

WELCOME TO YOUR NEW HOME!!!

Thank you for renting with RE/MAX Integrity and welcome to your new home. Please keep this document handy as you may need to refer to it from time to time. It's full of useful information that will help you during the course of your tenancy.



First of all, just a reminder about returning your completed entry condition report in the next few days as you are coming up to your 3 day return time frame. It's ok to email this through along with your supporting photos within the 3 days and post / drop off the original soon after. **We must get the original back.**

When you first entered your property – you paid your first two weeks rent. Another reminder just to set up your regular payments as of next week to ensure you don't fall into rent arrears.



Some important info about maintenance:

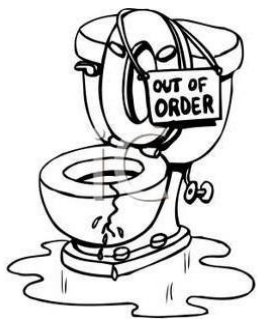
We have a dedicated maintenance email at RE/MAX Integrity. You can send through your requests to integritymaintenance@remax.com.au

Please be aware any maintenance issue caused through fault of your own, can be billed back to you. Here are a few ways to avoid this from happening.

A few common issues we come across often that are easily and quickly resolved without calling out a tradesperson:

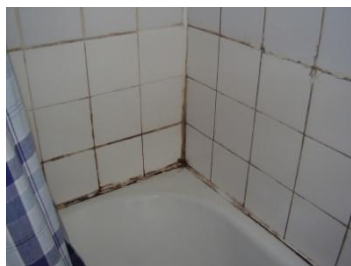
Light bulbs - Replacement is a tenant responsibility and not an owners. So if your light bulbs blow – you are required to purchase new bulbs and replace them yourself. It's a good idea to keep a few spares at home at all times. If your change in a new light bulb and it still doesn't work, there may be something wrong with the wiring. Please ensure you have changed the bulb first before submitting a maintenance request about lights.





Blocked drains / toilets – Please run Draino through first and plunge and make sure you haven't clogged the drains / toilets by accidentally flushing / dropping something down them.

Power cutting out – Please check your safety switch first is set to ON. The location is noted on your entry condition report so if you haven't found it yet, please go locate it now. If you lose power, check this hasn't tripped first. If your power is tripping, it is most likely a faulty appliance. Please unplug all your appliances and turn the switch back on and start plugging them back in one at a time until you figure out what's causing the power to trip. Storm season it is very common the power trips so please always check this first. If your neighbours don't have power, it's likely an outage in your area. If you contact Energex, they can give you an estimated time the power will be back up.



Mould – please ensure you keep your bathrooms well ventilated as moisture build up creates mould. After every shower & doing your laundry – please open your windows and turn on your exhaust fan if you have one to allow the bathroom /laundry to air out and release all the steam. If you have mould in the bathroom or laundry, you will be required to clean this up. A useful page to read about how to avoid mould can be found here: <http://www.hpw.qld.gov.au/SiteCollectionDocuments/Mould.pdf>

Pests / Bugs – please ensure you take your rubbish out every night and don't leave food out overnight. Doing so attracts cockroaches & bugs etc.



APPLIANCES

Dryers and Dishwashers – please ensure you clean filters regularly – minimum once a month.

Air con filters – please ensure you clean this at least every 6 months.

Appliances and air con errors – If you are receiving errors on any of your appliances – please consult an online manual first to see if it is something you can fix easily yourself. If not, please provide the error code with your maintenance request. Dishwashers – please ensure your dishes aren't too high and interfering with the spin wash arm.



EMERGENCY

In case of emergency! Please use our approved tradespeople ONLY. Emergency is – Life in danger OR property being damaged e.g. burst pipe, gas leak etc.

Plumbers – Bell Plumbing – 3354 3300

Electricians – Cartella – 3216 5567

Locksmith – North Brisbane Locksmiths – 0419 645 988

Glazier – True Blue Glass – 1800 672 522



If you lock yourself out outside of office hours – please contact a locksmith at your own expense.

If you would like extra keys cut – these are at your own expense and must be returned at the end of the tenancy. You must notify us if you are duplicating keys.

Thank you and we really hope you do enjoy living in your new home and that everything runs smoothly.

Any problems – please feel free to contact any of our friendly staff.

All our forms can be found here on our website:

<http://remaxintegrity.com.au/rent-lease/forms-for-tenants>

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