



Property Zest Rentals

A fresh approach to property

QUICK REFERENCE GUIDE & ACKNOWLEDGEMENT

AGENCY INFORMATION



Property Zest Rentals

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1a/49 Milburn St, CHERMSIDE WEST

p: 1300 799 114

e: rentals@propertyzest.com.au

w: www.propertyzest.com.au

OFFICE HOURS



Monday to Friday

9:00am to 4:30pm

Saturday

Closed

Sunday

Closed

PREFERRED METHOD OF CONTACT



Email

Email is the quickest and most effective method of contact for us. You can email your property manager directly or email rentals@propertyzest.com.au.



Telephone

Telephone is best suited for emergencies or if you do not have access to email. You can contact us by phone on 1300 799 114. Messages left will be answered as soon as possible.



Appointment

The nature of our role takes us out of the office frequently so if you wish to see your property manager in person, please contact the office to make a time that suits and we can ensure we are there for you.

OTHER INFORMATION



Condition Report

Please complete, sign and RETURN TO OUR OFFICE WITHIN 3 DAYS OF LEASE COMMENCEMENT DATE as required by the Residential Tenancies and Rooming Accommodation Act 2008.



OTHER INFORMATION



Paying Rent

Rent is paid fortnightly. Ezidebit is our preferred method of payment. Please refer to the information sheet provided for further information and setup of Ezidebit. Note that there is a small setup fee of \$3.30 and a per transaction fee of \$1.25 associated with Ezidebit transactions. Other accepted methods of payment are Bank Cheque or Money Order. We do not keep cash on our premises.



Emergency Repairs

These are defined in your lease agreement and include situations such as:

- Burst water service or serious water service leak
- Blocked or broken toilet
- Serious roof leak, a gas leak or dangerous electrical fault
- Flooding or serious flood, storm, fire or impact damage
- Failure or breakdown of the gas, electricity or water supply
- Failure or breakdown of an essential service or appliance for hot water, cooking or heating
- Fault or damage that makes the premises unsafe or insecure or is likely to injure a person

PHONE US TO REPORT THESE 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 (Form 18a) as well as refer to the RTA form 17a – Pocket guide for tenants – houses and units.



General Repairs and Maintenance

All general repairs and maintenance requests must be forwarded to our agency in writing (email preferred) so that we can act accordingly. Provide as much information as possible of repairs needed as well as access authorisation for the repairs to be done. Maintenance Request forms are provided in this folder or you can complete an online maintenance request form here:

<http://www.propertyzest.com.au/maintenancerequest>



Property Inspections

The Property is inspected by our team 3-4 times per year. You will be notified in writing 7 to 14 days prior to the inspection date. For further information, please refer to the Property Inspection information provided.









Keys – Locked out?

During Office Hours – you can collect our management set of keys and return them to the office within the hour. Identification will be required. After Office Hours – contact a locksmith at your cost. Refer to the



OTHER INFORMATION

	<p>Emergency contact numbers listed on Page 2 of the General Tenancy Agreement (Form 18a) as well as refer to the RTA form 17a – Pocket guide for tenants – houses and units.</p>
	<p>Moving Out If you intend to vacate the property upon lease expiry or whilst on a periodical lease, you must give two (2) weeks notice in writing. This notice must be provided on an RTA Form 13 Notice to Leave, a copy of which is provided for you in this pack (or contact our office for a copy).</p> <div data-bbox="475 736 1394 1019" style="border: 1px solid black; padding: 5px;"><p> BREAKING A LEASE AGREEMENT If you wish to vacate the property DURING your tenancy, please contact our team. We will advise you of your obligations during this process. These obligations include paying rent until a new tenant is found and full reimbursement to the owner for costs associated with finding a new tenant.</p></div>
	<p>Insurance We advise ALL TENANTS to insure their own contents as they are NOT covered under the Lessor's policy.</p>
	<p>Parking of Cars All cars, motorbikes, trailers, campervans, caravans, boats and trucks are to be parked in the designated parking areas ONLY. Do not park on the front lawn areas or on Body Corporate designated common areas (where applicable). It is the Tenants responsibility to repair any damage done when parking vehicles in such areas and to remove any oil stains on driveways before vacating the property. To avoid such damage we recommend purchasing a drip tray if required.</p>
	<p>Pot Plants It is recommended not to keep pot plants inside the house and to raise pot plants off the ground if kept outside to avoid water damage/staining.</p>
	<p>Electronic Transmission of Correspondence It is agreed by signing this document that consent is given to receive any documentation relevant to the tenancy by electronic communication methods such as email and that the method of receiving advice or notification by SMS is accepted.</p>



OTHER INFORMATION

	<p>Pools and Pool Fencing PLEASE DO NOT INSTALL A POOL OR FENCE OF ANY TYPE AT THE PROPERTY WITHOUT PRIOR WRITTEN PERMISSION. If you wish to have a pool of any size, it may require fencing due to legislation. If permission is granted then it is the responsibility of the tenant to ensure ALL fencing requirements are met in accordance with current legislation.</p>
	<p>Cable Television, Satellite or Microwave Internet Please contact us for approval PRIOR to having cable television connected. Approval from the lessor will need to be granted before any such equipment is installed at the property.</p>
	<p>Pets Unless approved on your Form 18a General Tenancy Agreement you will need to contact us and put forward an application for a pet. Please do not get a pet until you have received approval by the owner.</p>
	<p>Tenant Resources We have useful resources available on our website (www.propertyzest.com.au), including information on:</p> <ul style="list-style-type: none"> • Stain Removal • Care of Stone Benchtops • Mould prevention

ACKNOWLEDGEMENT

We, the undersigned acknowledge that we have read and understand the information in this document – Property Zest - Rentals Quick Reference Guide.

Tenant Name	Signature	Date