Dear Tenant/s,

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

At Pure Rentals we like to ensure our tenants are well informed of what to expect from our agency during your tenancy. We also take this opportunity to explain what we expect from our tenants and outline the responsibilities that come with signing a general tenancy agreement.

The following pages contain important information regarding your tenancy and form part of your agreement. By signing the general tenancy agreement, you are also accepting terms of this document and any other conditions outlined in the agreement.

Should you have any questions or concerns now or throughout the tenancy, please do not hesitate to contact the office and one of our Property Management team members will be able to assist.

OFFICE DETAILS

Agency Name: Pure Rentals
Postal Address: PO Box 5152, WEST END QLD 4101
Phone: (07) 3217 2915
Email: enquiries@purerentals.com.au
Web: www.purerentals.com.au

For the fastest response, please contact your Property Manager via email. In the event you want to meet with your Property Manager, you will need to make an appointment at an agreed time.

In keeping with our “paperless office” policy, tenants acknowledge and consent to all electronic communication.

Kind Regards

Pure Rentals Property Management
BEFORE MOVING IN

DIRECT CONNECT

Prior to moving into the property, you will need to arrange to have all utilities connected. Direct Connect offers a free service to connect all utilities with a simple form. They can connect:

- Electricity
- Gas
- Phone
- Internet
- Pay TV
- Insurance
- Removalists
- Truck Hire
- Cleaning

Pure Rentals can arrange a Direct Connect representative to contact you. Alternatively, visit www.directconnect.com.au for more information.

INSURANCE

You are advised to arrange insurance for your contents. Your belongings are not covered under the Lessor’s policies.

ENTRY CONDITION REPORT

A copy of the entry condition report for the property will be provided at the commencement of your tenancy. Please complete, sign and return to the office WITHIN 3 BUSINESS DAYS as required under the Residential Tenancies and Rooming Accommodation Act.

What is an Entry Condition Report?

This report documents the condition of your rental property before moving in. This is the most important document to secure your bond refund.

By paying attention to detail and filling out the report properly, you can ensure the end of your tenancy will be easily managed.

The agent will provide you with an electronic copy in an editable MS Word document prior to your tenancy. If you prefer, you can print your entry report, complete and either scan and email or post it to the PO Box.

Why is it important?

By not returning the report in the specified time frame, you are agreeing to the property manager’s report of the property and you are accountable for any issues that may have been overlooked.
Once sent to the agency, you will receive a signed copy of the report via email for your records.

When vacating the property at the end of your lease, your property manager will inspect the property against the entry condition report for any damage during the tenancy.

**How do I fill it out?**

The report is divided into sections, outlining different rooms and features of the property. Follow the sections of the report and write comments on any marks, damage, or faults as you go. This may mean testing that all facilities such as ovens, lights and water taps are in working condition.

If you disagree with some of the comments made by the agent upon inspecting the condition of the property, leave your comments in the tenant section of the report.

It is also helpful to take photos and have them dated to ensure you have proper evidence should any issues arise.

If you require more room to make comments, add a separate page and ensure you refer your comments to the designated section in the report and sign and date each page.

We recommend you allocate a minimum of 1 hour prior to moving into the property to complete this form.


**DURING THE TENANCY**

**GENERAL RENTING RULES**

- Pay your rent on time
- Keep the property clean, tidy and undamaged
- Keep to the terms of your tenancy agreement
- Respect your neighbours’ right to peace and quiet
- If you are renting a unit, please refer to the body corporate by laws for further requirements

**RENT ARREARS**

We understand that sometimes there are unforeseen circumstances that result in rent not being paid on time. If your rental payments are going to be delayed, please contact our office to discuss. It is important that all of our tenants are aware of the process involved for rent arrears.

4 DAYS IN ARREARS  Tenant will be contacted via SMS. A reminder SMS will be sent **daily** until the rent is up to date.

8 DAYS IN ARREARS  Tenant will be issued a breach notice with 7 days to remedy

17 DAYS IN ARREARS  Tenant will be issued with a Notice to Leave with 7 days notice to vacate. Tenants will be expected to have vacated the property by the expiry date. If there are monies owed in excess of the Bond, the tenants named on the Tenancy Agreement will be listed on TICA and the funds may be pursued through QCAT.

**ROUTINE INSPECTIONS**

The property will be inspected approximately every 3 - 4 months. Information relating to the inspection and notice of entry will be sent out a minimum of 7 days prior to your email addresses. You will receive an SMS to notify you of the inspection form.

On the day, we will be inspecting the premises to ensure the property is being well maintained and to identify any repairs or maintenance that need to be addressed.

**GENERAL MAINTENANCE & EMERGENCY REPAIRS**

All requests for general repairs and maintenance are to be provided in writing to our agency. Visit [http://purerentalspropertymanagement.com.au/tenants/maintenance/](http://purerentalspropertymanagement.com.au/tenants/maintenance/) to lodge a request or email maintenance@purerentals.com.au. Provide as much detail as
possible as well as authorisation to access the property for the repairs to be done. You may also include photos to assist in a quicker response to the issue.

A tenant should never stop paying their rent to force the lessor/agent to undertake repairs. This is a breach of the tenancy agreement and may result in a Form 11 breach notice.

An emergency repair is considered as:

- A burst water service or a serious water service leak
- A blocked or broken toilet
- 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 hot water, cooking or heating appliance
- A fault or damage that makes the premises unsafe or unsecure
- 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 or premises that unduly inconveniences a resident in gaining access to, or using the premises

In the event of an emergency repair, the tenant must follow these steps:

1. Notify the Property Manager immediately.
2. If the Property Manager is unavailable, contact the office on 3217 2915.
3. If the office is unavailable, contact the nominated repairer listed on your 18a General Tenancy Agreement.
4. If the nominated repairer cannot be contacted, the tenant can arrange a suitably qualified person to carry out the repair.

PLEASE NOTE: If the repair is not considered an emergency repair or is found to be cause by negligence, the tenant will be responsible for payment of services.

TROUBLE SHOOTING GUIDE

HOT WATER SYSTEMS

- Is the power switched on?
- Has the power box tripped the safety switch or blown a fuse?
- Have you topped up the water level with the filler valve?

LIGHTS

- Has the power box tripped the safety switch or blown a fuse?
POWER

- Has the power box tripped the safety switch or blown a fuse?
- If the safety switch has been tripped, reset and if it trips again you will need to unplug all appliances from the power points. Reset the switch and re-plug each of the items one at a time to identify what is causing the problem.
(PLEASE NOTE: If an electrician is called out to a property and it is discovered that a faulty appliance is the cause, the tenant will be responsible for the call out fee)

AIR-CONDITIONER

- Has the power box tripped the safety switch or blown a fuse?
- Clean filter

BLOCKED DRAINS

- Have you cleared the drain of any hair and soap build up?
- Have you tried using a plunger?
- Have you tried clearing the drains with specific cleaning agents for drains?

KEYS

In the event you lock yourself out or lose your set of keys, if a management set is available, you can arrange to collect from our office and have copies cut (at your own expense). Identification will be required at the time of collection and keys will need to be returned the same day. If keys are not returned, the locks will be changed at the your expense.

After Hours – the tenant will need to contact a locksmith at their own expense. If any locks are changed, the tenant is responsible for supplying 2 x copies to the Agent.

PARKING

All vehicles are to be parked in the designated parking areas of the property. Vehicles are not to be parked on grass, footpaths or any common areas of the body corporate. Any damage as a result of parking (including oil stains) will be the responsibility of the tenant.

POOLS

If a swimming pool is included as part of the rental property, the tenant is responsible for the everyday maintenance and upkeep of the pool.
No pool is to be installed/erected without permission. If permission is granted, the tenant is responsible for ensuring the pool is compliant with all relevant legislation. We recommend the tenant contacts the local council or government authority for further information.

**WATER CHARGES**

If the property is water efficient, you are responsible for all water consumption charges for the property. Water charges will be invoiced to you accordingly.

If the property is not water efficient, you are responsible for water consumption charges in excess of 25 kilolitres per quarter. Water charges will be invoiced to you accordingly.


**SMOKE ALARMS**

Queensland Fire and Rescue Services Legislation requires tenants to:

- Test and clean (by vacuuming or dusting) each smoke alarm every 12 months
- Replace any flat or nearly flat batteries
- Advise the Agent if there are any issues with the alarm (apart from batteries)

The tenant must not remove a smoke alarm, remove the battery (other than to replace it) or do anything to reduce the effectiveness of the alarm.

Penalties apply for not complying with these requirements.


**MOULD**

**Who Is Responsible?**

This is entirely dependent on when and how the mould developed. For example, if the mould developed due to a tenant’s negligence, it may become your responsibility to remove the mould.

If the mould developed just after the tenant’s moved in, then perhaps this has been an ongoing issue, and should therefore be the responsibility of the lessor.

However, it is the responsibility of the tenant to notify the agency or property manager as soon as they discover the mould.

**How to Prevent Mould**

- Use the extractor fan when using the shower or laundry
- Allow plenty of sunlight to come into the property
- Allow clothes to completely dry outside before storing them
- If condensation builds on the walls or ceiling, dry the area thoroughly
- Allow ventilation throughout the property by opening a door or window (if weather appropriate)
- Leave internal doors open to allow for circulation

**If Mould is Present in the Property**

- Remove furniture and other items away from affected area
- Dispose of any items affected by mould
- We require that the mould be attended to professionally to ensure the mould is removed

**BREAK LEASE**

A fixed term tenancy agreement ends when the end date has been reached and the correct notice has been given. In the event you cannot continue to the lease end date, you will need to provide notice in writing using the [Form 13 Notice of Intention to Leave](http://www.rta.qld.gov.au/Resources/Forms/Forms-for-general-tenancies/Notice-of-intention-to-leave-Form-13) and pay a break lease fee equivalent to one week's rent plus GST and marketing costs. You will be responsible for paying rent until another tenancy commences. For more information, please visit [http://www.rta.qld.gov.au/Resources/Forms/Forms-for-general-tenancies/Notice-of-intention-to-leave-Form-13](http://www.rta.qld.gov.au/Resources/Forms/Forms-for-general-tenancies/Notice-of-intention-to-leave-Form-13)

**CHANGE OF SHARED TENANCY**

If there is a change of circumstances to the people residing in the property, there are a number of steps you will need to follow.

- You must notify our office of the change in circumstances in writing
- Application forms must be submitted for any new occupants
- Applications will be sent to the owner for approval
- Once approval has been granted, we can complete the relevant change of shared bond/lease forms

Please note this is only applicable if one of the original lease holders remains in the property. If no original lease holder intends to remain in the property, it is considered a break lease situation.
AT THE END OF A TENANCY

VACATING THE PROPERTY

At the end of a fixed term tenancy, one of two things will occur:

- You will be offered a lease renewal for a new fixed term tenancy
- You will be issued with a notice to leave at the end of the lease

You will be emailed relevant information approximately 3 months prior to your lease ending. If you do not wish to continue the tenancy after the lease end, you are required to provide us with a minimum of 2 weeks’ notice prior to the lease end date and in writing by completing a Form 13 Notice to Leave.

BOND REFUND

The following list will help you to get your bond refunded in the shortest possible time:

- Ensure all rent is paid up to and including date of vacate
- Ensure all keys are returned to our office
- Ensure the property is cleaned and returned to the same condition as it was before you moved in (refer to entry condition report)
- Ensure the carpets have been professionally cleaned
- Complete the Form 14A Exit Condition Report and return with keys upon vacate
- Complete all details on the Refund of Bond form including bank details and forwarding address

References:

- Residential Tenancies Authority
- Residential Tenancies and Rooming Accommodation Act 2008
- Direct Connect