on TICA we are required by law to let you know that you are listed, and provide you with the contact details for TICA and the date and contact details of the person who listed you so you can find out information about your listing. If you would like more information about tenancy database laws, you can visit the Residential Tenancies Authority website at rta.qld.gov.au or call 1300 366 311.

Secondary Purpose

The Agent also has a number of secondary purposes for collecting your information. These purposes are related to your tenancy and as such, will only become applicable if your application for this property is successful.

During and after the tenancy the Agent may disclose your personal information to

- Tradespeople to contact you for repairs and maintenance of the property.
- Tribunals or Courts having jurisdiction seeking orders or remedies.
- Debt Collection Agencies, Credit Providers and related persons to permit them to contact or locate you.
- TICA Default Tenancy Control Pty Ltd to record details of your tenancy history.
- Lessors / Owners insurer in the event of an insurance claim.
- Future rental references to other asset managers / owners.

In the event of a successful tenancy application the applicant's personal information may be recorded in the Agent's TICA Virtual Manager System, which will allow the Agent to be advised of any future tenancy applications you make.

Information regarding our data deletion practices can be advised should you wish. The TICA Virtual Manager program will monitor your tenancy applications as part of our Risk Management procedures to protect our landlord's exposure.

The monitoring of your tenancy applications is not a listing on the TICA Tenancy History database. This information is information that would be available to the Agent on a truthfully completed tenancy application form.

If you fail to provide your personal information and do not consent to the uses set out above the Agent cannot properly assess the risk to our client or carry out our duties as an asset manager. Consequently the Agent cannot provide you with the property you requested to rent.

MARKETING CONSENT – please tick

I understand that the Agency may need to contact me about Property related information e.g. properties for rent or for sale or other services which may interest me. I am the telephone account holder or nominated person by the account holder and agree First National Mudgeeraba to use the phone details provided below to contact me for marketing purposes until I advise otherwise. Period of Contact:

- Indefinite until advised in writing otherwise Other –

ELECTRONIC TRANSMISSION – please tick

It is agreed by ticking this box, consent is given to receive any documentation relevant to the Tenancy by electronic communication methods such as email or facsimile and the method of receiving advice or notification by SMS is accepted.

*** Please ensure you have ticked the two boxes above**

ACKNOWLEDGEMENT AND CONSENT BY APPLICANT

FIRST Applicant Name	SECOND Applicant Name
X Signature	X Signature
Date	Date

Statement of Rental Affordability

We require you to complete this form in order for us to consider your tenancy application. We need be certain that you have the ability to pay the rent on the property you are applying for. Proof of income will be required from you and any co-tenant applicants.

Applicants name _____

Address of property _____

Weekly rent _____ **Rental bond** _____

Income	weekly amounts
Applicants income per week	\$ _____
Government benefits	\$ _____
Total income	\$ _____

Liabilities	weekly amounts
Car payments	\$ _____
Outstanding rental debts	\$ _____
Credit card/store card payments	\$ _____
Personal loans	\$ _____
Taxation	\$ _____
School fees	\$ _____
Total liabilities	\$ _____

Living expenses	weekly amounts
Phone/mobile	\$ _____
Health insurance	\$ _____
Rent	\$ _____
Fuel, power, gas etc	\$ _____
Car (registration and running expenses)	\$ _____
Day to day living (food, clothing and personal)	\$ _____
Insurance (car, life, contents etc)	\$ _____
Total living expenses	\$ _____

Total income	\$ _____
Less liabilities	\$ _____
Sub-total	\$ _____
Less living expenses	\$ _____
Balance	\$ _____

Signed by applicant _____ dated _____

TENANCY INFORMATION

CONTACT:

OFFICE HOURS: Monday – Friday 9.00 a.m. – 5.00 p.m.
Telephone: 07 5525 2866
Email: rentals@mfnc.com.au Web: www.mfnc.com.au

Emergencies:

In the event of a state emergency, please contact the SES on 132 500 or visit QLD Fire & Emergency Services <https://www.qfes.qld.gov.au/Pages/default.aspx>
For local Gold Coast information: Gold Coast Disaster Hotline 1800 606 000
Energex: for Fallen Power Lines – 131 962 or for power outages 131262
For more information and emergencies relating to your tenancy, please see page 2 and 3

Thank you for applying to rent your new home from First National Real Estate Mudgeeraba.

We provide the following information to assist you during your tenancy. If there is anything you are unsure of, please bring this to the attention of our property manager before you sign your lease.

ELECTRICITY & GAS: ** DON'T FORGET TO ARRANGE TO CONNECT ASAP!!

BOTTLED GAS: If your property uses gas for cooking and/or hot water, check the level of gas contained in the gas bottle and record this on your entry condition report at the commencement of your lease. (Gas organisations advise that the best way to do this is to pour a little hot water on the outside of the gas bottle and the line of condensation will indicate the level of gas contained in the bottle). The current supplier (whose details will be shown on the gas bottle) will be holding the gas certificate for that property and should be your point of contact to arrange an account in your name and for future supplies. Elgas – 131 161, Origin (& Multigas) 133LPG/133574 or your choice of supplier.

TANK WATER: If your property uses tank water, please check the level of water and record this on your entry condition report at the commencement of your lease. Should you require top up water during your lease, supplies can be purchased (at your expense) from a couple of local suppliers:
Hinterland Water Supplies – 1300 794 733, Bethe Carriers – 0417 794 733 or use online research for other suppliers.

PAYMENT OF RENT:

EFTPOS is not available in our office.

& PAYMENT ID:

Please pay your rent over the internet direct from your bank account into our trust account using your street number and name as your reference - do not use the word "rent".

Our bank details are as follows:

National Australia Bank: BSB 084 917 Account No: 815 223 125

Account Name: EMMML Pty. Ltd. T/A First National Real Estate Trust Account

ENTRY CONDITION REPORT:

Please return your Entry Condition Report to our office within 3 working days of the commencement of your lease. Please be thorough in noting or adding anything missing. If you have noted any maintenance issues, please bring these to our attention when returning the report.

CONTACTING US:

- **EMAIL :** this is the most effective & quickest contact method if you have email access. Please direct all correspondence to your Property Manager – rentals@mfnc.com.au.
- **APPOINTMENT :** to see your Property Manager in person please contact us to make a time to suit you both. The nature of our role takes us out of the office & by making an appointment we can ensure we are there for you.
- **PHONE :** if you don't have email or for emergencies during working hours please call 07 5525 2866. We will get back to you as soon as possible. For routine maintenance issues, please refer to page 2. For after-hours emergencies, please refer to the Emergency Repairs section on pages 2 and 3. If you have locked yourself out of the property, please refer to page 3.

GENERAL REPAIRS AND MAINTENANCE:

All general repairs and maintenance notifications must be forwarded to First National Mudgeeraba in writing so we can act accordingly.

Please text **0429 113 232** or email **rentals@mfn.com.au** (or via our website www.mfn.com.au, go to RENTAL/TENANCY (in top tab) and select "How to report Repairs/Maintenance" in the drop down menu.

Please provide as much information as possible about the repairs needed together with photographs & access authorisation for the repairs to be done. If you are reporting a repair needed to an appliance such as an oven, hot water service etc, please supply us with the make & model & whether it is electric or gas.

AFTER HOURS EMERGENCY REPAIRS - when the office is closed, public holidays & weekends:

Definition of emergency repairs - this only refer to situations such as:

- A burst water service or 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
- A fault or damage that makes the premises unsafe or insecure
- A fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the premises
- A serious fault in a staircase, lift or other common area of the premises that unduly inconveniences a resident in gaining access to, or using, the premises

FOR ELECTRICAL & PLUMBING EMERGENCIES, WE RECOMMEND: Oceanside Services: 5520 7100

But firstly:

1. Please always check your property's switchboard first to ensure that an appliance has not tripped one of the circuits
2. Then it is important to first contact Energex on 13 62 62 to check on area outages.
3. Energex recommends that if your power goes out, keep a battery-powered radio with fully charged batteries handy and listen to your local radio station or access their mobile website from your smartphone for regular power restoration updates: <https://www.energex.com.au/mobile/emergency-outages>, or visit their website <https://www.energex.com.au/home/power-outages/emergency-outages-streets/>
4. For an emergency such as fallen power lines contact Energex on 13 19 62

An electrical emergency is defined as when your complete loss of power is not an Energex issue AND is not caused by tripping by an appliance.

**** Please be aware that if your situation is not an emergency, the above trades will invoice you directly for the call-out at after hours / public holiday rates and charges. It is the tenant's responsibility to also notify the office on the first working day following the emergency with all the details relating to the call out.**

IN THE EVENT OF A STATE EMERGENCY :

Call State Emergency Services (SES) on 132 500 or visit www.132500.qld.gov.au.

For fallen power lines call Energex on 13 19 62.

For power outages call Energex on 13 62 62.

For QLD Fire and Emergency Services website, visit: <https://www.qfes.qld.gov.au/Pages/default.aspx>

For current warnings & updates, visit the QFES facebook page: <https://www.facebook.com/QLdFireandEmergencyServices/>

For local Gold Coast information:

- Call the Gold Coast Disaster Hotline on 1800 606 000.

- Visit the City of Gold Coast dashboard: <http://dashboard.cityofgoldcoast.com.au/#>

- For information about road closures, call 13 19 40 or visit website: <https://qldtraffic.qld.gov.au/>

- Listen to ABC Radio Gold Coast: <https://www.abc.net.au/radio/goldcoast/>

(NB: In accordance with the Residential Tenancies and Rooming Accommodation Act 2008 (QLD), you must notify our office as soon as practicable of any damage incurred to the property.)

KEYS – LOCKED OUT :

During office hours:

Please call us on 5525 2866 to arrange to collect our management set (keys are to be returned to our office within the hour).

Identification will be required.

When the office is closed - after hours, public holidays & weekends:

You will need to contact a Locksmith (at your expense):

We recommend:

Advance Lock & Key: 0421 080 660, or

A1 Locksmith: 0418 755 814

GENERAL INFORMATION :

WALLS :

Please do not arrange for the installation of pay TV points or picture hooks / screws or any other fixtures into the walls without prior written consent.

If damage has occurred to the walls (including the installation / removal of unapproved picture hooks etc), please do not under any circumstances carry out patch painting. The entire walls/ceiling must be repainted (walls include wardrobe doors, inside wardrobes and garages) at the tenant's expense. Our Agency can supply a list of preferred contractors who can carry out the work for you at your expense. If arranging your own contractor please ensure they are qualified and hold current Public Liability Insurance cover.

MOULD : Proper ventilation will prevent most mould growth:

- Open doors and windows to allow air to circulate; particularly in the bathroom during cool weather.
- Keep bathroom walls, showers, shower curtains, baths and basins as dry as possible – open the door to allow air to circulate through the room.
- Clean your bathroom and property regularly. Wipe away moisture on windows and walls to keep them dry.
- Clean your windows regularly to avoid mould on windows contaminating & staining curtains & blinds.

CURTAINS & BLINDS AND CARPETS : The regular cleaning of curtains and blinds is the responsibility of the tenant/s during the tenancy and they must also be cleaned prior to vacate (refer to care instructions on the product for how to clean each item). Carpets must also be cleaned at least annually & at vacate.

TERMITE MANAGEMENT : please report any unusual mud build-ups or mud tracks around the house. Don't allow garden beds, soil or mulch in gardens to block weep holes. Do not store items against the external wall of the house.

PARKING OF CARS : cars, motorbikes, boats and vans are only to be parked in the designated areas. It is prohibited to park on the front lawn areas, nature strips or other lawn area etc. Unregistered vehicles are not to be kept at the property unless they are properly garaged and the only vehicle that you own.

POOL SAFETY LAWS & TENANT RESPONSIBILITIES :

Under no circumstances is the tenant to acquire, install or erect a portable pool and / or spa on the premises.

If the property has an existing pool and/or spa, it is the tenant's responsibility to ensure the gate is not kept open and that they notify us immediately should the gate cease to be self-closing. The tenant must ensure there are no objects that would allow a person to gain access to the pool, other than via the pool gate.

SMOKE ALARMS :

To comply with Queensland Fire & Rescue Services Legislation, the following are responsibilities of the Tenant during the tenancy:

1. The Tenant/s will notify the Agent when a smoke alarm has failed or is about to fail, other than because the battery is flat or almost flat.
2. The Tenant/s will not remove dispose of, or otherwise tamper with to cease its effectiveness of the smoke alarms installed at the premises, unless it is to clean or change the battery.
3. The Tenant/s will ensure that all exits from the property are maintained as clearways so they can be safely and effectively used for escape in the event of a fire.
4. The Tenant/s agrees to enable First National Mudgeeraba to arrange for the cleaning and testing of each smoke alarm in the dwelling at least once every 12 months where the Fixed Term tenancy is 12 months or longer or a Periodic Tenancy.
5. The Tenant/s agree to arrange for the replacement of each battery that is spent or nearly spent during the Tenancy in accordance with the Information Statement (RTA Form 17A).

SAFETY SWITCH FOR POWER CIRCUIT :

The tenant/s agree to test the Safety Switch (if installed) for the Power Circuit on the Power Board every three (3) months.

Instruction and information details:

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:



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.

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.

INSURANCE COVER :

It is the tenant's responsibility to insure their own belongings and furniture. With the ever-increasing incidence of burglary and theft, contents insurance can provide you with peace of mind. The owner's insurance does not cover the tenant's belongings.

ROUTINE INSPECTIONS :

It is a legal requirement for the managing real estate agent to regularly inspect the rental property to ensure that the property is being cared for properly. These inspections occur every three months (4 p.a.). The appropriate notice will be given and we do appreciate your cooperation in arranging appointment times for inspections.

COMPLAINTS PROCEDURE :

We respect your rights as a tenant to the quiet enjoyment and privacy during your tenancy and we will do our best to assist you during your tenancy. However, should you have a complaint, please put it in writing and email your Property Manager and we will do our best to respond within seven days.

RENT ARREARS PROCEDURE:

At First National Mudgeeraba, 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.

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.

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.

These actions form our rent arrears management procedure and occur at the time specified:

From 4 days in arrears:

Reminder phone call, SMS message or email from our office

8 days in arrears:

Form 11 - Notice To Remedy Breach issued with 7 days in which to remedy breach

17 days in arrears:

Form 12 – Notice to Leave issued with 7 days' notice to vacate

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 such as TICA – Tenancy Information Centre of Australia.

Tenants will have the opportunity to pay all monies owed as well as being consulted before their details are listed.

VACATE NOTICE :

Fourteen (14) days notice must be given in writing to this office prior to vacating.

BREAKING YOUR LEASE OR CHANGE OF SHARED TENANCY :

The tenant/s acknowledge that they are responsible

- in the event of a change of shared tenancy: the Tenant/s shall seek prior approval and any prospective new tenant must complete a Rental Application which must be approved by the Property Owner prior to any action being taken. The tenant/s also acknowledge that a Change Fee of \$99.00 including GST applies.
- in the event of a Break Lease: the Tenant/s shall notify the Agent in writing of their change in circumstances and acknowledge that
 - a Break Lease fee representing 110% of one week's rent (= one week's rent + GST) applies
 - rent is payable until the new tenant's lease commences, and
 - if re-advertising is required, an advertising fee of \$99.00 including GST applies

ACKNOWLEDGEMENT BY TENANT/S:

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 and acknowledge the responsibilities outlined as the Tenant.

I have read and understand all of the above.

Address of rental property :

Tenant Name	Tenant Signature	Date
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