

TENANT QUICK REFERENCE GUIDE & GENERAL INFORMATION



AGENCY INFORMATION

Belouis Realty

ADDRESS

Units 1-2/7 Northward Street, Upper Coomera, Qld, 4209

PHONE NUMBER

07 5502 9422

EMAIL ADDRESS

info@belouisrealty.com.au

OFFICE HOURS



MONDAY - FRIDAY

8:00am – 5:00pm

SATURDAY

OFFICE CLOSED (NB: however, property viewings are conducted)

SUNDAY

CLOSED

PREFERRED METHOD OF CONTACT



EMAIL

This is the most effective and quickest contact method if you have email access also. Your Property Manager's direct email address appears above or on the business card provided.



APPOINTMENT

To see your Property Manager in person, please contact the office to make a time that suits you both. The nature of our role takes us out of the office and by making an appointment we can ensure we are there for you.



TELEPHONE

If you don't have email or for emergencies please contact our office by phone. Messages left will be returned as soon as it is possible to do so.

OTHER INFORMATION



CONDITION REPORT

Please complete, sign and return to our office within **3 DAYS** OF THE LEASE COMMENCEMENT DATE as required by the Residential Tenancies and Rooming Accommodation Act 2008.



ELECTRONIC TRANSMISSION

It is agreed by signing this document consent is given to receive any documentation relevant to the Tenancy by electronic communication methods such as email or facsimile. Also, the method of receiving advice or notification by SMS is accepted.



EMERGENCY REPAIRS

Emergency repairs include such situations as:

- Burst water service
- Gas leak
- Blocked or broken toilet
- Fault/damage likely to cause injury
- Serious roof leak
- Electrical shock/fault

PHONE 07 5502 9422 or your dedicated property manager (Michelle Siolo 0424 181 644, Sarah Pardoe 0452 085 672, Hannah Mitchell/TeMaoi Clarke 0404 163 165) to report these types of situations immediately.

If after hours, leave a detailed message of the situation and refer to the emergency contact numbers listed on Page 2 of the General Tenancy Agreement as well as refer to the Information Statement available in this Tenancy Moving In Kit.



GENERAL REPAIRS AND MAINTENANCE

All general repairs and maintenance must be forwarded to our Agency in **WRITING** so we can act accordingly. Provide as much information as possible of the repairs needed, inclusive of pictures as well as access authorisation in order for repairs to be done. [Maintenance Repair Request](#) forms are included in this folder.



INSURANCE

We advise ALL TENANTS to insure their own contents as they are NOT covered under the Lessor's policies.



KEYS, LOCKED OUT?

Office Hours – you can collect our office management set and return them to our office within a 2hr time frame, however, identification will be required.

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

All Coast Locksmiths M: 0406 333 300 OR

Achieve Locksmiths 0407 671 818 OR

API Locksmiths T: 07 5531 3844



MOVING OUT

Two (2) weeks' notice in **WRITING** is required if you intend to vacate on the lease expiry date or after that date. The prescribed Form 13 Notice of Intention to Leave is included in this folder.



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 is the Tenants responsibility to remove before vacating the Property. To avoid such damage we recommend the purchase of a drip tray.



POOLS AND POOL FENCING

PLEASE DO NOT MAKE THE ASSUMPTION THAT YOU ARE ABLE TO INSTALL / ERECT A POOL OF ANY TYPE AT THE PROPERTY.

If you wish to have a pool of any size, it may require fencing due to Legislation. You must first seek permission from the Lessor in writing for the pool.

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.

We recommend you contact the Queensland Government and your local Council for further information.



POT PLANTS

It is recommended that pot plants are raised off the carpet or outside areas to avoid water damage or staining.



PROPERTY INSPECTIONS

The Property is inspected by your designated Property Manager, our assigned Maintenance Inspection Manager or a representative of Belouis Realty 3 or 4 times per year.

You will be notified in writing via EMAIL between 7 to 14 days prior. For further information please refer to the Routine Inspection Agency Procedure form included in this folder.



RENT PAYMENTS

Belouis Realty is a cash FREE agency, direct deposit is the preferred method of payment for ALL rent and invoice payments. Please refer to the Rent Payment & Arrears Agency Policy form included in this folder.

It is your responsibility as the Tenant to arrange and make all rent/invoice payments on-time or as required ensuring that the allocated REFERENCE NUMBER is used at all times for receipting and allocation purposes.

Belouis Realty Trust Account Details are;

Bank: Westpac - Oxenford

Name: DH Realty Pty Ltd t/as Belouis Realty Trust Account

BSB: 034-153

Account: 229629

YOUR REFERENCE: (first 4 letters of your street name with your house number, for example: 7 Northward Street, Upper Coomera = NORT007)

In the event of a rental rate increase, it is the Tenants responsibility to increase the amount of the direct debit schedule (if or when necessary) and to cancel the direct debit scheduled at the end of the tenancy, As Belouis Realty are NOT the account holders, we CAN NOT change any direct debit scheduled.



BREAKING A LEASE AGREEMENT

If you wish to vacate the property DURING your Tenancy, please contact your Property Manager immediately and make an appointment at which time the Property Manager will advise you of your obligations during this process.