

NEW TENANCY HANDOVER APPOINTMENT

Agency Details	Pure Real Estate Pty Ltd T/as Pure Rentals
Property Address	
Tenant Name/s	
Date & Time of Handover Appointment	

ITEM	
<input type="checkbox"/>	Welcome letter
<input type="checkbox"/>	Quick reference & information acknowledgement
<input type="checkbox"/>	Office hours & preferred methods of contact
<input type="checkbox"/>	Entry Condition Report explained – how, why and when
<input type="checkbox"/>	Date Entry Condition Report given to tenants:
<input type="checkbox"/>	Date Entry Condition Report is due back:
<input type="checkbox"/>	General repairs and maintenance – process
<input type="checkbox"/>	Emergency repairs – process
<input type="checkbox"/>	Keys – lost or locked out
<input type="checkbox"/>	Insurance
<input type="checkbox"/>	Routine Property Inspections – how, when and why
<input type="checkbox"/>	Photo authority
<input type="checkbox"/>	Rent Payments & Arrears procedure
<input type="checkbox"/>	DEFT Reference Number:
<input type="checkbox"/>	Trust account ledger – bond and rent receipted to correctly, paid to date confirmed
<input type="checkbox"/>	Change of Shared Tenancy, Breaking the Lease, Lease Renewal Process
<input type="checkbox"/>	Troubleshooting guide
<input type="checkbox"/>	Smoke alarm, safety switch & pool agreement
<input type="checkbox"/>	Smoke alarm & water charging fact sheets
<input type="checkbox"/>	Discuss any tenant queries in relation to General Tenancy Agreement, Special Terms, Conditions, obligations or responsibilities.
<input type="checkbox"/>	Tenant has been provided copy of RTA Form 10 if Property if listed for sale
<input type="checkbox"/>	All parties signed copies of Key Register and Document Collection Form

TENANT ACKNOWLEDGEMENT

Tenant Confirmation: By completing this confirmation the Tenant/s acknowledge having received, discussed and understood the procedures, documents and items detailed above on or before the commencement of the Tenancy Agreement.

Tenant Name	Signature	Date
Agent	Signature	Date

Dear Tenant/s

Congratulations on securing your new home! We hope your moving process is not too stressful and you are settled as quickly as possible.

At Pure Real Estate, we like to ensure our tenants are well informed of what to expect from our Agency during your tenancy and have outlined a few general housekeeping items below.

The team can be contacted during business hours via email hello@purerentals.com.au or phone 07 3217 2915.

1. Entry Condition Report

Our agency has completed the Entry Condition Report and given you a signed copy at the start of your Tenancy. Please ensure you go through this report, add any additional comments or details before signing and returning this to us **within 3 days** as required under the Residential Tenancies and Rooming Accommodation Act. You can return this to us in person, or scan and email a legible copy to hello@purerentals.com.au.

If you do not complete and return the report, this means you agree with our Agency's description of the property. However, failure to complete the report is an offence. The report, and any photos or video, can be used as evidence by QCAT if there is a dispute.

2. Occupancy

Only the people originally included on the application and approved by the lessor are permitted to reside at the property. If there is a proposed change to the occupants and/or lease holders of a property, our agency must be informed with the necessary processes and paperwork to be completed and submitted for approval.

No one is allowed to move in without permission and any tenants vacating the property must submit a RTA Form 13 Notice of Intention to Leave.

3. Breaking your Lease

If you wish to break your Tenancy Agreement, under current legislation, you will be responsible for the rent until the end of your lease or until a new tenant is found and a new lease commenced. Costs for the advertising of the property plus the re-let fee and any other associated costs may be charged to you. Please notify us as soon as possible if you intend to break your lease at any time during your tenancy.

4. Repairs & Maintenance

Please report matters requiring repairs or maintenance as soon as you are aware to avoid the risk of injury to visitors or damage to the rental property. **All non-urgent maintenance requests must be received by our office in writing.**

Maintenance requests are usually processed within 72 hours of receipt, however delays in scheduling the maintenance may occur due to awaiting lessor instructions and/or contractor or trades people availability. We greatly appreciate your patience in these matters.

We have reliable and qualified trades people to help with repairs and maintenance issues. Should you attempt to carry out the repairs and they are not done to a satisfactory standard, you could be responsible for additional expenses to rectify at the end of your tenancy.

5. Care of the Property

You have a very clear obligation under the Act and your Tenancy Agreement to take good care of the property to ensure that, at the end of the tenancy, you can return the property in the same condition it was at the commencement of your tenancy (fair wear and tear excepted). This includes internal and external cleanliness and the adequate care of any included fixtures, fittings, furniture or inventory items.

6. Alterations or repairs to the Property

Whilst we appreciate that the property may not be completely to your taste, it is not permissible to carry out alterations to the property without written approval. In the event you are given approval (eg to wall mount a tv), it is imperative that you carry out your obligations at the end of the tenancy and reinstate the property to its condition at the commencement of the tenancy (fair wear and tear excepted), unless you have been given written permission to do otherwise.

Please do not insert any screws, nails, hooks or hanging devices into the property without permission.

On behalf of the lessor, our agency is keen to ensure the property is well maintained throughout your tenancy.

Should you have any questions or concerns now or throughout the tenancy, please contact our Agency and one of our Property Management team members will be able to assist.

Kind regards,

The Pure Real Estate Team

QUICK REFERENCE GUIDE & INFORMATION ACKNOWLEDGEMENT



AGENCY INFORMATION

AGENCY NAME

Pure Real Estate Pty Ltd T/as Pure Rentals

ADDRESS

388 Lutwyche Road, Windsor Qld 4030

PureRealEstate

PHONE NUMBER

07 3217 2915

EMAIL ADDRESS

hello@purerentals.com.au

WEB ADDRESS

www.purerealestategroup.com.au

OFFICE HOURS



MONDAY – FRIDAY

9:00am – 5:00pm

SATURDAY

By appointment

SUNDAY

Closed

PREFERRED METHOD OF CONTACT



EMAIL

This is the most effective and quickest contact method of communication.



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.



EMERGENCY REPAIRS – Emergency repairs include such situations as:

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

PHONE **07 3217 2915** TO REPORT THESE TYPES OF SITUATIONS IMMEDIATELY. If after hours, leave a detailed message of the situation and refer to the Emergency contact numbers listed on Page 2 of the General Tenancy Agreement as well as refer to the RTA form 17a – Pocket Guide for Tenants given to you.



GENERAL REPAIRS AND MAINTENANCE

All general repairs and maintenance must be forwarded to our Agency in writing so we can seek lessor authority and act accordingly. Provide as much information as possible of the repairs needed as well as access authorisation for the repairs to be done.



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 Locksmiths:

Shain's Local Locksmiths – 0425 837 511

Barrier Locksmiths - 0429 197 981



INSURANCE

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



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.



RENTAL PAYMENT

Direct credit by DEFT 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 credit (if or when necessary) and cancel the direct credit schedule with your financial institution at the end of your Tenancy. As we are NOT the account holder, we CAN NOT change any direct credit authorisation.



POT PLANTS

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



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.



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.



CHANGING OCCUPANTS

Only the people originally included on the application and approved by the lessor are permitted to reside at the property. If there is a proposed change to the occupants and/or lease holders of a property, our agency must be informed with the necessary processes and paperwork to be completed and submitted for approval.

No one is allowed to move in without permission and any tenants vacating the property must submit a Notice of Intention to Leave.



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.

PROPERTY INSPECTION INFORMATION

General Information

The inspection's key purpose is to visually inspect the areas applicable to the Property as listed below, and identify repairs and maintenance needed and to also ensure the tenant is maintaining the property as per the terms and conditions of the General Tenancy Agreement and Entry Condition Report; allowing for fair wear and tear.

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

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.

Acknowledgements

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

TENANT NAME

Signature

Date

TENANT NAME

Signature

Date

Agency

Pure Real Estate Pty Ltd T/as Pure Rentals

Signature

Date

PHOTO AUTHORITY

Property Address:

Tenant Name/s:

Confirmation

I / We agree for Pure Real Estate Ptd Ltd T/as Pure Rentals and/ or third party agents to take internal photos as required for their regular routine inspections of the property to demonstrate condition the it is being maintained in, any damage or maintenance issues to report for office and owner use.

I / We agree for Pure Real Estate Ptd Ltd T/as Pure Rentals and/ or third party agents to take and use photos or images of the above property showing our belongings and possessions for the purpose of marketing or advertising the property in accordance with Section 203 of the *Residential Tenancies and Rooming Accommodation Act 2008* on receipt of our notice of intention to leave and/or formal notice of the lessor's Intention to Sell the Premises being issued.

I / We acknowledge that we may or may not be present at the time the photos are taken and that Pure Real Estate Ptd Ltd T/as Pure Rentals and/ or third party agents give us the option to remove any personal items before the photos are taken for advertising. I / We understand that these photos may include our personal belongings but will not include personal photographs or items which may identify us.

TENANT NAME

Signature

Date

TENANT NAME

Signature

Date

TENANT NAME

Signature

Date

Agency

Pure Real Estate Pty Ltd T/as Pure Rentals

Signature

Date

RENT ARREARS | AGENCY PROCEDURE

Property Address	
Tenant Name/s	

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 arrears management procedure and occur at the time specified:

1-7 days in arrears	Reminder Phone Call, SMS message and/ or email.
8 days in arrears	Notice to Remedy Breach (RTA Form 11) will be served on the tenant/s and a copy forwarded to the lessor.
Expiry of the Form 11	Notice to Leave (RTA Form 12) with 7 days' notice to vacate will be served on the tenant/s to terminate the tenancy in the event the breach has not been remedied.
Expiry of the Form 12	Tenancy is to handover vacant possession of the property to the agent. Failure to do so may result in the agent and/ or lessor lodging an urgent application to QCAT for an Order for Warrant of Possession.

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.

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.

TENANT ACKNOWLEDGEMENT		
Tenant Confirmation: By completing this confirmation, the Tenant/s acknowledge having received, discussed and understood the procedure above on or before the commencement of the Tenancy Agreement.		
Tenant Name	Signature	Date
Agent	Signature	Date

TROUBLE SHOOTING GUIDE

AGENCY: PURE REAL ESTATE PTY LTD T/AS PURE RENTALS

Address: 388 Lutwyche Road, Windsor Qld 4030

Contact: 07 3217 2915

Email: hello@purerentals.com.au



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.

AIR CONDITIONER

Some air conditioners take up to 30 minutes before blowing the cooled/ heated air through the property.

If the air conditioner is not adequately heating/ cooling the area after a period time, there are a few things you can easily check yourself which may rectify the situation.

If there has been a power failure fault, temperature fault, or no cold air is blowing, you might like to try switching off the power at the fuse box. If you switch it back on, and the problem continues, please notify our Agency via email of the failure and include the details of any error or faults shown on the controller.

This appliance is not essential, please notify our Agency via email of the failure.

Unit is unplugged	First and foremost, check the unit is plugged in! While this might be an obvious issue, on occasion the plug may have come partially or completely dislodged. Perhaps it was the dog or kids, but nevertheless it might be exactly the reason why your air con isn't running.
Blocked filters and coils	Washable filters should be cleaned annually at a minimum to help keep your air con running, but you might like to clean them every 3 to 6 months if you find that they're typically covered in a lot of dust and dirt when you taken them out. Aim to clean

	<p>them before peak seasons – summer and winter – to help your air con run efficiently during these times in particular.</p>
<p>Thermostat out of place</p>	<p>Room air conditioners are designed with a thermostat sensor (located behind the control panel), which measures the temperature of the air the unit is blowing out. If your unit is not blowing any cold air, the sensor may have been knocked out of its position. This requires a technician to adjust it back to its right place.</p> <p>In addition, check the thermostat status on the controller. If it's set to 'on', make sure the thermostat is also set to 'cool' (read your manual if in doubt how). You might need to lower the temperature on your controller.</p>
<p>Blown circuit breakers and fuses</p>	<p>Check to see if the fuse has been blown or if the circuit breaker has been tripped and ensure they're turned on and functioning correctly. It's common with older homes to have circuits become overloaded if the air con shares a circuit with other appliances such as fridges, microwaves or irons.</p>
<p>Ice build up</p>	<p>Another common issue is ice build-up. It may be possible that ice has formed inside the unit, causing a low cooling performance. To check if this is the case, switch off the unit and lift the cover to see if there is any ice build-up on or behind the filter. This typically occurs if the fan blower belt is damaged.</p>
<p>Wrong settings</p>	<p>Having the right temperature set on your control is key. If your AC is blowing air but it's not cold, ensure your unit is set to 'cooling' mode on the controller. Typically, this is indicated by a snowflake symbol or the words 'cold' or 'cool'. If it's already on this mode, check the temperature is low enough for the unit to know it needs to cool. You can test this by dropping the temperature to 16°C on a hot day to check if the air from the air con feels cool before you switch it to an optimum level such as 24°C. This goes for heating as well – if you're using the air conditioner to heat the home in winter but it's blowing cold air, check the mode on your controller. Key settings to remember:</p> <ul style="list-style-type: none"> • Snow flake = cooling • Sun = heating <p>During the heating cycle, it's possible for the unit to blow cold air. This might occur because of the defrost cycle, which switches to a 'cooling' mode to allow the outdoor unit to heat up and defrost. However, there might also be settings on the controller that are hindering the fan to switch off – this is where you can consult your manual or a technician. It might also be because some controllers allow you to set the fan motor to constant operation, meaning the fan will operate regardless of settings, defrost cycle or temperature, which you can switch off.</p>

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 notify our Agency via email of the 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 notify our Agency to arrange a tradesperson.

LIGHTS

Check power or fuse box. Ensure the power is on and the switch has not tripped. Replace the light globe of the fitting. 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.
- Periodically empty and clean the skimmer basket to ensure the water can flow through freely.
- Even if a pool is maintained for you, it is your responsibility to alert us if there are 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 Pocket Guide for Tenants (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 our Agency.



A Guide to Cleaning your Air Conditioner

Posted by [Veronika Hleborodova](#) 07/07/2018

If you're still sweating through summer even with your air conditioner seemingly on full blast, you might be scratching your head as to why. Furthermore, if you own an air conditioner, you might notice that after a while it appears to be pumping out less air, and is becoming less effective at cooling your home. While there's a wide range of things that could potentially be causing this, if you want to try and restore your air conditioner to its full capacity, the first thing on your to-do list should be a full and thorough clean.

A dirty air conditioner can be a major disrupter to your midsummer chill out. While many modern air conditioners come equipped with self-cleaning functions, nothing beats a proper hands-on clean of the various bits and bobs within your unit that can get clogged with dust and dirt over time.

For those unfamiliar with the process, we've put together a step-by-step guide detailing how to clean your air conditioner, and turn it back into a lean, mean, cooling machine. Note that this guide has been written for split-system air con units, so if you have a vented, window, or portable air conditioner, your unit's cleaning needs may vary from what's outlined in this article.

How do I clean my air conditioner?

Cleaning your air conditioner is not as difficult as it may sound, and once you've done it once, you'll be confident in how to do it again. This is what you need to do:

Clean the condenser coils

For this first step and all following steps, you will need to turn off all power running to the air conditioning unit. Turn off any power points it's plugged into, and even turn it off at the circuit board if possible. You're going to be dealing with the big outdoor component of your system for this step, and it's crucial that there's no power running through the system.

To access and clean your air conditioner's condenser coils, you'll need to remove the outer casing, which will most likely require a screwdriver or similar tool. Once you've removed the outer casing, remove any other components obstructing access to the coils, and then locate the coils.



Brush off any surface dirt or grime using a stiff brush or duster, and then remove trapped or caked on dirt by applying a suitable cleaning agent and then rinsing it away with water (spraying from the inside) after 10 or 15 minutes. While you're there, you should also check the coil fins, and if any appear bent or damaged, you can comb them straight with a 'fin comb', which can be purchased from most hardware or specialist air conditioning stores.

Remove and clean the filters

It's time to move to the indoor unit for this step. If you remove or flip up the front grille on the inside air conditioner unit, you should be able to remove one large mesh panel, or two smaller ones. These filter panels are your unit's primary line of defence against various airborne nasties such as dust and bacteria. However, this means that they tend to get dirty and clogged incredibly quickly, and need cleaning more regularly than other parts of the unit. The flipside of this is that the filters are the easiest part to clean.



To clean the panels, simply take them outside, being careful not to dislodge any of the dust inside your home, and give them a bit of a bash on a railing or post of some sort. This will dislodge most of the dust and grime, and any remaining nastiness can simply be vacuumed off.

Clean the indoor unit's fan coil

This is the part of the indoor unit that actually deals with blowing the cool air out of the unit and into the room it is serving. To access the fan coil, you'll need to completely remove the indoor unit's chassis, which will most likely require the use of a screwdriver or some similar tool.

Once you've gained access to the fan coil, simply spray it with a suitable cleaning solution, leave it for a few minutes, and then rinse it off with warm water. Don't worry about spillage or mess, as most, if not all of the runoff will be caught in the drip pan. Rinse the fan coil until the runoff is completely clear and no solution remains, but be careful not to flood the drip pan! Allow it to drain off before rinsing further. Allow the fan coil to dry at least partially before putting the chassis back on.

<https://www.canstarblue.com.au/appliances/a-guide-to-cleaning-your-air-conditioner/>

SMOKE ALARM, SAFETY SWITCH & POOL AGREEMENT

Property Address:

Tenant Name/s:

SMOKE ALARMS

To comply with Queensland Fire and 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, 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 agree to arrange for the replacement of each battery that is spent or nearly spent during the tenancy in accordance with The Pocket Guide for Tenants (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 3 months. Instructions and information details:

What is a safety switch?

Safety switches are an insurance against electric shock and 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 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.

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:



Main
Switch

Safety
Switch

Circuit
Breakers

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.**

POOL SAFETY LAWS AND TENANT RESPONSIBILITIES

If the property has an existing pool and/ or spa, the Tenant is responsible for ensuring the pool gate is not kept open and there are no objects to allow children to access the pool.

If the Tenant buys or acquires a pool and, or, spa, by any other means, the Tenant is responsible to ensure the pool and/or spa complies with current Pool Safety Legislation. As the owner of the pool, the Tenant is responsible for obtaining a Pool Safety Certificate. Approval from the Lessor must be sought before installing an above ground pool and/or spa and pool fencing.

If the portable pool or spa holds more than 300 millimetres of water, has a volume of more than 2000 litres of water, or has a filtration system Pool Safety Laws apply. However, if the portable pool is disassembled and does not hold more than 300 millimetres of water, it does not need to comply with the Pool Safety Standard until it is assembled and filled with more than 300 millimetres of water.

Regardless of who the owner of the pool is, the gate or door to the pool must be closed including not propped open when not in use.

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 their responsibilities as Tenant.

TENANT NAME

Signature

Date

TENANT NAME

Signature

Date

TENANT NAME

Signature

Date

Agency

Pure Real Estate Pty Ltd T/as Pure Rentals

Signature

Date



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Fact sheet

Water charging

Lessors are allowed to pass on the full water consumption charges (including bulk water charges) to tenants provided all the minimum criteria have been met.

What are the minimum criteria for water charging?

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

- the rental premises are individually metered (or water is delivered by vehicle), and
- the rental premises are water efficient, and
- the tenancy agreement states the tenant must pay for water consumption.

Items a tenant can be charged

A breakdown of water charges is shown below.

Charge as shown on water bill	Can tenant be charged?
State Bulk Water Charge	Yes, tenant can be charged*
Water Usage Charges	Yes, tenant can be charged*
Sewerage Usage Charge (may appear on the bill as fixed or variable)	No, tenant cannot be charged Sewerage is not a service charge as defined by the Act and cannot be passed onto the tenant.
Fixed Access Charges (including Water Access Charge and Sewerage Access Charge)	No, tenant cannot be charged. The lessor must pay all fixed charges for water supply.

*if the above criteria are met

What are water efficient rental premises?

A rental premises is considered water efficient if certain water fixtures meet the standards listed in the table below.

Water efficient devices	Minimum water efficient standard required
Internal cold water taps and single mixer taps (excluding bathtub taps and taps for appliances)	A maximum flow rate of nine litres per minute.
Showerheads	A maximum flow rate of nine litres per minute.
Toilets	A dual flush function not exceeding six point five (6.5) litres on full flush and three point five (3.5) litres on half flush and a maximum average flush volume of four litres (based on the average of one full flush and four half flushes).

The requirement for taps applies only to internal cold water taps that are installed over a hand basin, kitchen sink or laundry trough (including single mixer taps). The requirement does not apply to other taps in the premises such as bath tub taps, outside taps for the garden, or taps which supply washing machines or dishwashers. These taps are not required to be water efficient.



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How can the lessor/agent prove the premises are water efficient?

At the start of the tenancy agreement, the lessor/agent and tenant should negotiate arrangements for water charging and the frequency of charges. The presence of water efficient devices should be noted on the *Entry condition report* (Form 1a).

Lessors/agents should be able to demonstrate the presence of water efficient devices where it may be unclear, such as by providing copies of:

- plumbing reports
- receipts
- packaging
- warranties or instruction manuals for taps and showerheads, etc.

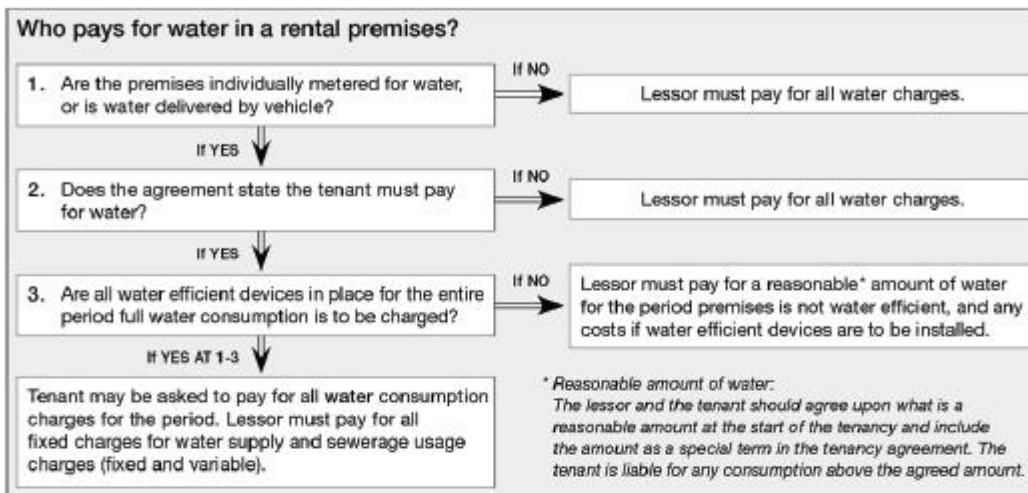
For any water fixtures produced from 2005 onwards, the easiest way to check if they meet the required efficiency standard is to look for products with a WELS rating of three stars or higher. WELS is Australia's water efficiency labelling scheme which rates fixtures including taps, showerheads and toilets according to water efficiency – the more stars the better. To find out more about the scheme or search the registered product database, visit www.waterrating.gov.au.

Important points to note:

- tenants and lessors/agents should negotiate obligations at the start of the tenancy and put these in the tenancy agreement, for example, if the lessor is to contribute to water costs.
- it may be helpful to contact your local water provider about average local water consumption. You can find the correct contact details on your latest water bill.
- water billing periods are unlikely to align with tenancy agreements. It's important that both the tenant and the lessor/agent make note of the water meter readings on the condition reports at the start and end of the tenancy to calculate water consumption.
- lessors will receive the water bill, pay the full amount and provide their tenants with a copy of any water bills or evidence of water consumption to verify the amount to be charged. Tenants will not be billed directly by water supply authorities.
- tenants have one month to pay the agreed amount for water consumption after the lessor provides evidence of the costs to the tenant. The lessor/agent can not require the tenant to pay more than the billable amount, or charge tenants late fees.
- if the tenant and lessor/agent cannot agree about water charges, the RTA's dispute resolution service may be able to assist.



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Further information

For more information contact the Residential Tenancies Authority on 1300 366 311.

Accessing RTA forms

The RTA's forms can be obtained electronically or in person by:

- rta.qld.gov.au
- 1300 366 311
- Level 23, 179 Turbot St Brisbane



If you need interpreting assistance to help you understand this information, contact TIS on 13 14 50 (for the cost of a local call) and ask to speak to the Residential Tenancies Authority (RTA).

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Disclaimer

This fact sheet is prepared for information only. The Residential Tenancies and Rooming Accommodation Act 2008 is the primary source on the law and takes precedence over this information should there be any inconsistency between the Act and this fact sheet.



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Fact sheet

Smoke alarms

Under the *Fire and Rescue Service Act 1990*, administered by Queensland Fire and Rescue Service, both tenants and lessors have responsibilities for smoke alarms in their rental properties.

Tenants: Have obligations for cleaning, testing and replacing batteries for alarms during a tenancy.

Lessors: Have obligations for installing, cleaning and testing smoke alarms and replacing batteries before the start or renewal of a tenancy.

See easy reference table overleaf for specific details.

The *Residential Tenancies and Rooming Accommodation Act 2008* (the Act) allows entry to the rental premises by the lessor to install and maintain smoke alarms. These amendments fall under entry provisions (s192 of the Act) allowing lessors to give a 24 hour *Entry Notice* (Form 9) for the purposes of entry to comply with the *Fire and Rescue Service Act 1990* in relation to smoke alarms.

Quick tips

- It is good practice for the lessor to give their tenants the manufacturer's instructions on how to clean, test and replace batteries for smoke alarms.
- A smoke alarm is required to emit a warning signal before the battery fails, usually a chirping sound.
- Changing batteries in smoke alarms on an anniversary such as a birthday will act as a reminder to change them once a year.
- Cleaning a smoke alarm usually involves an external clean to remove dust and debris with a broom or a vacuum cleaner.
- Smoke alarms are required to have a minimum service life of at least 10 years.

A lessor must not pass on their obligations to the tenant to act on their behalf such as asking the tenant to replace batteries at the beginning of the tenancy.

Disclaimer

This fact sheet is prepared for information only. The *Fire and Rescue Act 1990* is the primary source on the law and takes precedence over this information should there be any inconsistency between the Act and this fact sheet.

Further information

For more information about the obligations for the installation and maintenance of smoke alarms in rental premises, visit the Queensland Fire and Rescue Service website www.fire.qld.gov.au or call their Information Hotline on 1300 369 003.

Easy reference table for tenants and lessors – find out your responsibilities for smoke alarms

Tenant's obligations for smoke alarms	During the tenancy	Lessor's obligations for smoke alarms	Start of the tenancy	During the tenancy
		Installing alarms (penalties apply)*	Smoke alarms complying with Australian Standards must be fitted in all rental properties and in accordance with the Building Code of Australia.	Lessors must give tenants 24 hours notice for entry to install smoke alarms.
Testing alarms (penalties apply)*	At least once every 12 months and according to manufacturer's instructions (for tenancies 12 months or longer).	Testing alarms (penalties apply)*	Within 30 days before the start or renewal of the tenancy and according to manufacturer's instructions.	
Replacing batteries in alarms (penalties apply)*	When batteries are flat or nearly flat.	Replacing batteries in alarms (penalties apply)*	Within 30 days before the start or renewal of the tenancy if batteries are flat or nearly flat.	
Cleaning alarms (penalties apply)*	At least once every 12 months (for tenancies 12 months or longer).	Cleaning alarms (penalties apply)*	Within 30 days before the start or renewal of the tenancy and as specified by manufacturer's instructions.	
Advising lessor of any failing smoke alarms (penalties apply)*	As soon as possible when an alarm fails or is about to fail and/or needs replacing for a reason other than batteries failing.	Replacing failing smoke alarms (penalties apply)*	Smoke alarms must be replaced before the end of their service life.	Smoke alarms must be replaced before the end of their service life. Lessors must give tenants 24 hours notice for entry for the purposes of maintaining smoke alarms.
Not interfering with smoke alarms (penalties apply)*	At no time can a tenant remove or relocate the smoke alarm or do anything to interfere with the alarm's warning sound. At no time can the tenant remove the batteries unless they are replacing them.	Not interfering with smoke alarms (penalties apply)*	At no time can the lessor remove or relocate the smoke alarm unless it is being replaced or maintained. At no time can the lessor do anything to interfere with the alarm's warning sound. At no time can the lessor remove the batteries unless they are replacing them.	At no time can the lessor remove or relocate the smoke alarm unless it is being replaced or maintained. At no time can the lessor do anything to interfere with the alarm's warning sound. At no time can the lessor remove the batteries.

* Penalties apply to both lessors and tenants under the Fire and Rescue Service Act 1990. For further information, the RTA strongly advises you to contact the Queensland Fire and Rescue Service by telephone on 1300 369 003 or visit their website at www.fire.qld.gov.au.



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Accessing RTA forms

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- 1300 366 311
- Level 23, 179 Turbot St Brisbane

A selection of the most commonly used forms are also available at Australia Post outlets around Queensland.



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