

TENANT HANDBOOK

Welcome to your new home



WELCOME

A message from the office of Steven and Demelza Berry Directors, Pinnacle Sales and Management

At Pinnacle Sales and Management we pride ourselves on exceptional customer service and recognise the importance of cultivating strong relationships with our tenants.

The purpose of this Tenant Handbook is to help foster our relationship with you by providing clear information from the outset as to our requirements and expectations. We also hope you find this Information Kit both helpful and informative in regards to the renting process.

Should you have any questions in relation to the information set out in the Tenant Handbook, please do not hesitate to contact our office.

On behalf of Pinnacle Sales & Management we welcome you to your new home and hope you enjoy your time with us.



Kind regards

Steven and Demelza Berry
Directors

3110/111 Lindfield Road, Helensvale Qld 4212

m 0408 220 085 p 07 5665 9651 f 07 5665 9064

e info@pinnaclesm.com.au

w www.pinnaclesm.com.au

Contents

Welcome	2
Office Hours.....	4
Payment of Rent	4
Understanding Rent in Advance	4
Arrears.....	5
Rent Increases/Rent Decreases	6
Water/Electricity/gas/phone/internet	6
Entry Condition Report	7
Routine Inspections	7
Repairs and Maintenance	7
Smoke Alarms	8
Safety Switch	9
Keys	9
Insurance	10
Walls/paintwork/picture hooks	10
Gardens	10
Lease Renewal.....	10
Smoking.....	11
Pets.....	11
Ending your fixed term or periodic agreement	11
Breaking your tenancy agreement	12
Getting your bond back	12
Appendix 1 – Checklist for tenants – Routine Inspections.....	13
Appendix 2 – Maintenance Request Form	17
Appendix 3 – Vacating Checklist	19
Appendix 4 – Emergency Contacts – Out of Hours	20

Office Hours

Our office hours at Monday to Friday 8.30am – 5.00pm. If there are issues that require attention please telephone us during office hours. For non-emergency issues that require attention outside of office hours, please contact us via email as this is checked regularly. For emergency help outside of office hours, see the section headed “Emergency Contacts out of hours” later in this booklet.

Payment of Rent

It is your legal responsibility to pay rent on time.

Our preferred method of payment is for you to directly deposit rent into our nominated trust account. You may also pay rent by making a deposit at a bank or other financial institution or by providing our office with a bank cheque/money order.

Understanding Rent in Advance

Rent must always ensure that their rent is paid in advance. We appreciate that some tenants find this concept difficult especially given they are required to pay 2 weeks’ rent in advance at the start of the tenancy.

The 2 weeks’ rent in advance as at the tenancy commencement is actually rent paid for your first 2 weeks of occupation. That is, it is not like a bond and it is not the intention that this money remains in trust for use at the end of the tenancy.

When you pay rent you are in effect purchasing the time period in advance and then using it during the period while you are living in the property. Once

the time period is finished you then pay for the next time period again before using it.

Arrears

At Pinnacle Sales and Management we understand that sometimes rent payments may be delayed due to unforeseen circumstances and we will do our best to accommodate extraordinary situations that results in delayed rental payments however, we must make you aware that our office has a strict rent arrears policy **that will be enforced regardless of the reason.** We must enforce this policy to protect the Landlord's investment.

Our Rent Arrears process is as follows:

1 – 3 days in arrears – we will send you a reminder SMS.

4 days in arrears – you will receive a telephone call and a letter

5 – 7 days in arrears - you will a telephone call and/or a visit

8 days in arrears – Form 11 Notice to Remedy Breach will be issued with 7 days in which to remedy the breach

Breach not remedied – Form 12 Notice to Leave will be issued with 7 days notice to vacate

You should be aware that if our office issues more than 2 Form 11s to you within a 24 month period, we can apply directly to QCAT to have you evicted from the premises without issuing a Form 12 Notice to Leave.

Please also consider that in the event of unremedied breaches your details may be listed on tenancy databases (eg Tenancy Information Centre of Australia – TICA or National Tenancy Database – NTD) which will make it very difficult for you to rent properties anywhere in Australia I the future.

Notwithstanding what we say above, should you fall into arrears or find yourself in trouble, we encourage you to contact our office as soon as possible to discuss the matter.

Rent Increases/Decreases

It must be at least 6 months since the tenancy started or the rent increased. Rent cannot be increased during a fixed term agreement unless it is stated in the agreement and even then 2 months' notice (in writing) must be given. Rent can be increased in a periodic agreement by giving 2 months notice (in writing).

Rental adjustments may be negotiated at the end of a fixed-term lease to reflect market conditions however this is decided very much on a case by case basis in conjunction with the property owner.

Rent decreases may occur when there is a drop in the standard of the property; if there is a decrease in services provided (e.g. the availability of car parking) or if a natural disaster (e.g. flooding, fire) makes the property partially unfit to live in.

Water/Electricity/gas/phone/internet

Please refer to your tenancy agreement in relation to these matters. In most instances it will be your responsibility to have all services at the property placed in your name and arrange a final meter reading prior to vacating the premises.

We are affiliated with various services providers and are happy to assist you where we are able.

Entry Condition Report

When you move into your new home you will be required to complete an Entry Condition Report. This report records the condition of the property at the start of the tenancy. It is a very important document if there is a dispute about the condition of the property when you move out. You must complete the Report and return the signed report to our office within three (3) days. We will give you a copy of the final report within fourteen (14) days.

Routine Inspections

Depending on each Landlord's instructions you can expect routine inspections to be conducted every 3-4 months. You will be notified in advance of upcoming inspection as we will submit you a RTA Form 9 Entry Notice. We usually allow a 2 hour window for entry. You do not need to be at home for this inspection although you are more than welcome to attend.

The purpose of this inspection is to identify repairs and maintenance needed at the property. The report we prepare will be forwarded to the Landlord also and the Landlord will provide certain instructions if/where necessary.

Please see the checklist later in this booklet to assist you in preparing for your routine inspection.

Repairs and Maintenance

You are responsible for looking after the property and keeping it, and any inclusions (like the oven), clean. We, in conjunction with the Landlord, are

responsible for ensuring the property is fit to live in and in a good state of repair. You should not carry out any repairs without prior written consent.

All general maintenance requests must be in writing. You can access our Maintenance Request Form online. Alternatively there is a Maintenance Request Form in this Tenant Handbook.

In the case of an emergency repair during business hours please contact your property manager directly. If an emergency repair is required outside of business hours please contact the appropriate tradesperson from the list in this Tenant Handbook.

Emergency repairs are repairs for:

- a burst water service or a serious water service leak
- a blocked or broken lavatory service
- 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 insecure
- 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.

Smoke alarms

By law, owners of all houses and units in Queensland must install at least one working smoke alarm.

Homes built or significantly renovated since 1997 must have hard-wired (240 volt) smoke alarms, while homes built prior to 1997 must have at least one 9 volt battery powered alarm.

During the tenancy you must:

- Test and clean (by vacuuming or dusting) each alarm every 12 months
- Replace any flat or nearly flat batteries
- Advise us if there is any issue with the alarm (apart from batteries)
- Ensure that all exits from the property are maintained as clearways so they can be safely and effectively used for escape in the event of a fire.

During the tenancy you must **not** remove a smoke alarm, remove the battery (other than to replace it) or do anything to reduce the effectiveness of the alarm (e.g. paint it)

We can supply a list of preferred contractors who can carry out the work for you at your expense. If arranging your own contractor, ensure they are qualified and hold current Public Liability Insurance cover.

Penalties apply for not complying with these requirements.

For more information please visit the Queensland Fire and Rescue Services website – www.fire.qld.gov.au .

Safety Switch

You should carry out a safety switch test every three (3) months. To conduct a test simply press the “TEST” button which should automatically trip the switch to the “off” position. Reset by pushing the button back to “on”. If it doesn’t work, contact our office immediately.

Keys

If you lock yourself out during office hours you can borrow the office set of keys provide you bring suitable identification and return the keys on the same

day. Costs may be incurred if the keys are not returned immediately. If you lock yourself out after hours you can attempt to contact us on the office mobile and if we are able to arrange entry we will however there will be a cost involved. If we are not able to arrange entry for you, will need to contact a locksmith at your own expense.

Insurance

We strongly recommend that ALL tenants insure their own contents as they are not covered under the Landlord's policy.

Walls/paintwork/picture hooks

You agree that no nail, screws, hooks, blue tack, sticky tape or tacks are to be fixed to the wall without prior written consent of our office.

Gardens

It is a requirement of your tenancy agreement (where applicable) that you are responsible for keeping garden weeds to a minimum and lawns mowed regularly.

Please note water restrictions in your area.

Lease Renewal

Assuming the owner of the property is agreeable, you can expect to receive an invitation to renew your lease if you have been paying your rent on time you have maintained and cared for the property. You will most likely be contacted regarding lease renewal around 10 weeks prior to your lease expiry date.

Please note that there are circumstances beyond your control which will result in the owner of the property not being able to invite you to renew for example, sale of the property.

Smoking

You must not smoke in properties and may face eviction if you do.

Pets

Unless a pet is specifically approved on your lease pets will not be allowed in the property without prior written approval. In Unit complexes, the rules in relation to pets are set out in the By-Laws.

Ending your fixed term or periodic agreement

You cannot move out at the end of a fixed term agreement without giving notice. If you wish to leave you must give 14 days' notice in writing. If we want you to leave we must give you 2 months' notice.

You must continue to pay rent until you move out.

Your tenancy agreement states that you must leave the property in the same condition it was before you moved in, fair wear and tear accepted. Your tenancy agreement may also provide that you have the premises professional cleaned including the carpet and have a professional pest control treatment conducted on the property. You should refer to the special conditions of your tenancy agreement in this regard.

Upon leaving the property you will be required to prepare an Exit Condition Report (RTA Form 14a).

You must leave the property in the same condition it was in before you moved in, fair wear and tear excepted. You may have to pay for carpet cleaning or pest control if they are included in the special terms of your tenancy agreement.

If you do not leave the property in a proper condition, we will hire professional cleaners and deduct the cost from your bond.

Once you hand the completed report to us we will complete our part of the report and return a copy within three (3) business days of receiving it.

Please use our vacating checklist to assist you.

Breaking your tenancy agreement

If you break the tenancy agreement (e.g. you decide to leave early), you are still responsible for compensating the lessor/agent for lost rent until another tenant can be found or until the tenancy ends. You may also be liable for other costs such as the cost of re-letting the property and advertising. Please refer to the special terms of your tenancy agreement in this regard.

Getting your bond back

If all parties agree on the bond refund we will submit a bond refund request form to the RTA. The RTA will process this request and you will be refunded your bond amount as directed by you. In our experience this process usually takes about 14 days. The fastest way to get your bond back is to provide the RTA with your bank details on the bond refund form in order that the refund may be made directly into your nominated account.

Appendix 1 - Checklist for Tenant – Routine Inspection

General:

- Ensure all windows, doors, sliding doors, window tracks, fly screens and security screens are free of dust and dirt
- Vacuum all sliding door tracks and wipe clean
- Sweep and mop all floors (except carpet), removing any marks or stains
- Ensure all light fittings are cleaned and free from cobwebs
- Clean any marks left on walls and light switches
- Wipe down and remove all dust from skirting boards, picture frames and window sills
- Ensure all curtains and/or blinds are dusted
- Clean the inside and outside doors/mirrors of built in wardrobe
- Smoke Alarm, does it work?

Details:

.....

Lounge room and Dining Room

- Vacuum carpet throughout, conduct a carpet steam service clean periodically if the carpet experiences high traffic
- Dust light shade and fan (if applicable)
- Wash all windows, window sills and screens
- Dust blinds (if applicable)
- Wipe down walls, if required
- All doors (both sides) and door edges and frames cleaned and marks removed
- Skirting boards dusted

Living Room

- Clean all blinds (if applicable)
- Wash all windows, window sills and screens
- Dust all baseboards and electrical plates
- Vacuum carpet, conduct a carpet steam service clean periodically if the carpet experiences high traffic
- Dust any cobwebs
- Dust any shelving (if applicable)
- Wipe down walls, if required

Hallway

- Vacuum carpet, conduct a carpet steam service clean periodically if the carpet experiences high traffic
- Wash all windows, window sills and screens (if applicable)
- Wipe down walls, if required

Bedroom(s)

- Vacuum carpet, conduct a carpet steam service clean periodically if the carpet experiences high traffic
- Wash all windows, window sills and screens
- Dust light shade
- Dust blinds (if applicable)
- Blinds in wardrobes, clean sliding tracks from dust build up as this can then cause rust
- Wipe down walls, if required

Bathroom

- Clean and mop floor
- If there is any mould present it is to be removed from tiles, ceiling and walls
- Remove toilet seat clean and disinfect the seat and lid; clean and disinfect the toilet bowl inside, outside and behind the bowl
- Clean shower recess
- Mirrors must be polished
- Exhaust fan must be cleaned (if applicable)

- Dust light shade
- Wipe down basin and vanity
- Wash all windows, window sills and screens (if applicable)
- Wipe down walls, if required

Kitchen

- Clean and mop floor
- Bench tops and splash backs must be cleaned
- Clean and wipe cupboards if required
- Stove top, oven, griller, all oven and griller trays, and exhaust fan. All must be cleaned and degreased thoroughly (if any of the above appliances are applicable)
- Clean sink, disposal unit and dishwasher
- Dust blinds
- Wash all windows, window sills and screens
- Wipe down walls, if required

Laundry

- Clean and mop floor
- Tubs cleaned inside and out, including inside of cabinet
- Clean taps
- Linen and broom cupboards cleaned. Both inside and out (if applicable)
- Wipe down walls, if required

External

- Dirt and oil removed from driveways, garage and/or carport and all other exterior areas
- Lawns and gardens to be freshly mowed, weeded and grass clippings cleared
- All rubbish removed from the property, both internal and external
- Ensure pool and pool equipment are cleaned (if applicable)

Bathroom

- Sweep and mop
- Clean railings and any Perspex glass
- Remove all cobwebs etc.
- Wipe down walls, if required

Please make note of any relevant repair or maintenance issue to be looked at:

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Appendix 2 – Maintenance Request Form

Maintenance Request Form

Address of Property: _____

Date: _____

Tenant Name(s): _____

Mobile: _____

Email: _____

Phone (w): _____

Phone (h): _____

The following repair items require attention (please provide as much detail as possible):

1.	
2.	
3.	

If repair relates to an appliance:

<input type="checkbox"/> Hot Water <input type="checkbox"/> Dishwasher <input type="checkbox"/> Cooktop <input type="checkbox"/> Oven <input type="checkbox"/> Garage Motor <input type="checkbox"/> Other Make: _____ Model: _____ Serial No: _____

- I hereby authorise Pinnacle Sales & Management, its employees and contractors to enter the property using the office set of keys in order to carry out and/or view the repair.
- I do not authorise Pinnacle Sales & Management, its employees or contractors to enter the property using the office set of keys in order to carry out and/or view the repair.

I acknowledge that I have read the privacy notice of Pinnacle Sales & Management and understand that in certain circumstances my personal details may be provided to either the contractors engaged by Pinnacle Sales & Management or the owner of the property throughout the repair and/or maintenance process.



Tenant Name

Tenant Signature

Date

.....
Office Use Only

Date Received	Owner Contacted	Instructions

Appendix 3 – Vacating checklist

Date:	
Property address:	
Tenant(s) name:	
Property Manager:	

	Special attention inside the property	Yes <input type="checkbox"/>	No <input type="checkbox"/>
1.	Dust : Light shades, skirting boards, window sills, venetian blinds	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.	Floors: Wet floors mopped, carpets to be vacuumed and stains removed	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3.	Walls: Marks cleaned rom walls	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.	Windows : cleaned inside	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5.	Kitchen: inside oven, inside griller, range hood screens, inside cupboards	Yes <input type="checkbox"/>	No <input type="checkbox"/>
6.	Bathroom: soap scum removed from shower and bath, toilet to be cleaned.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

	Special attention outside Property	Yes <input type="checkbox"/>	No <input type="checkbox"/>
1.	Keys : all keys to all locks should be returned	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.	Windows: cleaned outside	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3.	Garden beds: weeded and pruned or trimmed	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.	Lawns : mown	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5.	Hoses and fittings: returned and in place	Yes <input type="checkbox"/>	No <input type="checkbox"/>

	External Presentation	Yes <input type="checkbox"/>	No <input type="checkbox"/>
1.	Rubbish: all rubbish on the property to be removed	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.	Garage: must be empty of goods and belongings	Yes <input type="checkbox"/>	No <input type="checkbox"/>

3.	Under the House: must be clear of goods and belongings	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4.	Garden Sheds: must be clear of goods and belongings	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5.	Pathways and Paved areas must be swept	Yes <input type="checkbox"/>	No <input type="checkbox"/>
6.	Mail: Letterbox emptied	Yes <input type="checkbox"/>	No <input type="checkbox"/>
7.	Garbage and Recycling Bins : must be left empty	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Appendix 4 - Emergency Contacts out of hours

Hot water & plumbing emergencies:	0458 820 297
Electrical Emergencies:	0458 820 297
Locksmith Emergencies:	0458 820 297
Elevator Emergencies:	0458 820 297