



# NEWSLETTER

JAN - FEB  
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## ***HOW TO LIVE A MOULD-FREE EXISTANCE***

As a tenant, you are required to take responsibility to help prevent mould and dampness in your home.

Please find some simple and effective ways below on how to prevent mildew and mould.

- Open your windows as often as possible. If you have security screens, try to leave the windows open at all times to allow air flow.
- Open your blinds and curtains to let sunshine in daily. Toxic mould hates sunlight. It is imperative to let fresh air into your home to reduce dampness and moisture.
- Always use exhaust fans when cooking and showering
- Try to keep dust at bay, as mould spores love to settle on dust
- When placing furniture, try not to have it hard up against the wall where it can become dark and damp. Allow room for air to circulate so that mould cannot form.
- In the bathroom when using hot water, always open window and use the extractor from to prevent mould.
- Mould growth that starts on ceilings is due to a lack of ventilation immediately, open windows and let the sun dry it up. In winter during the day it is normally warmer outside that it is inside so open windows and blinds to prevent moisture build up.

If you have any concerns about mould in your home, please do not hesitate to contact your Property Manager by email.

You can also check out the RTA website: [www.rta.qld.gov.au/Renting/During-a-tenancy/Maintenance-and-repairs/Mould](http://www.rta.qld.gov.au/Renting/During-a-tenancy/Maintenance-and-repairs/Mould)

### ***What Does it mean if your Landlord Decides to Sell The Property you Reside In***

Should your landlord decide to sell their property, it is their responsibility to provide you with 14 days notice of sale in writing. Outlining their intention to place the property on the sales market. Under the tenancy agreement, you are required to provide reasonable access to the property in order to show potential purchasers. This is considered as two appointments a week. If you refuse this access, the landlord/landlords agent may access the property using their own keys giving you 48 hours' notice.

If you are in a fixed term agreement, you do not need to move out and can continue living at the property. You will receive upon settlement, as 'Notice of Attornment'. This is to update you with the new landlords name/s. Should you be on an expired lease, then the landlord can provide you with a termination notice of 30 days upon exchange of contract.



## ***Damage vs Fair Wear & Tear – What is the Tenant Responsible for?***

Quite often a phrase in the rental industry that comes up and concerns both owners and tenants is that of 'Fair wear and tear'.

We know that tenants are not responsible for fair wear and tear to the premises they rent, however they are responsible for any damage.

### ***So, what is 'fair wear and tear' ??***

Fair wear and tear means the deterioration that occurs over time with the use of the premises even though the premises receive reasonable care and maintenance. Such deterioration could be caused by exposure, time or just by ordinary use.

As a tenant you are liable for negligent, irresponsible or intentional actions that cause damage to the premises.

Particularly at the end of the tenancy when you vacate the property, 'fair wear and tear' maybe brought up.

The following table with example may help to explain the difference between what is classed as fair wear and tear and what is classed as damage.

<b>Fair wear and tear</b>	<b>Damage</b>
Faded curtains or frayed cords	Missing curtains or torn by the tenant's cat
Furniture indentations and traffic marks on the carpet	Stains or burn marks on the carpet
Scuffed wooden floors	Badly scratched or gouged wooden floors
Faded, chipped or cracked paint	Unapproved or poor quality paint job
Worn kitchen bench top	Burns or cuts in bench top
Loose hinges or handles on doors or windows and worn sliding tracks	Broken glass from one of the tenant's children hitting a ball through the window
Cracks in the walls from movement	Holes in the walls left by tenant removing picture hooks or shelves they had installed
Water stain on carpet from rain through leaking roof or bad plumbing	Water stain on carpet caused by an overflowing bath or indoor pot plants
Paint worn off wall near light switch	Damage to paint caused by removing posters stuck with 'Blu-Tac' or Sticky Tape

### ***Email Communication***

Quicker than post and less intrusive than phone calls, as REMAX Masters we encourage email communication from out tenants. It is also very useful as a written record of conversations to avoid misunderstanding or confusion.

Furthermore, your Property Manager is often out on inspections or at meetings, so a quick email (when possible) is always better than a phone call if you have to discuss any non-urgent matters.

With the recent changes in Australia Post, where a standard letter can take up to one week to be delivered locally, we have had to re-evaluate how we use postage and are in the process of trying to eliminate postage wherever possible.

Following is a guide of what you can expect from us via email (note that in cases where none of the tenants have an email address, postage will be used).

### **Remember to advise us if your Email Address or Contact Number changes!!**

You are obligated under the General Tenancy Agreement to keep us in-formed of your updated contact details.

If you fail to advise us of a change of email address/contact number and as a result you don't receive a notice from us, the responsibility falls on you.

Please email updates to your Property Manager or email [masters@remax.com.au](mailto:masters@remax.com.au)