QUICK REFERENCE GUIDE &
INFORMATION ACKNOWLEDGEMENT



AGENCY INFORMATION

AGENCY NAME:
Position One Property

EMAIL ADDRESS:
info@positionone.com.au

ADDRESS:
430 Old Cleveland Road, Camp Hill, 4152.

PHONE NUMBER:
3843 4511

FAX NUMBER:
3843 4522

PROPERTY ADDRESS: _____

TENANT/S: _____

OFFICE HOURS

MONDAY – FRIDAY
9:00am – 5:00pm

SATURDAY/SUNDAY
CLOSED

PREFFERED METHOD OF CONTACT

EMAIL

This is the most effective and quickest contact method. Your Property Manager's direct email address can be found on the business card provided or listed on your application approval documents & General Tenancy Agreement

TELEPHONE

You can contact your Property Manager on their work mobile phone listed on your General Tenancy Agreement or contact the office on the number above.

EMERGENCIES

For all emergency repairs during office hours, contact your Property Manager or the office. For emergencies outside of office hours, you can contact the office to speak with our out-of-hours team. You can also find emergency trades listed on your Tenancy Agreement.

OTHER IMPORTANT INFORMATION

ENTRY CONDITION REPORT

Please complete, sign and return either to our office, via email to your Property Manager or via the console app within 7 business days of the lease commencement date as required by the Residential Tenancies and Rooming Accommodation Act.

RENT PAYMENTS

Preferred methods of payment include:

- Console Pay - this is emailed to you by your Property Manager
- EziDebit - form is included in your tenant pack, to be completed and handed back to your PM
- Bank transfer

EMERGENCY MAINTENANCE - emergency repairs include such situations as:

- Burst water service/flooding
- Gas leak
- Blocked/broken toilet that is leaking
- Fault/damage that is likely to cause injury
- Serious roof leak
- Electrical shock/fault
- Failure or breakdown of the gas, electricity or water supply to the premises

Emergency maintenance MUST be reported immediately. Please refer to the provided RTA 17a Information Booklet. All emergencies must be phoned through to your PM or the office as soon as possible and then formalised in writing.

If after hours, call our office after hours phone service or refer to the emergency contact numbers listed on your General Tenancy Agreement which has been provided in the tenant pack.

RENT ARREARS MANAGEMENT PROCEDURE

At Position One, we understand that sometimes there are unforeseen circumstances that result in delayed rental payments. Although we will endeavor to accommodate any extraordinary situations, 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:

2 days in arrears - Reminder phone call, SMS message or email

8 days in arrears - Notice to Remedy issued with 7 days to remedy breach via email

17 days in arrears - Notice to Leave issued with 7 days' notice to vacate via email

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.

GENERAL REPAIRS & MAINTENANCE

All general repairs and maintenance must be emailed to your Property Manager or added in via the Console Tenant App so we can act accordingly. Provide as much information as possible, including photos if possible. Please also provide access authorisation for the repairs to be completed.

PROPERTY INSPECTIONS

The property is inspected by our routine inspection team up to 4 times per year. The first inspection will be conducted approx. 4-6 weeks after you move in. You will be notified in writing 7-21 days prior. If you have any queries, please contact your Property Manager.

SMOKE ALARMS

Property managers/owners must ensure rental premises meet all health and safety requirements, including the installation and maintenance of smoke alarms that meet Queensland standards. Smoke alarms save lives. Reports have found that the risk of death in a house fire is reduced by more than half if properly maintained smoke alarms are installed.

Smoke alarm legislation for houses, townhouses, units and apartments is administered by the Queensland Fire Department (formerly Queensland Fire and Emergency Services), under the Fire Services Act 1990 - Fire and Emergency Services (Domestic Smoke Alarms) Amendment Act 2016 (Qld).

- **Tenants must:**
    - test and clean (by vacuuming or dusting) smoke alarms at least once every 12 months
    - advise the property manager/owner if there is any issue with an alarm and allow the property manager/owner right of entry to install smoke alarms
    - not remove a smoke alarm or do anything to reduce the effectiveness of an alarm e.g. paint or cover it - should it be found that a tenant has done so, they will be charged for the cost of replacement if required.

Should you believe for any reason the smoke alarm(s) installed are not working or the batteries are not functioning, please let your Property Manager know immediately via email or via the Console Tenant App.

HOT WATER SYSTEMS – Gas or electric

Please ensure you are aware of what system is at your property. If it is a gas system, you will need to regularly check and maintain your gas bottles.

If your supply of hot water is not hot or does not seem to last as long as it should, your system may need topping up.

Electric - Topping Up the Hot Water System

1. Locate the hot water system and look on the side of the tank for a lever with instructions. ...
2. When hot water comes out of the pipe at the bottom of the tank – flick the lever back to its original position as the tank is now full.

Gas -

Check the gas level to ensure it is not empty.

Ensure to check the power is switched on, if the power box tripped the switch or blown a fuse. Remember, in winter, efficiency of the system 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 contact your PM in writing or via the Console App.

AIR CONDITIONING

Please, regularly clean any filters and intake vents to ensure there is no build-up of dirt, dust or mould, and that the unit is able to draw in air effectively, not hindering performance, or in the worst-case scenario, causing the unit to breakdown resulting in costly repairs and/or replacement. Please also note that if an air conditioner breaks down due to filters and vents not being kept clean, costs to rectify the damage or even replace the unit might be charged to tenants.

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 are the Tenant's responsibility to remove them before vacating the Property. To avoid such damage, we recommend the purchase of a drip tray.

INSURANCE



We advise all tenants to insure their own contents through their preferred insurance company. A tenant's possessions are NOT covered under any of the Lessor's policies.

CARPETS



All carpets need to be cleaned on a regular basis. Carpets will be regularly checked during routine inspections and if any damage is noted, we may ask you to contact a professional steam cleaning company.

LAWN & GARDEN MAINTENANCE



Please ensure that lawns are mowed and edged regularly, keeping them neat and tidy. Weeding garden beds, inside lawns, paths, paving and other outside areas are the responsibility of the tenant. Trimming bushes and shrubs around the property is also the responsibility of the tenant/s.

Should you wish to have someone regularly mow your lawn and tidy up the gardens, let us know and we would be happy to recommend our preferred contractors. This is at tenant cost.

POT PLANTS



Please keep pot plants outside the property at all times. Pot plants placed inside on hard surfaces, tiles and floors like lino, may leave a circular indent, stains, rust marks and damage. Pot plants placed on carpet areas run the risk of carpet rotting underneath, should moisture overflow or escape even with plates and containers placed underneath to attempt to prevent this. Should this occur, it will be the Tenant's responsibility to repair any damage.

POOLS/SPA AND POOL FENCING

If the property has a pool or spa, please ensure you have read your obligations listed on your General Tenancy Agreement.

Please do not make the assumption that you are able to install/erect a pool/spa of any type at the property. If you wish to have a pool or spa of any size, it may require fencing due to Legislation. You must first seek permission from the Lessor in writing. 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.



Please ensure:

- 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 or spa as this creates a huge chemical imbalance.
- Ensure regular water testing for correct PH level to prevent mould/fungus forming in the pool/spa.
- Vacuum at least once a week to keep pool/spa 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 or spa is maintained for you, it is your responsibility to alert your Property Manager if any problems arise.
- Please notify your PM via written communication if fences and gates are not functioning correctly, and if the gate fails to self-close promptly when opened.

STRICT NO SMOKING POLICY



All properties have a strict 'no smoking inside' policy. If tenants still choose to smoke inside the property, they will be responsible for specialised cleaning and deodorising of the inside of the property to reduce and eliminate any smoke odours. This can easily run into the hundreds of dollars and is charged to the tenant.

FIXTURES/FITTINGS/FRAMES & HOOKS



If you wish to install or remove any fixtures or fittings, you must request this beforehand in writing.

If you wish to install any new picture hooks, please let us know in writing what type of hooks you wish to use and where you wish to install this. Please assess the type of walls that are in the property, and the type of picture hooks that are suitable. We will let you know in writing before you are permitted to install appropriate picture hooks.

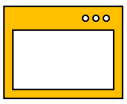
TILING/TAPS/GROUTING



Be sure that if you notice grouting or silicone sealing coming off/loose around any tiles near or around the taps and/or taps dripping/leaking to let your PM know via written communication or via the Console app (with photos).
If moisture should get in between tiles, this can damage the wall behind, and even seep into chipboard that is usually present in bench tops causing swelling and irreversible damage to the wood.

OVEN/STOVE TOPS

Please ensure that stove tops, grillers and ovens are kept free of burnt on food, food crumbs and spills. Please take care when using scourers as these may scratch and damage enamel surfaces. When cleaning stoves/ovens use a spray-on oven cleaner. Be sure to read and follow the product instructions carefully, as even though these types of products are very effective, they tend to contain harmful caustic fumes and require rubber gloves to be worn at all times when using the product. Please also check that the product is suitable to the type of surface you are applying this to, as some surfaces like stainless steel may become permanently marred/stained using an oven cleaner.



EXHAUST FANS/VENTS & RANGE HOODS

Please ensure any vents and range hood filters are kept clean.

Ensure the exhaust fan cover is clean and kept free of grime build up. From time to time these should be taken down and removed to be soaked in hot soapy water, and then scrubbed clean. Please use extreme caution when removing these. Any rangehood blown globes during a tenancy will be required to be replaced by the tenant/s.

MOULD



Mould is something every Queenslander is familiar with, as our warm and wet weather is a key driver in the production of mould at different times of the year.

Mould may grow indoors in wet or moist areas that lack adequate ventilation, including walls or wallpaper, ceilings, bathroom tiles, carpets, insulation material and wood. If left, mould can cause damage to a home and belongings and can also pose a health risk to those living in the property.

How to remove mould:

- Regular vacuuming, dusting and cleaning in kitchens and bathrooms helps prevent mould. The earlier you find and remove mould, the easier it is to keep it under control. It's much harder to remove mould once it takes hold.

- Never dry brush a mouldy area or item of clothing as this can release spores into the air that spread the mould further and can cause an allergic reaction in some people.

- High-priced specialty mould removers can contain chlorines and bleaches, which are hazardous if used improperly. They may also only bleach the mould instead of killing it, which means the problem will keep coming back.

- Use a mild detergent like sugar soap and a microfibre cloth to clean mould off walls, floors and tiles. Make sure to dry the area thoroughly after wiping mould off surfaces.

- Using white vinegar to kill mould - If cleaning with detergent doesn't work, it's possible to remove mould using diluted vinegar and a microfibre cloth.

- If mould cannot be removed using the vinegar method, cleaning with diluted bleach or a commercial product may be required. Ensure you protect your skin, eyes and clothes from chemicals, and always make sure there is plenty of fresh air in the area by opening a window and turning on exhaust fans. Follow the directions on the packaging carefully.

Always notify your Property Manager in relation to any mould throughout the property.

PETS

All pets must be approved via your PM by submitting a pet application & agreement. Should the landlord have granted permission to keep pets as per your tenancy agreement and/or written and signed pet lease agreement, the following conditions apply for the duration of this tenancy, and any renewal or extension:

a) **Yard Kept Clean** - keep the yard clean and free from animal faeces.

b) **Rubbish Kept Cleared** - clean up any rubbish/items scattered by the pet.

c) **Flea infestation** - in the event of any fleas or flea eggs being present as a result of the animal, you will need to arrange for flea fumigation of the property prior to and upon/after vacating the premises. This is at tenant cost.

d) **No Pets Inside** - pets are not allowed inside the residence at any time, unless otherwise specified.

e) **Damage Rectification** - repair any damage to the premises caused by the animal, and will protect and immediately rectify any damage caused to garden irrigation systems and fittings.

f) **Garden Damage** - replace plants or vegetation damaged or destroyed by the pet directly, or indirectly (ie. plants died because a garden irrigation system was damaged by the pet).

g) **Additional Pets** - other than any pet listed above and approved by the owner, not keep any other animals of any kind on the rental premises, (even on a short-term or temporary basis), including dogs, cats, birds, fish, reptiles, or any other animals.

h) **Temporary Pets** - the tenant will not harbour, substitute or "pet-sit" any other pet, and will remove any of the pet's offspring within 45 days of birth (should this occur).

i) **Food and Water** - not to leave food or water for the pet outside the premises where it may attract other animals and/or insects (i.e. European wasps)

j) **Bi-Laws and Local Council** - abide by all local, city or state laws, licensing and health requirements regarding pets, including vaccinations.

k) **Disturbance and Noise** - the pet shall not cause any sort of nuisance or disturbance to neighbours. Noise, day or night, must not disturb others. You must do whatever is necessary to keep the pet from making noise that would annoy others and will take steps to immediately rectify complaints made by neighbours or other tenants.

NOTE - Failure to comply with these terms shall give the owner the right to revoke permission to keep the pet and is also grounds for further action and possible eviction action.

HOUSE CRACKING & MOVEMENT

Please let us know if you notice any cracks to walls, ceilings and movement. If cracks were in place when you moved in, please let us know if you notice them worsening or growing larger. Please either report these in writing or point them out to us at the routine inspection.

FLOORS

Please ensure that protective coverings are placed under the furniture to ensure that the polished floorboards are not scratched. These are available at most hardware stores.

TERMITES/PESTS

Termites will quickly eat through a property and can cause extensive damage. Signs like wood becoming brittle (doorways, skirting boards, wood roof beams sounding hollow when tapped etc.). Sounding hollow when tapped or knocked and/or with the presence of mud deposits are the tell-tale signs of termites, other than obvious signs of seeing termites themselves.
Another warning sign inside can be blistering/lifting paint to inside walls, as they are known to eat away the paper backing to gyprock walls, allowing the plaster to crumble away allowing the termites to come to the wall surface, staying just under the paint lining.

Wood lying around outside, and even wooden furniture outside can attract and encourage them. Dripping outdoor taps next to the house can also cause damp and favorable conditions for termites to be attracted.

NOTE - If you see any signs of termites, or termite damage please bring this to our attention immediately.

CHANGE OF SHARED TENANCY

On occasion there might be a requirement for a change of shared tenancy to occur during the fixed term tenancy agreement. This will require one tenant to vacate the property and another tenant to move into the property and take over their position on the General Tenancy Agreement. If this is to occur, please contact your Property Manager for the required information and documentation and forms to be completed. Please note, that for any Change of Shared Tenancy to be completed, there is a Lessor Compensation fee of $195.00 to be paid by the tenants.

TROUBLE SHOOTING

KEYS, LOCKED OUT?

Office Hours – you can collect our management set and return them to our office within business hours. Identification will be required.

After Hours – contact a Locksmith at your cost. We recommended the following Locksmith

LockPro Locksmiths - 3394 4181 or Pine River Locksmiths – 3881 1688

POWER

If your neighbours have also lost power contact your Electricity Supplier or check the Energex Website for outages. 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 your Property Manager or the office then follow up via written communication.

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

PLUMBING LEAKS



The most common problem in properties is water leaking from wet areas e.g. bathrooms, laundries, kitchens, into adjoining rooms. A regular check for water leaks is advisable.
If the carpet/floor is wet, sponge and dry the 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.

DRAINS/FOREIGN OBJECTS



Should a sink or basin become blocked, first try a drain cleaning product like draino or white vinegar and bleach. Be sure to follow the product instructions carefully. If the sink or basin is still blocked after treatment, please let your Property Manager know via email or the console app so we can arrange for a plumber to attend to the problem, please ensure you advise which sink/drain is blocked.

Please take care not to allow children to place toys or other items down drains as well as hair. If your property has a septic tank system, please do not flush foreign objects like sanitary products down the toilet. Septic tank systems are not able to process this type of material. If a plumber is employed by us to clear pipes, drains, basins or sinks and it is determined that the blockage was caused by something considered foreign (including a buildup of hair), this expense will be billed to the tenant for payment.

FAULTY SWITCHES/LIGHTS OR FANS



Check the power or fuse box. Ensure the power is on and the switch has not tripped. If the problem is not remedied contact your Property Manager or the office, then follow up via written communication.

HOT PLATES



Check if power is connected or check power box for tripped switch or blown fuse. Contact your Property Manager or the office then follow up via written communication.

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, please advise your PM via email with exactly what is the issue with photos if possible.

DISHWASHER

- that the power is connected
- hoses are securely attached, if leaking, check hoses for splits
- Regularly clean drainpipe

CLOTHES DRYER



- 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 advise your PM via email about any faults.

INSINKERATOR

If the food disposal fails to work, push the reset button. This button is located under the unit and is usually coloured red. Do not attempt to disassemble the unit. If this does not rectify the problem, please contact your PM or the office then follow up via written communication.

Tenants will be required to pay for callouts to repair food disposal units that are blocked due to Tenant misuse or abuse.

SAFETY SWITCH/CIRCUITS

Safety switches protect people from electric shock. They shut off electricity supply when a current leakage is detected. This avoids serious electric shock and possible electric burns by stopping the current flowing through a person. It's important that the property manager/owner and tenants/residents know where the safety switches are located at the property.

All power point circuits in rental properties must have a safety switch attached. If a safety switch isn't present, the property owner must ensure a safety switch has been installed for the power points within six months of the tenancy agreement.

Safety switches should be regularly tested by the tenant. The Electrical Safety Office (ESO) recommends that testing should be done every three months using the test button. If the safety switch does not cut the power to the connected circuit when tested, the tenant should alert their Property Manager immediately.

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.



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.

ENDING A TENANCY

ENDING AN AGREEMENT EARLY (Reletting Costs)

If a tenant ends a fixed term tenancy agreement without grounds (breaks lease), the lessor may be entitled to reletting costs.

Your Property Manager will then advise you of the reletting costs following this occurring and you will be invoiced for the reletting costs with payment to be made within 7 days.

RTA rent calculator - *https://www.rta.qld.gov.au/forms-resources/reletting-costs-calculator*

ENDING A FIXED TERM AGREEMENT

A tenancy agreement is legally binding. At the end of a fixed-term agreement, the tenancy can be ended or it can continue as either a new fixed term agreement. Either the tenant or the managing party can end the tenancy.

To end a tenancy agreement, the tenant must issue, (either via email or directly into the office) the property manager/owner with an RTA Form 13 - Notice of Intention to Leave with a minimum of 14 written days' notice.



VACATING A PROPERTY

The tenant must leave the property in the same condition as when they moved in (except for fair wear and tear). Damages caused by a pet are not considered fair wear and tear and are the responsibility of the tenant.

All keys and any access cards, fobs and remotes must be returned at the end of the tenancy (including extra keys the tenant had cut). Tenants should also complete an Exit condition report (Form 14a) before they leave the rental property. Rooming accommodation residents are not required to complete an Exit condition report. It is a good idea to take photos as further evidence of the property condition.

By signing this, the tenants agree to have read and understand the information listed in this document supplied to them at the beginning of their tenancy agreement with Position One Property.

SIGNED & ACCEPTED BY TENANT/S

_____	_____	_____
Tenant 1 Name	Signature	Date
_____	_____	_____
Tenant 2 Name	Signature	Date
_____	_____	_____
Tenant 3 Name	Signature	Date
_____	_____	_____
Tenant 4 Name	Signature	Date
_____	_____	_____
Position One Property Agent	Signature	Date