

Welcome to Darren Cooke L.R.E.A.

It is with pleasure that we welcome you to Darren Cooke L.R.E.A. and hope you enjoy your new home and are happy with our service.

Please take a moment to peruse the following information.

Hours of Operation:

We are available to receive rental monies during the hours of: - 9:00 am to 4:30pm
Monday to Friday

Please note: *Bond monies are only accepted in cash or bank cheque.
Rental payment, we will only accept BPAY, Direct Debit or Cheques
No EFTPOS or Credit Card Facilities*

Darren Cooke L.R.E.A. Contacts:

Darren Cooke	Principal	0414 992 267
Tania Cooke	Property Manager/Accounts	0414 383 622

Tenants Main Responsibilities



Keep the property interior and exterior clean and tidy at all times.
Gardens and lawns to be watered, weeded and mown regularly.
Gutters cleaned regularly.
Chemicals and maintenance of pool if applicable.
Create a peaceful environment for yourself and your neighbours.
Return your ENTRY CONDITION REPORT WITHIN **3 DAYS** of entry or this becomes null and void. (It is for your own benefit to ensure your record every mark, stain or defect on the property, as if it is not noted upon your entry, you will be asked to repair when you vacate.)

Telephone & Electrical Connections

Both are your responsibility. The contact number for Energex is 13 12 53 and for Telstra is 13 22 00. The connection and disconnection of both of these facilities can be arranged over the telephone.

Insurance

We would strongly suggest you obtain contents insurance for your belongings. The owner of the premises has building insurance, however, this does not cover your personal belongings.

Loss of Keys

On entry into the property, you will have been given a set of keys and signed a photocopy of the keys as a record of receipt. All keys must be returned to our office, should you not return any of the keys, the cost of replacement locks will be deducted from your bond. Any loss of keys during the tenancy is your responsibility to rectify.

Rent

On occupying the premises you pay the first two weeks rent. Your rent is required to be paid preferably fortnightly, or weekly if specifically arranged, this must be paid by the due date. We will not tolerate rent arrears and we strongly suggest you ensure rent is paid on time.

TICA

We are members of Tenancy Information Centre of Australia, which is a database accessible throughout Australia and New Zealand for Real Estate Agents. We will advise TICA should a tenant fall into arrears or for any breach of agreement. This will remain on the database for a further 5 years, consequently affecting the tenant's future request for rental accommodation.

IMPORTANT TENANT NOTICE

Dear Tenant

We take this opportunity to advise you that our office is a member of TICA – Tenancy Information Centre Australasia Holdings Pty Ltd. As the name suggests it is a national information service throughout Australia and New Zealand for the Real Estate Industry reporting on default tenants.

Our office is a supporter of the service and **advises that should you default under your agreement, then the information will be listed with TICA.** Once listed the information remains on file until the default is rectified, it then remains on file but is listed as rectified.

This will increase your difficulties when relocating as TICA has a strong membership throughout Australia and New Zealand.

We look forward to a harmonious Agent/Tenant relationship, but **we will follow this course of action if necessary.**

YOU MAY BE LISTED FOR ANY OF THE FOLLOWING BREACHES

- **Arrears of rent**
- **Absconding**
- **Breaches of Body Corporate By-Laws**
- **Dishonoured cheques**
- **Cheques marked “present again”**
- **Tribunal orders**
- **Court orders**
- **Unkempt gardens**
- **Poor periodic inspections**
- **Rental bond claims**
- **Unauthorised pets**
- **Failing to provide adequate notice to vacate**
- **Subletting without consent (includes occupants not listed on application)**
- **Bankruptcy**
- **Noise & nuisance**
- **Damage to property**
- **Malicious damage**
- **Taking possession without consent**

Regards,
DARREN COOKE L.R.E.A.
Property Manager

TENANT'S INFORMATION GUIDE

Welcome to Darren Cooke L.R.E.A. – Hope your move went as smoothly as possible, as I know it can be a very stressful time. I understand that you are busy settling into your new home, but please take the time to read this information – just a few things you should know.

ENTRY CONDITION REPORT

The Entry Condition Report - Form 1a is a very important form when moving in. It has to be filled out by the tenant and agent so we both agree to the condition of the property. Please return to us within **3 working days** of moving in. At the time of vacating, you will be required to complete an EXIT CONDITION REPORT that will compare with the Entry Condition Report.

ELECTRICITY/PHONE

It is your responsibility to have electricity, gas and telephone connect in your name and to have the account finalised when you vacate.

OCCUPANCY

Only the people originally included on your application and approved by the owner are allowed to reside at the property permanently. If a new tenant wished to replace an existing tenant our office **MUST** be informed in order to complete an application and complete Residential Tenancies Authority (RTA) paperwork.

PAYING RENT

Rent is to be paid through BPAY, you will be supplied with a Darren Cooke L.R.E.A. BPAY card advising you of your personal reference number and our biller code number. If you do not have access to the internet or phone banking, please contact our office to arrange alternative payment method.

Rent is payable in advance and should reach our office on or before the due date.

RENT ARREARS

*If you are having difficulty in paying your rent during the tenancy, always contact us to discuss your problems. If you become 7 days in arrears, we are obliged by law to issue a **Notice to Remedy Breach – Form 11** giving you 7 days to bring your rent back up to date. Should the breach not be remedied within the 7 days, then a **Notice to Leave** is issued, giving you 7 days to vacate the premises.*

BREAKING LEASE

For information on costs and obligations for breaking your lease please contact me on 04143839622.

MAINTENANCE

*We ask that you report any matters requiring repair or maintenance immediately to avoid the risk of injury to visitors or damage to the rented property. Any maintenance problem arranged by the tenant outside our normal business hours will be at the tenants cost unless it is proven to be an extreme emergency. You are required to complete a repair advice form should you need maintenance attended to at your property. The only type of maintenance that will be dealt with over the phone is 'EMERGENCY'. The advice form can be posted, faxed or dropped off at the office. All sections **MUST** be completed.*

EXCESS WATER

According to your Tenancy Agreement you are responsible for payment of excess water usage at the property.

CONTENTS INSURANCE

Please be aware that the Lessor's property insurance does not cover your personal belongings and it is in your interest to obtain contents insurance in case of damage or theft.

RUBBISH

Must be placed in proper bins supplied. Rubbish placed in boxes or bags will not be collected by the Gold Coast City Council and this could then cause a health problem.

PICTURES

Do not use Blu-Tack (or similar product) or sticky tape substances to hang or place pictures on the wall as removal of these items usually causes damage to the walls. If no picture hooks are in the premises please contact me to arrange for approval by the landlord.

PETS

Unless a pet is specifically approved on your tenancy agreement, pets will not be allowed without prior approval. Please note that in most unit complexes the Body Corporate By-Laws do not allow pets in any case.

GUTTERING

According to the tenancy agreement it is your responsibility to keep the gutters clean and ensure that rainwater can flow into drainage pipes. Should gutters be blocked this can cause internal leaking and damage to walls and ceilings.

GARDENS

You are responsible for the lawns and gardens at all times, unless specified beforehand. This means watering, weeding, trimming and mowing. Recent water restrictions across the Gold Coast does not take the responsibility away from the tenant to carry out watering. There are firmly established times when watering can occur.

ROUTINE INSPECTIONS

We carry out routine inspections on all our properties every 3-4 months and will advise you in writing prior. This is always a good opportunity to point out any maintenance problems or other concerns you may have. If you are not present we will access the property with our spare keys.

PROPERTY FOR SALE

If during your tenancy the property goes up for sale, don't worry! You can not be thrown out at a moment notice. If you are under a lease you are there for the term of that tenancy agreement other than that, the Lessor has to give you the correct notice to vacate the property.

KEYS

We usually have a spare set of keys in the office. Should you have lost your keys or have locked yourself out you may collect our set during office hours (you must sign keys out and leave \$50.00 as a deposit; to be collected when all keys are returned). After hours our recommended locksmith can be contacted at a set fee to be paid by the tenant.

TENANT'S TROUBLE SHOOTING GUIDE

HOT WATER SYSTEMS

If the water is not hot, check...

- Is the power switched on?
- Has the power box tripped switch or blown fuse?
- Is the system full of water?
- Has your shower routine changed or increased (tank capacity and/or tariff rates will affect this).

Remember in winter, the efficiency of the tank is less than in summer and the water will get colder quicker. Phone me on 0414383622 to arrange for a tradesman to locate the problem.

WATER LEAKS

Water bubbling out of the ground could be a serious problem and could lead to further complications. Phone me immediately.

BATH/SHOWER LEAKS

Leaking into wardrobes or any area backing onto the wet area – a regular check of these areas is advisable. If the carpet is wet, sponge and dry area thoroughly and check again after use of the wet area, advise our office it is wet again.

LEAKING FROM TOILET

Usually is a minor problem. Regular mopping and turning off the tap between uses is adequate until the tradesperson arrives. Please contact me during office hours to arrange for a tradesperson.

WASHING MACHINE – If included in tenancy

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 me during office hours.

CLOTHES DRYER

Check...

- Clean filter before every use of the dryer (can become a potential fire hazard if not regularly done).
- Is power on
- Dryer is not overloaded
- Is air temperature hot when running.

This appliance is not essential; please phone during office hours to report failure.

FAULTY SWITCHES OR FANS

Do not attempt to fix it yourself. Do not use switches. Check that appliance in use is not at fault.

LIGHTS

Check bulb or starter switch, check fuse box, and then if still faulty contact us to have it attended to.

POWER

Check fuse box for tripped switch or blown fuse. Check if any appliance in use may overload the system and cause the switch to switch off. Check if neighbouring properties are also without power.

HOT PLATES

Check if power is connected or check fuse box for tripped switch or blown fuse. If still not working, contact us to arrange a tradesperson.

GARBAGE DISPOSAL

Unblock and push reset button. Do not attempt to disassemble unit. Phone our office to arrange a tradesperson.

POOL PROBLEMS

- Water level is 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 in the pool as this creates a huge chemical imbalance.
- Ensure regular testing of water to keep correct PH level, this helps prevent mould/fungus forming in the pool.
- Vacuum at least once a week to keep pool clear of debris.
- Regular checks of pump to ensure motor working, correctly and efficiently (making funny noise 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 the pool is maintained for you, it is still part of your responsibility to keep an eye/ear out for any problems.

THANK YOU FOR TAKING THE TIME OF READ THIS INFORMATION. I HOPE IT HAS BEEN OF SOME USE TO YOU.

IF YOU HAVE SOME SUGGESTIONS OR TIPS OF YOUR OWN, PLEASE FEEL FREE TO SHARE THIS INFORMATION WITH TANIA COOKE OUR PROPERTY MANAGER

Vacating Check List

To assist in ensuring your bond is returned without any avoidable deductions or time delays, please keep the following on file and refer to it prior to handing back all sets of keys and Exit Condition Report. Prompt reporting of maintenance issues ensures continued enjoyment of the tenancy with minimal disturbance. This list should be completed and checked off on your exit report upon vacating as per your lease annexure.

Doors/Walls: all doors and walls to be scrubbed until all marks are removed, any scratches, dents or holes to be repaired and repainted. If you require a handyman to do wall repairs contact our office

Windows/Screens: all screens to be removed, hosed and frames cleaned. The mesh must be replaced if any tears present. Windows must be cleaned and all streaks removed. Tracks must also be clean, the easiest way to do this is to remove the window itself and clean them. Should you require the services of a professional, please contact our office.

Ceilings and light fittings: all curtains to be machine washed, (we recommend you hang them wet as this saves ironing). Verticals to be cleaned by soaking with a soaker or nappy wash in the bathtub for several hours, drain water, refill with clean water, soak for approx another hour, hang on line for about fifteen minutes to drain. Again we recommend hanging them wet with the weights in the bottom to limit creasing. Should you require the services of a professional, please contact our office.

Floor and floor coverings: all carpets are to be professional cleaned and a receipt supplied to our office on vacating. Any tears or burns in the carpet to be repaired. All tiled and lino floors to be swept and mopped.

Stovetop: Stovetop to be completely clean of any grease, we find the easiest way is to spray the stovetop with oven cleaner, all hotplates to be stove blacked.

Oven/Griller: Oven, griller and oven trays to be cleaned with oven cleaner, all grease and food remnants to be completely gone.

Rangehood: all rangehood's to be completely dusted and cleaned. Filters must be removed and cleaned and all grease removed. (The easiest way to do this is to remove them and run very hot water over them).



Dishwashers: filters to be removed and cleaned, door outside to be clean and all fingerprints removed, the inside to be cleaned and free of food scraps.

Cupboards and drawers: all cupboards and drawers to be wiped out, the outside of cupboards to be wiped over and all marks removed.

Light fittings: all light fittings to be removed and cleaned inside and out.

Power points: all fingerprints and marks to be removed

Garage/Carport/Driveway: All walls to be cleaned and any oil stains to be degreased, driveways to be hosed down, cleared of any garden rubbish and all oil stains degreased.

Gardens and lawns: all lawns to be mowed and tidy, all garden beds to be weeded and garden rubbish to be removed. Should you have any pets that have damaged any part of the lawn this area must be re-seeded. Should you require the services of a professional, please contact our office.

Gutters: all gutters to be cleared of any leaves and/or debris. Should you require the services of a professional, please contact our office.

Remotes and Keys: all remotes and keys to be handed in, in working order at time of vacation. Should you have had any spare keys cut to the property, these must also be handed in, this is for the new tenant's security.

Pools: Pools must be clean and the up-to-date service receipt presented to the office.

Pest Control: internal pest control for cockroaches, spiders and ants must be done prior to vacation and a receipt forwarded to the office. If you have pest on the property, it must also be sprayed internally and externally for fleas.

REMEMBER ALL CARPET CLEANING AND PEST CONTROL RECEIPTS MUST BE HANDED TO OUR OFFICE WITH YOUR KEYS AND THE COMPLETED EXIT CONDITION REPORT.

