

The team at Elders Real Estate would like to welcome you as a tenant.

To ensure your time with Elders runs smoothly, we ask that you read this information. At the lease signing one of our friendly staff will check to ensure you have the required paperwork to commence your lease, which will include:

- A copy of your 18a Tenancy agreement along with the special terms and conditions,
- A copy of your Bond form
- Smoke alarm and safety switch agreement and responsibilities
- 17a RTA booklet (rights & responsibilities)
- Rent arrears procedure
- Entry condition report/Inventory report & photos
- Pet agreement (if applicable)
- Keys and photo copy of keys.

Connection of Utilities- The connection of utilities is the **responsibility** of the tenant. Elders recommends contacting the supplier as soon as you have been approved for the rental property. **Services for a brand new property can take up to 10 days for connections.** Elders recommends using a company called “**Direct Connect**” this is a free service-*** ‘**DIRECT CONNECT**’ on **1300 664 715** can organise the connection of all your services ... or Complete the form in our office and we can email it to them.

Entry Condition Report - Your entry **condition report** is your verification as to the condition of the property and will be used at the vacate inspection to determine the exit condition, any damage Elders find at the vacate inspection that is not stated on the entry report will be your responsibility to repair, less fair wear and tear. Please read through the agents comments thoroughly, and write your comments on the tenant’s side, regarding damage that we may have overlooked. Please sign all pages and return to Elders within 3 days, don't forget to read the water meter and write the number on the front page. The water meter is located at the front border of the property in a green or black box. Elders will require you to sign a 2nd copy of the report for our office just in case you don't return the original. This copy will be discarded when you return your original and you will receive a copy for your record. Look at this report as it is worth your rental bond amount.

Rent arrears- Elders have a zero tolerance for rent arrears, in the event you are having financial difficulty we recommend that you contact our rental department to discuss your options. Please remember that your rent payment history forms a part of your credit history.

Rent payments are required to be paid through Rental Rewards, we do not accept cash payments into our office. Always ensure you use your reference number so we know who the money is coming from. Your ref # is always your mobile number if this is to change **IT IS YOUR RESPONSIBILITY TO LET US KNOW AND CHANGE YOUR DETAILS WITH RENTAL REWARDS.** Our office does not send out rent receipts, if you require them you may collect

them from our office or we are happy to send or email a copy of your rent ledger at any time.

Method of rent payments – Rent can be paid by Rental Rewards www.rentalrewards.com.au (please see attached fact sheet on how to pay rent), Centre Pay or Bank cheque. We do not accept personal cheques.

Maintenance issues are always to be submitted to our office in writing, either in person at our office, via email or online on our Elders website. In the event of emergency maintenance (your 17a RTA booklet outlines what constitutes an emergency) you can contact our office by phone to report and follow up with written form.

After hours **emergency maintenance** can be reported to Elders by contacting our a/h mobile number which is stated on your lease agreement or call our office number a voice recording will give you this number. In the event, we cannot be reached your lease agreement does state who our preferred tradespeople are. Please remember if it is not an emergency as stated in the RTA book you may be responsible to pay the bill.

Inspections- Elders will conduct routine inspections of the property on a 14 week basis, your first inspection will depend on the suburb where you live and may occur within the first few weeks of your lease commencement then the next inspection will be 14 weeks later. You will receive written notification a minimum of 7 days prior to the date of your inspection. In the event you are unable to be present, Elders will use our office key to enter or you will need to arrange with someone to be present. You will be emailed a maintenance form along with the entry notice. Please leave the completed maintenance form on the kitchen bench ensuring you are specific with your concerns also complete any contact details that may have changed. In the event you have dogs on the property please ensure they are restrained to enable our staff to inspect the exterior of the property. Due to the large volume of properties we are unable to change dates.

Animals - Elders do not allow animals inside our rental properties (unless prior agreement in writing), please read your pet agreement thoroughly as this outlines your responsibilities, such as replacing damaged turf, filling holes in yards and damage to fences.

Smoking - Under no circumstances do Elders allow smoking inside a property, failure to comply may result in you having to pay for walls, carpets, furnishings to be professionally cleaned, re painted or even replaced.

Vacating - In the event you are vacating at the end of your lease, Elders require a minimum of 14 days' notice in writing on a form 13, you can collect this form either from our office or the RTA website.

Upon vacating Elders require the electricity stays connected for 3 business days this enables us to check at the bond inspection that all lights and appliances are working. Failure to do so will result in a portion of your bond being withheld until a new tenant moves in and these appliances can be checked.

Ending a lease early- If you wish to end your fixed term lease early, you will be required to sign the necessary paperwork which states you are responsible to continue paying rent until

a new tenant is found or until the end of the lease whichever is sooner, you will also be required to pay a relet fee of one week's rent + GST

Thank you for reading this information we hope it has been informative, Please feel welcome to speak to one of our friendly staff members at any time if you have any questions regarding your Tenancy.

If you have any other questions please don't hesitate to ask

We look forward to having with us at Elders Real Estate Project Marketing

Yours faithfully

Dee Bloor

Senior Property manager



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