

TENANT HANDBOOK

Lease Special Conditions

MERLOT RESIDENTIAL AUSTRALIA

MRA



Merlot Residential Australia Pty Limited

Suite 4 - 34 Harvest Court Southport QLD 4215 PO Box 4894 GCMC QLD 9726 AUSTRALIA

T 1300 MERLOT www.merlotinvestments.com.au

Welcome To Your New Merlot Home

The purpose of this handbook is to inform you of your obligations when living in a MERLOT Home. By clarifying these obligations at the commencement of your lease we can achieve our objective to provide you with good quality housing in a clean, safe and pleasant neighbourhood.

Our team of Asset Managers are professional and efficient and are constantly striving to provide you with the best service.

The Special Conditions within this Handbook form part of your Merlot Residential Australia Tenancy Agreement. Any breaches of the rules listed below will be subject to the issue of a Notice to Remedy Breach and/or Notice to Leave.

We ask you to read the contents, sign and date the annexure supplied by your Asset Manager acknowledging receipt, acceptance and understanding the contents, and hand to your Asset Manager on the day of sign up.

OFFICE INFORMATION:

**MERLOT RESIDENTIAL
Suite 4 / 34 Harvest Court
Southport Qld 4215**

**Phone: 07 5512 4185
Fax: 07 5512 4186**

OFFICE HOURS:

**8.30am - 5:00pm Monday to Friday
8.30 – 12 Noon Saturday**

ASSET MANAGER:

Your Asset Manager is: _____

Contact Mobile Number: _____

UNDERSTANDING YOUR TENANCY AGREEMENT

You have just signed an agreement between yourself and the Lessor (Owner) / Owners agent of the property. This is an important legal document which gives you certain rights but also certain legal obligations. These are laid out clearly in the booklet supplied by the Residential Tenancies Authority (Form 17A). Please take the time to read this booklet and make sure you understand what is required.

WE HAVE A “NO SMOKING POLICY” IN ALL MERLOT HOMES

1. PAYMENT OF RENT

- Rent must be kept one **week in advance at all times.**
- **Full rent must be paid on the due date.**
- Please remember to use the Reference number given to you on your approval letter as this identifies your payment to your property and Trust Account Ledger. If you do not use your Reference we cannot identify your payment to deposit against your Trust Account Ledger
- Merlot will not accept cash at sign up or at the office
- Receipts will not be issued unless expressly requested
- When making your rental payment and you require the payment to reach our Trust Account by a specific date, e.g. (date your rent is due) you must allow sufficient time for your payment to be processed through the banking system.
- Payments made out of hours, on a weekend or public holiday WILL NOT transact until the next business day which could put you in arrears.

2. OCCUPANCY & APPROVED PERSONS ON LEASE

- Your lease states the number of people permitted to occupy the property.
- Only the people originally included on your application and approved by the owner are permitted to reside at the property permanently.
- If you are expecting visitors who will be remaining at the premises for more than 3 days you must advise the office immediately.
- You must make application to Merlot should you wish to replace an existing tenant with another tenant or to include an additional person on the lease or to occupy the premises on a permanent basis. A change of shared tenancy is always required to be completed in this case.

3. BREAKING YOUR LEASE

It is also important that you understand that this agreement is a form of contract and cannot be “broken” by either party without penalty. This means that you are obligated until the end of your fixed term (the end date on your agreement). Sometimes situations arise when tenants think they can or should be able to “break their tenancy”. Life is never that simple – because it is a legally binding contract you may in fact be responsible for compensation to the owner if you do this.

If you break your Tenancy Agreement, under the current legislation, you will be responsible for the rent until the end of your lease or until a new tenant is found and lease is signed whichever is earliest, You will also be responsible for advertising of the property \$110.00 plus the re-let fee that is equivalent to one week’s rent plus GST, as well as the maintenance of the property (if applicable) until a new tenant is found.

4. ENTRY & EXIT CONDITION REPORTS

This is a very important form when moving in. It has to be filled out by ALL tenants and also us as your agent so we both agree to the condition of the property. This report is provided to you when you sign your Lease.

Photographs and site inspections have been completed by our Asset Manager prior to your move in.

Please go through the report thoroughly and note down any items of concern or damage as this Form will be used as a comparison when you vacate. Be very particular when filling out this report and make sure you mark down everything. If it is not on the report, then you could be charged when you leave.

This form must be returned to Merlot Residential within three (3) days of your move in date.

At the time of vacating, you will be required to complete an Exit condition report that we will compare with the ingoing condition report. This is the best method you have of protecting your bond, please make sure you understand your obligations and protect your interests.

PLEASE CHECK THE FOLLOWING ITEMS WHEN YOU OCCUPY THE PROPERTY

- T V Reception works in all rooms where there is a point.
- Water pump works and no leaks
- Hot water unit is plugged in and running
- Isolator switch near range hood is switched on – this controls the power to most appliances
- Check that you have received ALL keys and TV booster if applicable and ensure all work correctly.
- Air conditioner is working and you have the remote control
- Make sure the shower water does not leak out the doors or under screens
- Check Toilet Buttons are not sticking, toilets are flushing and not constantly running water

5. NEW PROPERTIES

Some of our properties are Brand New. If you have moved in to a Brand New Home, please keep us informed of any defects as we have six (6) months in which to report these to the builder and have the items rectified.

You may call the office or send an email to maintenance@merlotinvestments.com.au to report any defects at the property.

6. RENT ARREARS

You have a clear obligation to pay your rent in advance NOT IN ARREARS. This means that rent should be paid on or before the due date at all times. If you are experiencing difficulty paying your rent, please notify us so that we are able to make payment arrangements.

Please note – we have a strong policy in relation to arrears management and will follow the system outlined in your tenancy sign up pack which you are required to agree to and sign.

Prompt payment of rent when due will establish a reliable credit rating with our agency, and you may use our name as a reference when you are seeking hire purchase loans or other forms of finance. If you are seeking to rent another property it will help if we can say that you have been a reliable Lessee. Late payment of rent, even by a few days each week, is a serious matter and will affect your future rental references.

7. WHAT IF ONE TENANT DOESN'T PAY THEIR SHARE

If you rent the property with someone else, everyone on the lease is responsible for all of the rent, that means if two tenants are on the lease and one stops paying rent or vacates, the other tenant is responsible for all of the rent owing, even if they have paid their own share. Our office can not be involved in negotiations with tenants under shared house arrangements.

8. DISTURBANCE & NOISE COMPLAINTS

You are required under your lease to keep noise to a minimum at all times.

In the interest of good neighbourhood relations:

- Radios
- Stereos
- Televisions
- Musical instruments
- Car Engines / Motorbikes

These should not interrupt the reasonable Peace, Comfort & Enjoyment of other residents.

Please ensure that social gatherings of residents and guests do not become boisterous, obscene, or objectionable to other residents.

If this type of behaviour is reported to MRA we will issue a Notice to Remedy Breach on confirmation of the incident and a Notice to leave if there is continual disregard for this type of behaviour.

9. WATER USAGE

Tenants are responsible for all water consumption at the property.

Upon receipt to our office you will be invoiced for Water Consumption. Once you receive an account, payment is required within 4 weeks to our office as per your method of rent payment.

Upon vacating if we are not in receipt of a water account from the owner, a flat fee of \$95 will be charged. Should the account for water arrive after you have vacated and the account exceeds the amount of \$95 you will not be responsible for any further amounts.

10. 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. Regardless of cause, a Lessor's insurance cannot cover your property. Similarly you should have your own Public Liability policy as legal advice is that a Lessee is liable for any injury received by a visitor or guest. This usually forms part of contents insurance.

11. PETS

If you have been given approval to have pets at the property it is important that you keep the pets outside and strictly adhere to your Pet Annexure as stated in the Special Conditions attached to your tenancy agreement.

PETS ARE NOT PERMITTED INSIDE THE PROPERTY UNDER ANY CIRCUMSTANCE

Should any rules relating to the pet annexure not be adhered to or you receive more than two Notices to Remedy Breach for the same item relating to your pet you will be issued with a Notice to Leave and or your lease terminated through QCAT.

Do not attempt to conceal your pet after you move into the property without permission or acquire a pet during your tenancy and advise us after the event, as this could lead to a request for immediate removal of the pet or termination of your lease.

12. ROUTINE INSPECTIONS

An internal & external inspection of your property will be carried out every three (3) months. You will be advised in writing (RTA Form - Notice of Entry) of these approximately nine (9) days prior to the inspection by your Asset Manager.

The inspection times are pre-allocated. While we are able to allocate morning or afternoon – the volume of inspections carried out in a run does not allow us to make special times or change dates. You are not required to be present for the inspection although we do welcome your involvement if you prefer to be home.

We do have a set of keys for your property and in the event that you are not able to be at home, we will use these keys to gain entry.

Make sure the property is clean for when we inspect, as the owner receives a written report and we use these reports when giving rental references. This is always a good opportunity to point out any maintenance problems or other concerns you may have.

Repair request forms are available from your Asset Manager

13. PROPERTY FOR SALE

If during your tenancy the property goes up for sale, there is not necessarily a reason to worry.

- If you are under a fixed term lease, the term of this lease must be honored.
- If you are on a periodic tenancy (month to month), the Lessor has to give you 4 Weeks notice to vacate the property, once they have entered in to a contract for sale.

14. KEYS & REMOTE CONTROLS

When vacating, Rent will be charged until ALL keys and remotes are returned to our office. You will need to make arrangements with your Asset Manager to either leave the keys in the property or to meet onsite to hand over these.

Keys:

All keys signed for on commencement of the tenancy must be returned on vacating. If lock changing is necessary, the cost will be charged to the tenant/s. You are reminded that the condition of the lease prohibits changing of locks without the written consent of this office.

The replacement of keys and remote controls will be charged to the tenant if they are not returned or are not in working condition when vacating. If the tenant retains any keys or remotes after vacating, rent will continue to be charged until all are returned to Merlot Residential or after ONE business day of vacating a locksmith will be engaged to change all locks at the property and you will be held responsible, this is for security reasons.

Remote Controls:

It is the tenant's responsibility to replace all batteries in the remote controls, e.g. garage remote and air conditioner remote controls during the tenancy and upon vacating.

15. TENANCY RENEWALS

Approximately 6-8 weeks before the end of your fixed term tenancy, you may be offered an extension of your tenancy for a further fixed term. This obviously depends on the Lessor's instructions at the time.

We would appreciate your attention to this matter, so that we can ensure that the interests of both parties are catered for. Many Lessors are not in favor of tenants staying in properties on a periodic basis, so please take that into consideration when you are making your plans.

16. CARE & APPEARANCE OF THE PROPERTY

You have a very clear obligation under the RTA Act and your agreement with our office to take good care of the property so as to ensure at the end of the tenancy you can leave it in the same condition as it was at the start. This includes internal and external cleanliness, and care of the gardens, driveways and entrances.

To maintain our estates and properties and to create a safe and pleasant environment for you and your family, we ask that you abide by the following policies:

- Sheets, blankets or mats must not be hung over paling fences/gates at front, rear or side of properties
- Mops, brooms, furniture, bbq's or other items must not be left at front door or at the front of the property where it can be seen from the street front.
- Furniture, wood, grass clippings or any other items or rubbish must not be piled up against the house as this can attract termites and will void our termite warranty.
- Rubbish or grass clippings must not be stored at the property or used as mulch in garden beds, these must be disposed of in the correct manner.
- Garbage bins must be placed behind the fence at all times.
- Littering is a major problem; please pick up all newspapers and catalogues daily.
- Please dispose of cigarette butts appropriately, do not throw into garden beds or onto lawns as tenants will be responsible for the removal.
- When mowing your lawn, please ensure that you do not mow over plastic toys, newspaper or any other rubbish that may remain imbedded in the lawn as you will be responsible for the removal or cost of removal.
- All lawns, wiper snipping and weeding must be completed fortnightly.
- Water beds are not permitted in the property
- Swimming pools are not permitted at the property without prior written consent from Merlot.
- Do not hang plastic toilet deodoriser on the side of toilet bowl as this can dislodge and cause a blockage.
- Report any unusual or suspicious behaviour to the local Police Station or call Police Link
- All Merlot homes are NON Smoking – Smoking is not permitted inside the property at anytime.

17. HOUSEKEEPING OBLIGATIONS

You must keep the premises neat and clean both inside and outside and ensure that all the appliances are maintained as per the list below to avoid expensive call out fees to repair items that have not been maintained.

The items that require regular maintenance are listed over.

Regular Maintenance required on these items:

- Dishwasher
- Garage Door (See Point 40 for further information)
- Air Conditioner
- Leaf gutter baskets
- Yard drains and gutter drains and the gutter that runs across your driveway.
- Gutters
- Cleaning of Oven and changing of bulbs in Oven and Range hood

General Housekeeping is important and the following must be kept clean and free of dirt build up. In order to maintain the property, the following should be done on a regular basis.

- Clean all windows inside and out. Window tracks/sills and insect screens
- Clean all bugs and cobwebs from light fittings
- Ensure there are no finger marks, smudge marks or scrapes on any walls or doors
- Wipe down fans
- Clean oven and place foil in trays and clean racks
- Clean hot plates daily after use
- Clean range hood filters; these can be washed in warm soapy water or placed in the dishwasher.
- Wipe out food pantry, cupboards, particularly under sink and draws. Report any leaks immediately
- Clean Shower screens with a good shower cleaner
- Clean Shower floor and walls (spray with exit mould) to avoid any mould build up
- Clean around base of tap and drain hole to prevent any dirt build up, can be sprayed with exit mould.
- Wipe over shower rose, taps and soap dish
- Clean toilet bowls daily. Wipe down base and back of bowl
- Wipe out vanity cupboards and draws and bath
- Clean all tiled areas with warm water and ½ cup methylated spirits as this removes all grease and maintains the tiles. Ensure there are no stains on grout
- Replace any broken vertical blind chains if damaged by tenant / visitors (as required)
- Remove all cobwebs from all ceilings in particular inside garage, around eaves and covered areas.
- Garbage bins must be washed and disinfected weekly after collection
- Carpets must be professionally cleaned every 6 months to maintain the quality and reduce wear and tear.
- Report any damage to property or appliance failure to the office immediately.
- Report any water leaks or main water meter leaks to the office immediately
- It is the Responsibility of the tenant to ensure that they do not cut directly onto the laminate benches or hit the benchtop with any force or place hot items directly on to the surface as this will cause damage which generally will result in the benchtop requiring replacement. **ALL CHIPS OR DAMAGE WILL RESULT IN REPLACEMENT OF WHOLE BENCH TOP AND ALL CHARGES TO THE TENANT**
- **SMOKING INSIDE THE PROPERTY IS NOT PERMITTED:** Please ensure you do not smoke inside the property or allow tobacco smoke to enter the home. You will be responsible for removal of odour by washing down of all walls and all fixtures. If the odour still remains the repainting of all walls and professional cleaning of all curtains, carpets and fixtures at the property will be your responsibility.

PLEASE ENSURE THE FOLLOWING MAINTENANCE IS COMPLETED BY YOU DURING YOUR TENANCY:

- Leaf eater (basket) at both sides of the house where the pipes come down from the gutter: These need to be cleaned out weekly or the water tank will block up.
- Air Conditioner: This needs to be wiped over weekly and the filter must be removed and washed in warm soapy water and be allowed to dry before replacing otherwise air condition will not work efficiently.

- Garage door arms need wiping over weekly to remove dust and sprayed with either ioxa or WD40. If Remote does not work, before calling to report maintenance, please replace battery.
- Dishwasher Drain / Filter: Needs to be emptied daily and wiped out. Please remember not to overload the top draw as the wheels or bracket holding the draw will break.
- Smoke Alarms: If smoke alarms are beeping before placing a maintenance call or email, ensure you have changed battery and reset.
- Water Tank Maintenance: Clean and inspect inlet strainer monthly, clean and inspect overflow screen. Please ensure that the cable leading to water tank is not severed by your wiper snipper or damaged by pets as you will be responsible for the rectification of cables.
- Please note that all office chairs must have a plastic protector mat underneath chairs to act as a barrier between the casters and carpet to protect the carpet from wheel damage. Each time you vacuum your carpet you need to lift the mat and vacuum underneath to prevent the pile being flattened. Any replacement of carpet due to damage from office chair casters will be charged to tenant.

TAKING CARE OF YOUR DISHWASHER:

Scrape away large pieces of food, bones, pits, toothpicks etc. Food should be removed before loading any items into the dishwasher. Rinse off any food particles and do not overload the dishwasher draws as the rollers will break.

Ensure you keep the dishwasher drain clean and arms free of debris and food

Remove drain filter this is at the bottom of the inside of dishwasher. Using a small brush (old toothbrushes work well) place filter in warm soapy water and scrub away all particles that have clogged the filter, rinse off. Whilst you have the filter out ensure there are no food particles in the drain hole at the bottom of the dishwasher (this is under where the filter goes). Scrub with toothbrush and remove any particles. Clean around the door of the dishwasher door on inside, top, sides and also the hinges at the bottom of the door. REPLACE FILTER.

THIS MUST BE DONE WEEKLY ALONG WITH YOUR WEEKLY HOUSEKEEPING - PLEASE NOTE THAT IF WE ARE REQUIRED TO PLACE A CALL FOR REPAIR OF YOUR DISHWASHER AND IT IS FOUND DRAIN IS CLOGGED WITH FOOD ITEMS THE COST OF CALLED OUT AND REPAIR WILL BE INVOICED TO TENANT

HOW TO CLEAN YOUR AIR CONDITIONER:

Cleaning your air conditioner can cut down on energy costs therefore your power bills.

External Unit Outside – ensure you clear away any grass and leaves that have accumulated behind or around the compressor, wipe down compressor with a damp cloth. Always ensure that the concrete pad on which your unit sits is clean of debris and weeds at all times, if not they will get sucked into the unit. This check needs to be done weekly.

Internal Wall system: Open front of air conditioner carefully, take out filters and place in warm soapy water. Wipe over with a soft cloth or soft brush, rinse and set aside to dry. With a damp cloth, wipe down the outside of the air conditioner, along the top, sides and front of blades. Wipe inside the front of unit to remove as much dust as possible. When filters have dried replace and close unit.

THIS NEEDS TO BE DONE WEEKLY TO PREVENT DUST FROM ENTERING THE UNIT.

18. LAWNS & GARDENS

You are responsible for the upkeep of lawns and gardens unless specified in your lease or prior arrangements have been made.

Please note the following:

- Mowing, wiper snipping & weeding must be completed fortnightly.
- Wiper snipping must be 10cm around the parameter of the house to avoid termite infestation.
- Wiper snipping must be completed around the fence line and letter box.
- Please ensure you are careful when wiper snipping around downpipes as any damage will be tenant's responsibility.
- Do not prune any shrubs or trees without prior permission from Merlot.
- Grass clippings are not to be stored anywhere on the property or outside on the roadside or to be used as mulch in the garden beds.
- During summer months plants must be maintained in accordance with Council water restrictions.
- Any plants left to perish during the tenancy must be replaced at the expense of the tenant.
- Upon vacating the property tenant must mow lawns, wiper snip around the parameter of the house and along fence line and medium strip along the roadside. All gardens must be weeded and mulched.

19. GUTTERS AND EAVES

You are responsible to maintain the gutters to ensure they are free from debris, thus ensuring that a build up or blockage of gutters or leaf baskets will not cause water damage to the house and grounds. All eaves are to be free of cobwebs. PLEASE REPORT ALL GUTTER OVERFLOWS TO MERLOT

20. UTILITIES & SATELLITE TELEVISION

It is your responsibility to have your utilities connected in your name at the property prior to your move in and to have the account finalised when you vacate. Tenants will be responsible for all charges from the utility company including service fees.

Please ensure you are aware of the location of all the power sources to your property and that you know how to turn them off in the event of an emergency. Ask your Asset Manager or call the office for clarification.

Tenants must not remove gas bottles or fittings at the end of the tenancy, bottles and fittings remain the property of the Gas Contractor.

On having the telephone connected could you please advise the office of your new number. This is recorded in the computer and assists in communication.

Tenants are not permitted to install Foxtell / Austar or any other type of antenna on the roof or exterior of the property without the prior written permission of Merlot Residential.

If permission is given for the installation, all dishes must be at the rear of the property so that it is not visible from the street front.

It will be the responsibility of tenant to ensure that the contractors do not walk on the roof and crack tiles. If Installation requires drilling holes and/or removal of roof tiles to mount the dish, it is the responsibility of the tenant to ensure the Contractor seals all areas to prevent any roof leaks during rain periods. **Note: Tenants will be responsible for repair and payment of any roof water leaks should it relate to the installation and the dish must remain at the property upon vacating.**

21. RUBBISH

All Rubbish must be placed in the proper bins provided by council – Not on top or beside bins. Lids must be closed completely to ensure that birds and other animals cannot access the bin

All garbage must be placed in plastic bags before being placed in main bin to prevent odours and liquid settling in the bottom of bin. Bins must be stored behind the gates of the property at all times except for collection days.

Only the allocated bins for your property are collected, any further bins put out for collection will be charged to the tenants.

22. PICTURE HOOKS, EXTERIOR LIGHTING & ROOF USE

Tenants are not permitted to drill holes in the eaves, wood trim, walls, ceilings, doors or any surface of the house. If items need to be hung, written permission must be given by Merlot Residential and only genuine 3M hooks may be used.

Tenants are not permitted to Install Christmas or decorative string lighting to the exterior of the property or roof at anytime unless prior approval is given by Merlot Residential.

If approved, all lighting must be removed within set time frames and not be left for long periods of time. Any damage to the property will be the responsibility of the tenants.

Tenants or their visitors are **NOT PERMITTED TO WALK ON THE ROOF AT ANY TIME**. Walking on the roof causes damage to the roof tiles and subsequently causes roof leaks due to damaged tiles. **NO LIGHTING OR DECORATION IS PERMITTED ON ANY ROOF AT ANY TIME**

Any evidence of “roof use” will result in all repairs being charged to the tenant.

23. PEST CONTROL

Merlot Residential will ensure that Pest Control is completed prior to your move in and that there are no cockroaches, German cockroaches or Spiders at the property.

Merlot will also provide one Pest Control for spiders and cockroaches per year. Tenants will be responsible for any other pest control outside the 12 month period.

If you have pets you are responsible for a flea control spray every 6 months and a receipt provided to Merlot at the Routine Inspection.

Please ensure that you have no infestation of German cockroaches in your electrical appliances, particularly your refrigerator, microwave, television, audio system or toaster or any other electrical appliance as you will be responsible for the eradication of these pests. They are extremely difficult to exterminate and a very costly exercise.

If you have a mouse problem you will need consider what is attracting them:

- Remove all pet food from your alfresco area
- Do not leave food in bedrooms or any other part of the house.
- Ensure children do not drop food in any area of the house
- Check your BBQ plate and make sure it is clean and free of oil, fat or food.
- Empty cat litter daily and ensure there is no pet faeces on lawn.
- Ensure your garbage bin lid is closed at all times. Place all food scraps in a plastic bag and then into your bin.

24. PARKING

Tenants are **NOT** permitted to park on lawns as this will damage lawns and can break water pipes that are close to the surface.

Tenants will be held responsible for any pipes that are broken during the tenancy as a direct result of parking on lawns. Photographs are taken prior to your move in of all items at the property. This includes lawns – Front & Back, gardens and the internal of the house.

Please ensure you park in your garage or on your driveway in a manner that allows other cars easy access in the street. Any unregistered vehicles on or outside the property must be removed.

Any mechanical repair such as changing oil or any other mechanical maintenance I.E – Removal of tyres, engines & spray painting of your car on the driveway is **not** permitted at anytime. Emergency repairs such as changing a flat tyre or dead battery is permitted. Any stains or damage to the property will be rectified and invoiced to the tenants.

Please note any oil spillage or damage in the garage or driveway must be removed by the tenant or MRA will organise for this to be removed and the account paid by the tenant.

25. REPAIRS & MAINTENANCE

Please advise as soon as you are aware of any maintenance issues that require attention. We will endeavor to act quickly, although we do ask for your patience in situations where we are awaiting owner's instructions or trades people who are unable to respond immediately because of other booked appointments.

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 emergency under the RTA Act.

All maintenance issues unless Emergency should be put in writing to our office, this can be posted, faxed or emailed to the office. The only type of maintenance that will be dealt with over the phone is "Emergency". **In the case of an Emergency, outside of Office Hours, please call: 0410 348 582**

When you are contacting us with a maintenance issue, please assist us by having the details available such as make and model of appliances.

Our dedicated maintenance email address is – maintenance@merlotinvestments.com.au

If it is ascertained that a repair is due to tenant misuse or neglect, the repair will be charged to the tenant and must be paid on or before your next rental due date.

26. SMOKE ALARMS

It is the tenants responsibility to check and replace smoke alarm batteries during the tenancy. Please refer to your 17a for further details on your responsibilities in relation to Smoke Alarms.

Our office will carry out Smoke Alarm Inspections Annually and also when a lease is renewed, this is a requirement under the RTA & Fire Service Act. You will be notified via Entry Notice when this is to occur.

Please ensure you contact the office should there be any malfunction of the smoke alarm.

27. EMERGENCY MAINTENANCE

There are a range of situations which arise outside of normal business hours. If and when you have an issue arise, please take a few minutes to assess it yourself.

If it is truly an emergency it usually means your health, safety or security is at risk. In these instances you should consult the Tenancy Agreement for the names of our preferred tradespeople. If it is simply something important but not requiring immediate after hours call out, then contact our office on the next working day.

Emergency maintenance must be addressed as quickly as possible. Please refer to the 17a Residential Tenancies Information Statement (the booklet in your lease pack). All emergencies must be phoned through to the office as soon as possible and then formalised in writing.

In the case of an Emergency, outside of Office Hours, please call: 0410 348 582

28. ALTERATIONS TO THE PROPERTY

Whilst we appreciate that the property may not be completely to your tastes or requirements, it is not permissible to carry out alterations e.g. paint walls/wallpaper/change light fittings to your property without written approval from Merlot Residential.

In the event that you are given approval (i.e. To install a window Air Conditioner, shed or paint) it is imperative that you carry out your obligations at the end of the tenancy and return the property to its condition at the start of the tenancy, unless you have been given written permission to do otherwise.

Tenants are not permitted to place any placard, sign or other similar items or objects in any window or any other location where it can be viewed from the roadside.

29. DAMAGE

If there is any damage to the property either accidental or otherwise by anyone whilst you are in occupation, you are responsible to repair the damage immediately by a qualified and licensed tradesperson and you must advise our office immediately.

Should you attempt to carry out the repairs and they are not done to a satisfactory standard you could be responsible for additional expenses at the end of your tenancy.

PLEASE NOTE: We have a list of reliable trades people if at any time you need help with any of the above problems, please do not hesitate to contact us for their details

30. VACATING & ENDING YOUR TENANCY AGREEMENT

- There are required time periods for ending a tenancy. See Form 17a for further Information.
- If appropriate notice is not given, the date the vacancy advice is received will determine the date rent is charged to.
- If the Asset Manager has not already contacted you regarding the Exit Inspection please contact the office and advise whether or not you would like to be present for the Inspection
- You are not responsible for general wear and tear, however please note that if you diminish the quality of the dwelling without returning it to an acceptable standard agreed to by MRA you will be expected to meet the costs for rectification work.
- All keys and all remote controls for garage and air conditioners must be returned and batteries replaced if applicable.
- All utilities with service providers – telephone, gas and electricity must be disconnected
- Check water meter reading
- Any damage by pets to lawns or building must be rectified immediately prior to vacating.

VACATING CHECKLIST

Remove all personal items and effects from the property (internal and external)

Bathroom:

- Cabinets: empty, clean and wipe out. Clean around base of taps and plug hole to remove any build up of dirt. Wipe down with disinfectant top and sides of vanity, front of vanity draws and ensure all knobs are secure
- Clean bathroom mirror leaving no streaks
- Clean window, window tracks, window sill and insect screen on the inside & out.
- Clean light fitting, remove fitting and ensure insects / dust is removed
- Shower screen & recess tiles, floor and walls: scrub and remove all soap residue and mould
- Clean any spots off walls and around light switches and skirting
- Wash floor with disinfectant and ensure waste drain is free of hair or any debris
- Toilets: Ensuite and Main must be cleaned. Top of cistern wiped down, outside of bowl and back of toilet and around outlet pipe must be wiped and free of dust build up.

Kitchen:

- Draws: empty, clean and wipe out
- Bench: wipe down top with disinfectant, front of draws, sides and back of bench.
- Sink: Wipe down with disinfectant. Clean around base of tap and plug hole and ensure there is no food in plug hole
- Exhaust fan: Remove filters to range hood and clean. Please do not spray with oven cleaner as this damages the filters and you will be responsible for replacement filters. Replacement of globe is also required.
- Clean dishwasher drain, wipe out with disinfectant, report any draws which may be broken and leave door ajar
- Stove: clean stove top with a good cleaner ensure there is no build up of food. Ensure knobs are in good order and there are no scratches on glass hob
- Oven: Clean oven and ensure there is no build up of food, also trays and racks. Replace oven globe if required
- Windows: Clean inside and out, clean window tracks, sills and insect screen on outside
- Ensure all light bulbs are working, replacement charges will apply if there are missing or non-working light bulbs
- Walls: wipe down all walls, ensure there are no water/wipe marks which means you need to wipe down the whole wall to prevent wash marks
- Tiled Areas: ensure there is no discolouring to grout; this can be cleaned with Gumption and a toothbrush or bleach. Hot water and disinfectant or mentholated spirits will clean tiled floor.
- Wipe over all skirting boards

Air Conditioner:

- Wipe down outside of air conditioner, top, side and front vents, inner side and out. Remove filter and wash carefully in warm soapy water, dry and replace.
- Remote Control: replace batteries and ensure it is in working order. This has been checked and is in working order when you take over the tenancy

Laundry:

- Laundry tub: Remove any soap or hair from plug hole. Remove any stains or soap residue and disinfect. Remove any items from underneath laundry tub, vacuum under laundry tub and wipe area out with disinfectant
- Wipe down all walls, doors skirting and disinfect floors
- Wash tiled floor area with either disinfectant or methylated spirits and hot water.

Throughout dwelling:

- Carpet must be professionally cleaned by a reputable carpet cleaner or our recommended contractor and a receipt supplied. Any marks or stains that cannot be removed please contact our office on 5512 4185
- Remove cobwebs throughout premises (internal and external)
- Cupboard / wardrobes: empty all contents wipe shelving down, clean face panel
- Verticals: wipe down to remove dust and ensure all chains are secure and in good order

- Doors, skirting and architraves – dust and wipe down
- Floors (carpeted) need to be professionally cleaned and a receipt supplied.
- Light fittings: remove all bugs and wash in warm soapy water, rinse, dry and replace. Replace any light globes that are not working with energy saver inside and out.
- Walls: remove all marks from walls, to prevent wash marks you need to wash down whole wall and rinse off.
- Windows, window tracks, sill and insect screens need to be cleaned thoroughly inside & out.
- Front door and front security screens need to be cleaned to ensure there are no bugs or grass in door.

Garage/External:

- Alfresco area at rear: remove all cobwebs, remove light fitting wash, dry and replace. Replace globe if required. Remove any grease, oil or stains using pressure spray.
- Garage: Wipe down all walls, skirting, window, window tracks, sills, blinds and insect screens. Remove debris and rubbish and remove oil or marks from floor
- Replace batteries in both remote controls and light globe. Wipe down garage door arms and back and front of garage door.
- Guttering: clean out leaf baskets, drains and yard gully in lawns
- Letter box: empty letter box, clean top of letter box to remove any mould or dirt. Ensure street number is affixed to letter box and is clearly visible
- Gardens must be weed free and mulched. Lawns must be cut and parameter of house and fence line whipper snipped. Any shrubs must be trimmed and all lawn clippings and debris removed from the property.
- Garbage bins: Bins must be emptied washed and disinfected inside and out.

TROUBLESHOOTING & COMMON PROBLEMS

31. WATER LEAKS

Water bubbling out of the ground could be a serious problem and could lead to further complications. Phone our office immediately and make sure you turn off the meter in your front yard immediately.

32. BATH/SHOWER LEAKS

The most common problem in properties is leaking from wet areas i.e. 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 of the wet area, advise our office if there is still a problem.

33. LEAKING FROM TOILET

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

34. PLUMBING

Under the Residential Tenancies Act it states that it is the tenant/s responsibility to keep all plumbing and guttering clean and clear. If there is a problem try drain cleaner and rubber plunger on all drains. If there is still a problem contact our office.

35. POWER

If your neighbours have also lost power contact ENERGEX.

Otherwise check if you have a Safety Switch, which may have tripped.

This can occur in new or re-rented properties. The power shorts out and may cut off all or part of the house or power points only. The process you follow before calling the office is as follows:

- Turn off all power outlets and pull out electrical cord to all appliances except oven and hotplates.
- Go out to the electrical power board and turn switches back on and press the reset button.
- Start from the front room of the house and re-plug the electrical cords and switch on the power point.
- This process should be continued throughout each room re-plugging cords and switching on each power point to ascertain which appliance item is faulty or has failed.
- This will be determined after you plug in the faulty appliances and the property shorts again.
- The appliance/s should not be used again. You will also need to return to the electrical power box turn on all the switches and press the RESET button to bring take power back into the property.

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

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

36. FAULTY SWITCHES OR FANS

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

37. HOT PLATES

Check if power is connected or check power box for tripped switch or blown fuse. Check stove safety switch is on. This is usually located near the stove as a separate switch or a button in the middle of a power point located near the stove.

If this does not rectify the problem, please contact our office.

38. BREAK-IN/ROBBERY

In the event of a break-in, please contact the police and obtain a crime report number from them. Contact our office as soon as possible and inform us of any damages and/or repairs required.

39. HOT WATER SYSTEM

Problem: No hot water

This can occur with new or re-rented properties. When gas bottles are delivered the line between the bottles and hot water system become air locked preventing gas from igniting the hot water.

You will need to follow this procedure to obtain hot water it is called “bleeding the gas line” which takes out the air and allows the gas to flow:

- On the hot water system on the wall there is a panel which can slide either up or down to expose an “on/off” switch, this switch will need to be switched on and off at least 12 to 13 times (up and down is one).
- After completing go to the nearest hot water tap and turn it on as far as it will go (no cold water tap should be turned on), after one or two minutes the hot water should be forthcoming.

If hot water is still not coming through follow these procedures:

- New properties: Call the office so that a work order can be raised to the builder, re Defect as it can only be the tempering valve or a blockage in the line from mud or wasps building their nests.
- Re-Rentals: Call the office for a work order to be raised to our plumber to rectify problem, they will normally act on the day. If URGENT this is stated on job order.

Any call out that is charged to our office due to tenant not correctly following the above instructions, could result in the tenant being charged for this invoice.

40. GARAGE DOOR

Your panel garage door needs to be oiled on the hinges on the back of the door every two (2) weeks. Also the springs above the door need oiling every six (6) months. We recommend using WD40 however arms should not be greasy.

Clean the tracks with a soft brush or cloth. Ensure the door is dust free on the inside and outside
Please do not try and adjust Spring Tension as this is dangerous.

Do not attempt to force your door to open manually if there is a problem with automatic function as this can cause major damage resulting in a lot of added expense.

With roller doors make sure the tracks are kept clean and oil the lock every 6 months.

Any call out that is charged to our office due to maintenance not being completed, will be charged to the tenant if it is found to be as a result of lack of care.

If your power is not connected or the door is malfunctioning ,always release garage door from auto to manual be pulling the black cord coming from the garage door unit on the ceiling.

HELPFUL CONTACT NUMBERS

Emergency Services: 000

Telstra: 13 22 00

Energex: 13 12 53

Gold Coast City Council: 1300 130 854

Moreton Bay Regional Council /
Pine Rivers Shire Council: 07 3480 6666

Ipswich Shire Council: 07 3810 6666

Brisbane City Council: 07 3403 8888

Elgas: 13 11 61

Residential Tenancies Authority: 1300 366 311

Caboolture Shire Council: 07 5420 0100

We trust that you have taken the time to read the enclosed information in relation and conjunction with your Tenancy Agreement with our office.

We appreciate that you agree to carry out your obligations as required and respect our position as managing agents.

We certainly respect your position as tenants and will do our utmost to ensure that your time in our property is enjoyable.

Our whole team welcomes you to your property and we want you to know that we will be of assistance to you whenever we can.

ASSET MANAGEMENT TEAM

Merlot Residential Australia Pty Limited

is a member of The Merlot Group of Companies developing and maintaining communities across southeast Queensland:

Northern Corridor -

Fitzgibbon

Mango Hill

Kallangur

Dakabin

Alma Heights

Narangba

Morayfield

Caboolture

Southern Corridor -

Eagleby

Windaroo

Ormeau

Coomera

Collingwood Park

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