

## SIGN UP CHECKLIST

PROPERTY ADDRESS	
Completed	Item
	All details are correct and Lease Agreement has been explained and signed
	Provided Tenant/s with a copy of the Privacy Policy Statement
	Tenants advised of informed of Office hours and preferred method of contact and details
	Tenants advised of Explained Entry Condition Report – how, when and why
	Tenants advised of Methods of paying rent confirmed, explained including Arrears Procedure, Ref # & 1 account/house
	Tenants advised of General repairs and maintenance – process
	Tenants advised of Emergency repairs – process
	Tenants advised of Property Inspections – how, when and why
	Water Charging costs + Smoke Alarm & Safety Switch Agreement - Fire Regulations Guide (if applicable) + mould fact sheet
	Tenants advised of Change of Shared Tenancy, Breaking the Lease, Lease Renewal Process
	Tenants advised of Moving out process
	Tenants advised of Personal contents insurance
	Tenants advised about curtain cord
	Tenants advised of Strata By- Laws (if applicable)
	Tenants advised of complaints procedure
	Tenants advised on maintenance of garden, lawn, pool (if applicable)
	Keys – received signed copy and informed of lost or locked out process
	Confirm full Bond and Rent paid and receipted correctly & tenant received rent sheet
	All documents given to Tenant – lease, Bond lodgement, condition report, Information Statement, Trust Account receipts, Moving in Kit.

ACKNOWLEDGEMENT	Tenant Confirmation: 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.		
	Tenant Name	Signature	Date
	Agent	Signature	Date

## PRIVACY STATEMENT FOR TENANTS

<b>PRIVACY STATEMENT</b>	<p>Metrocity Realty respects your right to privacy. We are bound by the National Privacy Principles of the Privacy Act 1988 which regulate most of our activities with respect to personal information collected, stored, used and disclosed by us.</p> <p>In our role as Managing Agent, we collect information about you via the Tenancy Application process, throughout the tenancy and after the tenancy ends.</p> <p>The information collected may be disclosed to other parties including the property owner, employment and personal referees, as well as tradespeople, owner’s corporations and insurers, government and statutory authorities, financial institutions and other third parties as required by law.</p> <p>We will only disclose the information to other parties as required to perform our duties under an agreement, to provide an effective service, as required by law or as otherwise allowed under the Privacy Act 1988.</p> <p>You may correct information collected if incorrect or out of date.</p>
<b>QUESTIONS REGARDING THIS PRIVACY STATEMENT</b>	<p>If you have questions about this Privacy Statement or would like to access the information about you, please write to:</p> <p>The Principle          Metrocity Realty          173 Boundary Street, West End          Fax: 07 3844 3276          Email Address: <a href="mailto:info@metrocityrealty.com.au">info@metrocityrealty.com.au</a></p>
<b>ACKNOWLEDGEMENTS</b>	<p>Tenant Confirmation: 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.</p>

## RENT ARREARS MANAGEMENT PROCEDURE

<b>PROCEDURE</b>	<p>At Metrocity Realty 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.</p> <p>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.</p> <p>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.</p> <p><b>These actions form our arrears management procedure and occur at the time specified:</b></p> <p><b>2 days in arrears</b> Reminder Phone Call or SMS message or letter</p> <p><b>8 days in arrears</b> Notice to Remedy issued with 7 days to remedy breach</p> <p><b>17 days in arrears</b> Notice to Leave issued with 7 days notice to vacate</p> <p>Tenants who have not remedied their rent arrears by the expiry date on the Notice to Leave will be expected to have vacated the rental Property by that same date.</p> <p>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 ie TICA – Tenancy Information Centre of Australia and NTD – National Tenancy Database. Tenants will have the opportunity to pay all monies owed as well as being consulted before their details are listed.</p>
<b>ACKNOWLEDGEMENTS</b>	<p>Tenant Confirmation: 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.</p>

## AVAILABLE RENTAL PAYMENT OPTIONS:

### 1. DIRECT DEPOSIT – Macquarie Bank

Direct transfers can be made to our trust account on a fortnightly basis, using the reference number provided at all times. Tenants acknowledge that failure to use their reference may result in their payment being allocated to the unknown account until a receipt is provided.

Metrocity Realty Trust Account

**BSB:** 184446

**ACC:** 303508477

**REFERENCE TO USE FOR ALL PAYMENTS:** \_\_\_\_\_

### 2. DIRECT DEBIT – Macquarie Bank DEFT Payment System

Using Macquarie Bank's DEFT Payment system rent can be automatically deducted from your bank account on your behalf. If you wish to use this option please fill out the direct debit form from our office or register online at [www.deft.com.au](http://www.deft.com.au). Please note there is a small fee of \$0.85 per transaction. You must allow 2 business days for your payment to clear into our trust account. It is important to note that payments made after 5pm on a business day will not be processed until the next business day. Any direct debit payments that bounce will incur a \$15 dishonour fee.

### 3. CREDIT CARD– Macquarie Bank DEFT Payment System

Using Macquarie Bank's DEFT Payment system rent can be deducted from your credit card by registering online [www.deft.com.au](http://www.deft.com.au) or by calling 1300 301 090. Please note there is 1.25% surcharge for any credit card payments. You must allow 2 business days for your payment to clear into our trust account. It is important to note that payments made after 5pm on a business day will not be processed until following business day. Any credit card payments that bounce will incur a \$15 dishonour fee.

### 4. CHEQUE OR MONEY ORDER – FORTNIGHTLY OR MONTHLY PAYMENTS ONLY

You can pay via cheque or money order at our office.

**IT IS YOUR RESPONSIBILITY TO ENSURE THAT YOUR RENTAL PAYMENTS ARE RECEIVED ON THE DUE DATE AND FROM 1 ACCOUNT PER HOUSEHOLD. WE DO NOT ACCEPT SPLIT RENTAL PAYMENTS PER TENANT.**

## TROUBLE SHOOTING GUIDE

### PLUMBING LEAKS

The most common problem in properties is water leaking from wet areas eg bathrooms, laundries, kitchens, into adjoining rooms. A regular check for water leaks is advisable. If the carpet/floor is wet, sponge and dry area thoroughly and check again after use. Advise our Agency if there is a problem.

If the problem is a 'serious' water leak, this is classified as an emergency repair under the Legislation and the Agency must be notified immediately.

### CLOTHES DRYER

Check...

- clean filter before every use of the dryer
- is power on
- dryer is not overloaded
- is air temperature hot when running

This appliance is not essential, please complete a repair advice form and send to our Agency to report failure.

### FAULTY SWITCHES OR FANS

Do not attempt to fix it yourself. Do not use switches. Contact our Agency as soon as possible.

### HOT PLATES

Check if power is connected or check power box for tripped switch or blown fuse. Contact us to arrange for professional help.

### HOT WATER SYSTEMS

If your supply of hot water is not hot or does not seem to last as long as it should, your hot water system may need topping up. Locate the filler valve on the side of the hot water system and lift the floppy lever until water flows from the overflow. Repeat this process every few months. Otherwise, check....is the power switched on; has the power box tripped the switch or blown a fuse; or has your shower routine changed or increased (tank capacity and/or tariff rates will affect this). Remember in winter, efficiency of the tank is less than in summer and the water will cool quicker.

**Note:** Please follow the above procedure before requesting maintenance. If this does not rectify the problem please complete a repair advice form. Remember a leaking hot water tap will cause poor supply of hot water and high electricity accounts.

### INSINKERATOR

If your food disposal fails to work, you may need to push the reset button. This button is located under the unit and is usually coloured red. Do not attempt to disassemble unit. If this does not rectify the problem please complete a repair advice form and send to our Agency (use the old fashioned newspaper disposal method until attended to). Tenants will be required to pay for callouts to repair food disposal units that are blocked due to Tenant misuse or abuse.

### LEAKING FROM TOILET

Regular mopping and turning off the tap between uses is adequate until the tradesperson arrives. Please complete the repair advice form and send to our Agency to arrange for a tradesperson.

### LIGHTS

Check power or fuse box. Ensure the power is on and the switch has not tripped. If problem not remedied contact your property manager.

### POOL PROBLEMS

- Water level is a priority and must be kept at a level to allow water to flow through the skimmer boxes at all times. Failure to do this could result in enormous expenditure to you.



- No metal objects are to be allowed in the pool as it could cause corrosion marks
- No animals allowed in the pool as this creates a huge chemical imbalance.
- Ensure regular water testing for correct PH level to prevent mould/fungus forming in the pool.
- Vacuum at least once a week to keep pool clear of debris.
- Regular checks of the pump to ensure the motor is working correctly and efficiently (making funny noises could be a forerunner to a problem). Leaking or pooling water at the pump could mean a cracked casing and will need attention.
- Even if a pool is maintained for you, it is your responsibility to alert if any problems.

## POWER

If your neighbours have also lost power contact your Electricity Supplier. Otherwise check if you have a Safety Switch, which may have tripped. If so, reset the switch. If it trips again unplug all appliances from power points. Reset Safety Switch and plug in appliances one at a time until faulty appliance is located. If you have a fuse box check this for a blown fuse.

**Note:** If this does not rectify the problem please notify our Agency.

Tenants will be required to pay for callouts where a faulty appliance belonging to them has caused the problem.

## WASHING MACHINE

Check...

- that the power is connected
- that the water taps are turned on
- the load of clothes is not off balance or too high
- lid is connecting with on/off switch when closing
- hoses are securely attached
- if leaking, check hoses for splits



When all else fails, phone us during Agency hours. If late Sunday night and out of clean clothes, locate nearest Laundromat and phone the Agency Monday.

## WATER ERUPTION

Water bubbling out of the ground could be a serious problem and could lead to further complications. Phone our Agency immediately as this is an 'emergency' matter.

### EMERGENCY MAINTENANCE

Emergency maintenance must be reported immediately. Please refer to the RTA 17a Information Statement (the booklet in your lease pack). All emergencies must be phoned through to the Agency as soon as possible and then formalised in writing.

### GENERAL REPAIRS

All general maintenance must be put in writing using the repair/request forms that are available from Property Me <https://my.propertyme.com/sign-in?returnUrl=%2F> or using their App on a smart device.

**If a trade person attends the property for a maintenance item or fault and the cause eventuates to be user error or tenants damage the tenants will be responsible for the cost of repairs.**

## PROPERTY INSPECTION INFORMATION

### General Information

The information provided is a guide to the regular inspections which occur at the Property leased. As part of our management responsibilities our Agency conducts regular Property Maintenance Inspections.



### When We Inspect

Every 3 – 4 months.

A day and approximate entry time within a two hour timeframe is provided to you via RTA Form 9 Entry Notice.

Due to time restraints allocated for Property inspections, it is difficult to rearrange times, however, in extreme circumstances, please contact our office, to request a change of entry.

Your presence at the inspection is welcome, but not necessary, as the staff member conducting the inspection will use our Agency key set.

### What We Inspect

The inspection's key purpose is to visually inspect the areas applicable to the Property as listed below, and identify repairs and maintenance needed. A report is prepared and forwarded to the Lessor for instructions if repairs or maintenance work is required or recommended.

#### INTERIOR

- Floor Coverings
- Walls
- Doors and Locks including Front and Rear
- Ceiling / and Fans if applicable
- Smoke Alarms if applicable
- Light Fittings
- Power Points
- Built in cupboards – shelving and rails
- Curtains, blinds
- Whitegoods if included in tenancy
- Fixtures eg oven, hotplates
- Hot water system
- Furniture if included in tenancy
- All wet areas – taps, pipes below sink & basins

#### EXTERIOR

- Garage / carport
- Gardens and lawns
- Paintwork
- Guttering and downpipes
- Steps – structure and paint
- Balcony and decks
- Stumps, if applicable
- Driveway, paths, courtyard
- Clothes Line
- Pool / spa, if applicable
- Fencing
- Taps
- Safety Switch
- External Light Fittings

### Tenant Action Request

We appreciate your help by promptly advising us of problems found whilst residing at the Property.

**However, before each planned inspection we ask Tenants to action the following:**

- Please complete the form we send you with the Entry Notice RTA Form 9 and leave it on the kitchen bench for our attention on arrival.

- It is important that before each planned inspection date, Tenants test the Safety Switch for the Power Circuit on the main power board and Tenants arrange (if applicable) for the cleaning and testing of smoke alarms.

Please record the result of the tests on the form provided – see example following:

eg **SAFETY SWITCH TESTED OK**    **YES /NO Test date** \_/\_/\_.

We ask Tenants to perform the Safety Switch Test, so household items can be reset personally eg electronic time settings.

If you require details of companies for the clean and test of smoke alarm/s, please contact your Property Manager. Tenants are responsible for the clean and test of smoke alarm/s at least once every 12 months where the Fixed Term Tenancy is 12 months or longer or a Periodic Tenancy.

At these inspections we will also take a general photo of each room to show the owner that the property is being kept in good condition.

These photos may include your personal belongings but will not display any private material (photographs or documents) that may identify you.

**I/We give permission for Metrocity Realty to take the above specified photographs and:**

- **Send these photographs in a routine inspection report to the owner**
- **At the discretion of Metrocity Realty; use these photographs to advertise the property on the internet once you have notified us of your intention to leave. We will only use these photographs if we do not have images showing the property vacant.**



## SMOKE ALARM AND SAFETY SWITCH AGREEMENT

<b>SMOKE ALARMS</b>	<p><b>To comply with Queensland Fire and Rescue Services Legislation the following are responsibilities of the Tenant during the tenancy:</b></p> <ol style="list-style-type: none"> <li>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.</li> <li>2. The Tenant/s will not remove, dispose of, or otherwise tamper with to cease its effectiveness, the smoke alarms installed at the premises unless it is to clean or change the battery.</li> <li>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.</li> <li>4. The Tenant/s agree 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.</li> <li>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).</li> </ol> <p>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 ensure they are qualified and hold current Public Liability Insurance cover.</p>
<b>SAFETY SWITCH FOR POWER CIRCUIT</b>	<p>The Tenant/s agree to test the Safety Switch if installed for the Power Circuit on the Power Board every 3 months. Instructions and information details:</p> <p><b>What is a safety switch?</b>        Safety switches are an insurance against electric shock and are designed to prevent injury or death.</p> <p>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.</p> <p>Installing a safety switch is an inexpensive safety measure that protects everyone.</p> <p><b>Are safety switches failsafe?</b></p> <p>Nothing is failsafe. Safety switches should be regularly checked. Just like a smoke alarm 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.</p> <p><b>How do I know if a safety switch is installed?</b>        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:</p>



**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 Property Manager immediately.
- **Carry out the 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.**

<b>ACKNOWLEDGEMENTS</b>	Tenant Confirmation: 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.
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## QUICK REFERENCE GUIDE & INFORMATION ACKNOWLEDGEMENT

### AGENCY INFORMATION

AGENCY NAME  
Metrocity Realty

ADDRESS  
187 Melbourne Street, South Brisbane Q. 4101

PHONE NUMBER  
3844 8399

FAX NUMBER  
3844 3276

EMAIL ADDRESS  
[info@metrocityrealty.com.au](mailto:info@metrocityrealty.com.au)

WEB ADDRESS  
[www.metrocityrealty.com.au](http://www.metrocityrealty.com.au)

### OFFICE HOURS



MONDAY – FRIDAY 9am - 5pm

SATURDAY 9am – 1pm

SUNDAY CLOSED

### PREFERRED METHOD OF CONTACT



#### EMAIL

This is the most effective and quickest contact method if you have email access also. Your Property Manager's direct email address appears above or on the business card provided.



#### APPOINTMENT

To see your Property Manager in person, please contact the office to make a time that suits you both. The nature of our role takes us out of the office and by making an appointment we can ensure we are there for you.



#### TELEPHONE

If you don't have email or for emergencies please contact our office by phone. Messages left will be returned as soon as it is possible to do so.

### OTHER INFORMATION



#### CONDITION REPORT

Please complete, sign and return to our office within 3 DAYS OF THE LEASE COMMENCEMENT DATE as required by the Residential Tenancies and Rooming Accommodation Act.



#### DIRECT DEBIT

Direct debit is the preferred method of rental payments. Please refer to the information sheet provided.

It is your responsibility as the account holder to increase the amount of the direct debit (if or when necessary) and cancel the direct debit authorisation at the end of your Tenancy. As we are NOT the account holder, we CAN NOT change any direct debit authorisation.

## **EMERGENCY REPAIRS** – Emergency repairs include such situations as:

Burst water service                      Fault/damage likely to cause injury  
Gas leak                                      Serious roof leak  
Blocked or broken toilet                  Electrical shock/fault

PHONE METROCITY REALTY TO REPORT THESE TYPES OF SITUATIONS IMMEDIATELY.

If after hours, leave a detailed message of the situation and refer to RTA form 17a – Information Statement available in this Tenancy Moving In Kit.

## **GENERAL REPAIRS AND MAINTENANCE**

All general repairs and maintenance must be forwarded to our Agency in writing so we can act accordingly. Provide as much information as possible of the repairs needed as well as access authorisation for the repairs to be done. Repair Advice Forms are found on our website or log your maintenance direct on the Property Me website:

<https://my.propertyme.com/sign-in?returnUrl=%2F>

## **PROPERTY INSPECTIONS**

The Property is inspected by our Maintenance Inspection Manager 3 or 4 times per year. You will be notified in writing 7 to 14 days prior. For further information please refer to the Property Inspection Information provided.

## **KEYS, LOCKED OUT?**

Office Hours – you can collect our Management set and return them to our office within the hour. Identification will be required.

After Hours – contact a Locksmith at your cost. We recommended the following Locksmith  
24HR Locksmith – 0481 291 713

## **MOVING OUT**

Two (2) weeks' notice in writing is required if you intend to vacate on the lease expiry date or after that date. The prescribed form is provided for you to complete.



### **BREAKING A LEASE AGREEMENT**

If you wish to vacate the property DURING your Tenancy, please contact your Property Manager immediately and make an appointment at which time the Property Manager will advise you of your obligations during this process. If you are breaking your lease you are required to pay for the rent up until another tenant is found to take over your lease. **A fee of one week's rent +GST is to be paid to the agent** as a commission for finding a tenant and drawing up all the changeover documents. **An additional \$100 is also required to be paid to the agent to cover the advertising costs.** Tenants acknowledge that the property will be advertised as available from one week after they vacate to allow for the exit inspection to be carried out and any items noticed to be rectified prior to a new tenant moving in. Tenants will also need the batteries in the smoke alarm replaced at their cost and the smoke alarm cleaned and tested upon vacating.

## **INSURANCE**

We advise ALL TENANTS to insure their own contents as they are NOT covered under the Lessor's policies.

## **PARKING OF CARS**

All cars, motorbikes, trailers, campervans, caravans, boats and trucks are to be parked in designated parking areas ONLY. Do not park on front lawn areas, or on Body Corporate designated common areas (where applicable). It is the Tenants responsibility to repair any damage done when parking cars etc in such areas.

Oil stains on driveways is the Tenant's responsibility to remove before vacating the Property. To avoid such damage we recommend the purchase of a drip tray.

## **POT PLANTS**

It is recommended that pot plants are raised off the carpet or outside areas to avoid water damage or staining.

## **ELECTRONIC TRANSMISSION**

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

## **POOLS AND POOL FENCING**

PLEASE DO NOT MAKE THE ASSUMPTION THAT YOU ARE ABLE TO INSTALL / ERECT A POOL OF ANY TYPE AT THE PROPERTY.

If you wish to have a pool of any size, it may require fencing due to Legislation. You must first seek permission from the Lessor in writing for the pool. If permission is granted, it is then the responsibility of the Tenant to ensure that ALL fencing requirements are met in accordance with relevant legislation. We recommend you contact the Queensland Government and your local Council for further information

## **PAINTWORK ON WALLS**

The tenant agrees that no nails, screws, hooks, blue tac, sticky tape or tacs are to be fixed to the wall without the written permission of the Agent. It is our experience that when these are removed, paint and plaster damage occurs and the tenant will be held responsible.

**CARPET STAINS** The tenant agrees to remove marks and stains on the carpet immediately before serious and permanent damage occurs. If necessary, a professional carpet cleaner should be engaged. **DO NOT IRON ON THE CARPET AS IT WILL BURN AND CANNOT BE REPAIRED**

**TIMBER FLOOR BOARDS** The tenant agrees that you will place felt protection pads under all your furniture whilst being placed on any timber floorboards throughout the property. Any damage created from furniture scrapping, marking or indenting the timber floorboards will be charged to the tenants.

## **LAWNS AND GARDENS (IF APPLICABLE)**

We have taken the time to ensure that the lawns and gardens are presented in a neat and tidy condition. The tenant agrees to keep the grounds in the same condition including footpath areas. Failure to maintain the lawns in a neat and tidy condition will result in a professional lawn maintenance company attending the property. The tenant agrees to pay for this cost.

## **SMOKING**

The tenant agrees that smoking is not permitted inside the property.

## **CHANGE OF SHARED TENANCY**

If at any time during the tenancy there is a change of tenancy conducted there will be a \$50 fee for the application checks and changeover of paperwork.

## **VACATING – CLEANING AND CARPET CLEANING**

The tenant agrees that if the premises are not cleaned to the Agent's satisfaction within a reasonable time, a professional cleaner will be engaged to clean where required and the cost will be deducted from the bond. The tenant agrees that upon vacating, a professional carpet cleaner as per your entry condition report will clean the carpets and you will provide Metrocity with a receipt.

## **WHEELIE BIN FEE**

Please ensure your wheelie bins are brought off the street within 48 hours of the council emptying. If not you may incur a \$100 fee.

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## GENERAL BODY CORPORATE BY-LAWS

### NOISE

The occupier of a lot must not create noise likely to interfere with the peaceful enjoyment of a person lawfully on another lot or the common property.

### VEHICLES

The occupier of a lot must not, without the Body Corporate's written approval -

- (a) park a vehicle, or allow a vehicle to stand, on the common property; or
- (b) permit an invitee to park a vehicle, or allow a vehicle to stand, on the common property

### OBSTRUCTION

The occupier of a lot must not obstruct the lawful use of common property by someone else.

### DAMAGES TO LAWNS, ETC ON COMMON PROPERTY

The occupier of a lot must not, without the Body Corporate's written approval -

- (a) damage a lawn, garden, tree, shrub, plant, flower on the common property; or
- (b) use a part of the common property as a garden

### DAMAGE TO COMMON PROPERTY

An occupier of a lot must not, without the Body Corporate's written approval, mark, paint, drive nails, screws or other objects into or otherwise damage or deface a structure that forms part of the common property.

### CHILDREN PLAYING ON COMMON PROPERTY

An occupier of a lot must not allow children to play on the common property. It is prohibited for skateboards or bicycles to be ridden on the common property.

### BEHAVIOUR OF INVITEES

An occupier of a lot must take reasonable steps to ensure that the occupier's invitees do not behave in a way likely to interfere with the peaceful enjoyment of another lot or the common property.

### LEAVING OF RUBBISH, ETC. ON COMMON PROPERTY

The occupier of a lot must not leave rubbish or other materials on the common property in a way or place likely to interfere with the enjoyment of the common property by someone else.

### APPEARANCE OF LOT

The occupier of a lot must not, without the Body Corporate's written approval, make a change to the external appearance of the lot unless the change is minor and does not detract from the amenity of the lot and its surrounds.

The occupier of a lot must not, without the Body Corporate's written approval –

- (a) hang washing, bedding, or another cloth article if the article is visible from another lot or the common property, or from outside the scheme of land, or
- (b) display a sign, advertisement, place card, banner, pamphlet or similar article if the article is visible from another lot or the common property, or from outside the scheme land.

### STORAGE OF FLAMMABLE MATERIALS

The occupier of a lot must not, without the Body Corporate's written approval, store a flammable substance on the common property.

The occupier of a lot must not, without the Body Corporate's written approval, store a flammable substance on the lot unless the substance is used or intended for use for domestic purposes.

### GARBAGE DISPOSAL

Unless the body corporate provides some other way of garbage disposal, the occupier of a lot must keep a receptacle for garbage in a clean and dry condition and adequately covered on the lot, or on a part of the common property designated by the body corporate for the purpose.

The occupier of a lot must: -

- (a) comply with all local government local laws regarding the disposal of garbage, and
- (b) ensure that the occupier does not, in disposing of garbage, adversely affect the health, hygiene or comfort of the occupiers of other lots.

### KEEPING OF ANIMALS

The occupier of a lot must not, without the Body Corporate's written approval

- (a) bring animals or keep an animal on the lot or the common property, or
- (b) permit an invitee to bring or keep an animal on the lot or the common property.

The occupier must obtain the Body Corporate's written approval before bringing, or permitting an invitee to bring an animal onto the lot or the common property.

Tenant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Tenant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Tenant Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## MOULD FACT SHEET FOR TENANTS

### What is mould?



Mould is a form of fungus and is spread primarily by airborne spores that will develop and grow on almost any surface providing the following conditions are present:

- A relevant indoor humidity of 80% or higher.
- Moisture, usually from condensation. Mould can develop in the absence of condensation, but its growth is accelerated by the presence of moisture.
- A nutrient. Research shows that certain ingredients in most paints, household dust, and cooking fumes all provide excellent food for mould.

Sooty mould, the most common type, leaves surfaces with a brown or black stain and usually occurs on the walls and ceilings of bathrooms, bedrooms and in cupboards. Untreated, this mould will spread to other rooms in the house.

Green furry mould grows on organic or organic-bearing surfaces, such as shoes or clothes.

### Condensation and mould

The winter season brings with it condensation and mould growth problems in houses, units, townhouses and villa homes. Condensation and mould can occur in any type of home construction, including weatherboard, brick veneer, solid brick, masonry veneer and monocrete.

### Condensation and its causes

Atmosphere heavily laden with water vapour is referred to as being of high humidity. When highly humidified air comes in contact with any cold surface such as a wall or ceiling, it chills and water vapour is extracted from the air, remaining as condensation on the cold surface.

High humidity has an accumulative effect on absorbent materials such as clothing hanging in the cupboard or bedclothes, making them damp. Condensation will also cause rust on metal surfaces such as spring wire mattresses.

### How to prevent condensation

Condensation cannot occur if humid moist air is removed and replaced by dry air. This can be achieved very simply through better ventilation of dwellings.

### Ways of improving ventilation

Open windows and doors when weather permits to improve cross ventilation. Where window locks are provided, lock windows open at 10cm when not at home.

- On cold nights, when the house or flat is closed against the cold, ventilation should be ensured during the day.
- If the dwelling is closed during the day, windows and inside doors should be open at night, particularly in spaces where heaters are operating.
- Room ventilators and exhaust fans should be kept clean. Normal house fluff can block or partly block wall or ceiling ventilators and exhaust fans and impede proper ventilation of the property.



- Turn on exhaust fans, particularly when bathing, showering, cooking, doing laundry and drying clothes.

## Warm moist air

Warm air will not cause condensation on a cold surface, but warm moist air will. Warm moist air can be created by:

- kerosene room heaters
- steam from cooking
- washing dishes or clothes
- clothes dryers that are not externally vented
- steam from bathrooms
- drying damp clothes inside

## What can I do to reduce mould in the property?

- Mould growth is retarded by the circulation of dry air. It follows that 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.
- Allow sunlight into the property as much as possible, especially in the bathroom, laundry and kitchen.
- Wash and dry damp clothes, and dry and air damp shoes outside as soon as possible. To prevent green fluffy mould on clothes and footwear, ensure that they are thoroughly dry before storage. Leave the wardrobe doors open where possible.
- Remove fruit and vegetables from plastic wrapping and refrigerate within 27 hours. Discard mould items. Keep fresh food in sealed containers or with use of cling film.
- Evaporation trays in air conditioners, dehumidifiers and refrigerators should be cleaned frequently.
- Do not run evaporative air condition systems with water during times of high humidity (over 65%). If the air is feeling humid, run the evaporative air conditioning system without water. Always ensure windows are open when running an evaporative air conditioning system.
- Regularly clean carpets and rugs to prevent mould spores using a High Efficiency Particulate Air (HEPA) filter vacuum cleaner. Most new vacuum cleaners include HEPA filters.
- If water leaks or spills occur indoors, it is important to clean and dry the area immediately or preferably within 24 – 48 hours to prevent mould from growing.
- Ensure the property does not have any water leaks that are visible. Report any leak to the Managing Agent.

## How do I remove mould from the property?

- Personal protective equipment, including half-face disposable le respirators with P1 or P2 filters are available at hardware stores, and should be used to avoid possible mould spore inhalation when cleaning.
- Take additional precautions to prevent mould spore release and transmission by using of drop sheets and exclude persons not performing the work from the area that is being cleaned.
- Remove mould by using a suitable mould remover, such as:
  - A solution of 3 parts vinegar with 2 parts water
  - A solution of 70% methylated spirits and 30% water
  - A solution of tea tree oil and water, or
  - Commercial products available from supermarkets
- Ensure that you comply with the safety precautions provided by the manufacturer to protect your eyes and skin from the solution or mould remover.
- Wipe clean the affected area using a microfiber cloth with the cleaning solution. Use a two bucket system – one bucket with the solution and the other with clean water. Do not put the dirty cloth back in the solution – wash in the clean water bucket first. This avoids cross contamination.
- After cleaning the mould affected areas with the solution, wipe the surfaces with a damp cloth. Do not use the same cloth used with the solution.
- Wipe all surfaces dry with a clean cloth.

- It is important to use a different cloth with each process and dispose of them immediately, otherwise the mould spores will be spread and mould will reappear in a short time.
- Do not attempt to dry brush the area using a broom or brush as this can increase spread of mould.

## What the Residential Tenancies Authority says about mould

*Current as at 26 June 2012*

The Residential Tenancies Act does not make specific reference to mould, but it does detail requirements about the standard maintenance of a Property throughout the Tenancy Agreement.

### Fast facts

- It is the responsibility of the Tenant to notify the Agent or Lessor of any serious/extensive mould problem.
- It is the responsibility of the Tenant to notify the Agent or Lessor of any serious/extensive mould problem.
- If the mould is a result of an issue in the premises, such as a roof leak, it is generally the Lessor's responsibility to clean the mould and make any repairs necessary to maintain the property in good repair.
- If the Tenant caused the mould, they are responsible for its removal and may have to pay for to repair any damage caused.
- At the first sign of any problem, the Lessor/Agent and Tenant should discuss the issue.

**An example of who's responsible:** if the Tenant continually allowed steam to build up in the bathroom without proper ventilation and/or regular cleaning, resulting in mould, then the Tenant may be liable. If the mould is a result of a structural issue, e.g. a roof leak, then the Lessor would be liable for the repairs.

**NOTIFY YOUR LESSOR/AGENT AS SOON AS YOU BECOME AWARE OF A MOULD ISSUE.**

## SAFETY ALERT - Blind and Curtain Cords

### Loose blind and curtain cords can kill

Fix them out of reach so kids are out of danger

### Blind and curtain cord hazards

Loose blind and curtain cords/chains—particularly those with loops—are dangerous.

Children have died when the loop went over their head or they got tangled in loose cords while:

- sleeping in a cot or bed where cords are hanging
- playing near cords
- standing on a chair, sofa or bed to look out a window.

Children do not understand that a cord/chain wrapped around their neck can tighten and strangle them in just a few minutes if they sit down, roll around or climb down to the floor.

Between 2001 and 2008 at least 11 children have died in this way. Nine of these were children under three years of age. In the US, a child aged between seven months and 10 years dies each month after being strangled on curtain and blind cords.

### Steps for protecting children

Take these four simple steps to ensure that blind and curtain cords/chains are out of reach of children, particularly from children under six.

#### 1. Check your blind and curtain cords

- ✓ Check for loose or looped cords that your child can reach from the floor or by climbing on furniture.
- ✓ Immediately tie cords out of reach and move away any furniture children might climb on to reach them.

Do this anywhere you are staying, including on holiday.

#### 2. Secure your cords out of reach

- ✓ Buy cleats or tensioning devices for securing cords from a hardware store or curtain and blind shop.
- ✓ Use screws to fix each cleat or tensioning device in a place that is out of reach of children.
- ✓ Never secure these devices with materials that may fail when a load is placed on them, such as double-sided tape or glue.

If you cannot fix your unsafe cords and chains out of reach yourself, get a reliable tradesperson to do it for you. If you are renting your home, seek help from your landlord or agent.

#### 3. Choose safe blinds and curtains

Buy new curtains and blinds which:

- ✓ comply with the national mandatory standard
- ✓ have warning labels to remind you of dangers to children
- ✓ provide a way to secure cords/chains so there are no loops or strands that children can reach, or
- ✓ operate without exposed cords/chains.

#### 4. Keep children away from all cords/chains

- ✓ Move anything a young child can sit in, stand or climb on (like cots, highchairs, beds, sofas, tables, chairs and bookshelves) away from cords/chains—even those tied around a cleat, as your child may be able to untie them.
- ✓ Do not let children play near cords/chains they can reach.
- ✓ Never leave children alone in a room with cords/chains they can reach.