

# Tenant Welcome Pack

Dear Tenant/s,

Congratulations on securing your new home. We hope your moving process is not too stressful and you are settled as quickly and easily as possible.

At Cayman Properties we like to ensure our tenants are well informed of what to expect from our agency during your tenancy. We also take this opportunity to explain what we expect from our tenants and outline the responsibilities that come with signing a general tenancy agreement.

The following pages contain important information regarding your tenancy. Should you have any questions now or throughout the tenancy, please do not hesitate to contact the office and one of our Property Management team members will be able to assist.

## OFFICE DETAILS

Agency Name: Cayman Properties Pty Ltd  
Postal Address: PO Box 636, Paradise Point QLD 4216  
Phone: 07 5501 5888  
Fax: 07 5564 1007  
Email: [admin@caymanproperties.com.au](mailto:admin@caymanproperties.com.au)

For the fastest response, please contact your Property Manager via email. In the event you want to meet with your Property Manager, you will need to make an appointment at the agreed time.

Please do not be overwhelmed by the information provided. We simply want to ensure that you are as well informed as possible whilst leasing through Cayman Properties. Our aim is for you have an enjoyable experience leasing through us and understand that we are here to help in any way possible. We are aware that many tenants may have been met by unfriendly, overworked Property Managers working for agencies in the past that have made you feel like your tenancy wasn't important or that your needs weren't being considered. We can assure you, we are not one of them. You will always be provided with friendly, professional and timely service from Cayman Properties. Please let us know if we can do anything to improve our service by emailing [mail@caymanproperties.com.au](mailto:mail@caymanproperties.com.au)

Kind Regards,

Cayman Properties Property Management

## **DIRECT CONNECT**

Please ensure prior to moving in, you have arranged all of your utilities to be connected in your name. Direct connect offers a free service to connect all utilities simply and ticking a box on your application. They can organise and/or connect:

- Electricity
- Gas
- Phone
- Internet
- Pay TV
- Insurance
- Removalists
- Truck Hire
- Cleaning

Cayman Properties can arrange to have any of the above utilities connected on the same day for you if the form is received in our office by 9am of the same morning. It certainly takes the pressure off you be enabling us to do this for you, especially at a time when you have enough to do already. It also gives you the option to choose your own supplier!

## **INSURANCE**

Please bear in mind that your belongings are only covered for damage under your own contents insurance policy. Regardless of the event that takes place, (for example a burst water pipi) there is no insurance that covers your personal belongings. Just as you would insure your car, we strongly recommend that you insure your belongings. We cannot stress enough the importance of this and for a small amount per month, the peace of mind is invaluable. We are not qualified to give specific insurance advice so we recommend you contact an appropriate professional to assist you with your insurance requirements.

## **ENTRY CONDITION REPORT**

At the commencement of your tenancy, you will be provided with a detailed Entry Condition Report. This will note the general condition of the property prior to your residency, including detailed descriptions of existing wear and tear e.g. markings, number of wall hooks etc. Please complete, sign and email the Entry Condition Report back to the office **WITHIN SEVEN (7) BUSINESS DAYS** as required under the Residential Tenancies and Rooming Accommodation Act.

## **GENERAL RULES THROUGHOUT YOUR TENANCY**

Never underestimate the importance of putting fifteen minutes aside after moving in to familiarise yourself with your lease agreement. Remember, it is a legally binding contract and it is essential that you are aware of your rights and responsibilities as a tenant, just as your landlord is aware of theirs.

There is essentially four main points that you need to remember to ensure your place of residence is a happy and stress free home. These for main points are;

- Pay your rent on time
- Keep the property clean tidy and undamaged
- Be courteous and respectful of your neighbours
- Familiarise yourself with the terms and conditions stipulated in your lease

If there is anything that you're unsure of, please don't hesitate to give your property manager a call to request a hard copy of the Residential Tenancies Authority Fact Sheet. These are great to have on file so you're aware what both yours and the landlord's rights and responsibilities are.

## **RENT ARREARS**

Whilst we understand that there are sometimes unforeseen circumstances can result in your rent not being paid on time, it is imperative that you advise us in writing as soon as you are made aware that this is going to occur. Please call your Property Manager to discuss in greater depth if you are concerned about the inability to make your future payments on time as stipulated in your lease agreement.

It is important that all of our tenants are aware of the process involved for rent arrears. If a conversation has taken place and we are aware of the circumstances, please don't take it personally when the following procedure still occurs. We have a duty of care to our landlords and their insurance company, to document all arrears or breaches. This is to be taken seriously. You will find that most people don't mind working together to solve a short term issue if you keep the communication constant.

## **ROUTINE INSPECTIONS**

The property will be inspected approximately every 3 – 4 months. Information relating to the inspection and a notice of entry will be sent to your email address a minimum of seven (7) days prior to the inspection. On the day, we will inspecting the premises to ensure that the property is being well maintained and to identify any repairs or maintenance that need to be addressed.

Contrary to popular belief. A routine inspection isn't for the real estate to judge how you are living. Whilst we do verify that you are abiding by the terms and conditions of your lease, a routine inspection is necessary to obtain documented evidence on the state of the property for insurance purposes should the need arise to make a claim. There are small things that a Property Manager may notice during their inspection that may not have been apparent to the tenants as they go about their everyday life.

## **GENERAL MAINTENANCE & EMERGENCY REPAIRS**

All requests for general repairs and maintenance are to be provided in writing to our agency. Unless it is classed as an emergency, (please see the definition of emergency on your Lease) by law, all maintenance must be put in writing. This is just as much for your benefit as it is for ours. We strongly encourage a photo of the issue is attached to the request. This will make it easier for the tradespersons rectifying with as little inconvenience to yourselves as we can possibly manage. It is against the terms and conditions of your lease to cease paying rent for a maintenance issue. This will only reflect negatively on your ledger and will result in a Form 11 Notice to Remedy Breach for rental arrears. Please read the information booklet for tenants outlining what is an Emergency Repair.

**PLEASE NOTE: If the repair is not considered an emergency repair or is found to be caused by negligence on the part of the tenant, the tenant will be responsible for payment of repairs and associated services.**

To help alleviate the possibility of conflict regarding maintenance concerns, we have outlined some handy tips for you to try prior to phoning the agency for a tradesperson call out. We strongly encourage common sense should prevail when educating yourselves with the basics below.

## **TROUBLE SHOOTING GUIDE**

### **HOT WATER SYSTEMS**

- Is the power switched on?
- Has the power box tripped the safety switch or blown a fuse?
- Have you topped up the water level with the filler valve?

### **LIGHTS**

- Has the power box tripped the safety switch or blown a fuse?

### **POWER**

- Has the power box tripped the safety switch or blown a fuse?
- If the safety switch has been tripped, attempt a reset. If it trips again you will need to unplug all appliances from the power points. Reset the switch and re-plug each of the items in one at a time to identify what is causing the problem.

**PLEASE NOTE: If an electrician is called out to a property and it is discovered that a faulty appliance is the cause, the tenant will be responsible for the call out fee**

### **AIR-CONDITIONER**

- Has the power box tripped the safety switch or blown a fuse?
- Have you cleaned the filter

### **BLOCKED DRAINS**

- Have you cleared the drain of any hair and soap build up?
- Have you tried using a plunger?
- Have you tried clearing the drains with specific cleaning agents for drains?

### **KEYS**

In the event that you lock yourself out or lose your set of keys, if a management set is available, you can arrange to collect from our office and have copies cut (at your own expense). Identification will be required at the time of collection and keys will need to be returned the same day. If keys are not returned, the locks will be changed at your expense.

If this is after hours, the tenant will need to contact a locksmith at their own expense. If any locks are changed, the tenant is responsible for supplying two (2) copies to the agent and one (1) copy for the Landlord.

### **VEHICLES & PARKING**

All vehicles are to be parked in the designated parking areas of the property. Vehicles are not to be parked on grass, footpaths or any common areas. This will also be policed by the Body Corporate where applicable. Any damage as a result of parking (including oil stains) will be the responsibility of the tenant.

**PLEASE NOTE THAT UNDER NO CIRCUMSTANCES ARE UNREGISTERED VEHICLES TO BE LEFT ON THE PROPERTY AT ANY TIME UNLESS IT IS LOCKED INSIDE YOUR DESIGNATED LOCK UP GARAGE.**

## **POOLS**

If you decide to lease a property with a pool, please bear in mind that you are responsible for the everyday maintenance and upkeep of the pool, including any obligations in relation to pool safety and compliance that normally falls to the tenant. Whilst we ensure that the pool is compliant, it is your responsibility to keep it that way. We urge you to contact your local council if you are unsure of your responsibilities. Some leases will have a maintenance agreement included in their rent, however the tenants will be responsible for anything that requires rectifying based on neglect. No pool is also allowed to be installed or erected without permission.

## **MOULD**

Defining who is responsible for mould if it appears in your rental premises is dependent on when and how the mould developed. For example, if the mould developed due to a tenant's negligence such as never opening the bathroom window when showering, it may become your responsibility to have it removed.

If the mould developed just after you move in, then this may have been an ongoing issue of which we haven't been made aware and should therefore be the responsibility of the lessor.

However, it is the responsibility of the tenant to notify the Property Manager (in writing) as soon as they discover the mould. To prevent mould, please take the following preventative measures:

- Use the exhaust fan when using the shower or laundry (especially the dryer)
- Allow plenty of sunlight to enter the property where possible
- Allow clothes to completely dry outside before putting them away
- If condensation builds on the walls or ceiling, please dry the area thoroughly
- Ensure you allow adequate ventilation throughout the property by opening a door or window (weather permitting)
- Leave internal doors open to allow for circulation. This is especially necessary when using a clothes dryer in an enclosed laundry

## **BREAK LEASE**

In order to break your lease, you will need to advise your Property Manager (in writing) of the circumstances and reasons for your decision. You will also be responsible for the following:

- Paying the break lease fee including any marketing costs to find a new tenant
- Paying rent until another tenancy commences.
- Specifying a vacate date using the required Form 13, Notice of Intention to Leave.

## **CHANGE OF SHARED TENANCY**

If there is a change to the number of people residing in the property, you must notify our office of the change in circumstances in writing. Application forms must be submitted for any new occupants which will be sent to the owner for approval. Once approval has been granted and the fee has been paid, we can complete the relevant change of shared bond/lease forms.

**Please note this is only applicable if one of the original lease holders remains in the property. If no original lease holder intends to remain in the property, it is considered to be a break lease.**

## **VACATING THE PROPERTY**

At the end of a fixed term tenancy, one of two things will occur:

- You may be offered a lease renewal for a new fixed term tenancy
- You may be issued with a Notice to Leave at the end of the lease

You will be emailed relevant information approximately three (3) months prior to your lease expiring. If you do not wish to continue the tenancy after the lease end date, you are required to provide us with a minimum of two (2) weeks' notice (in writing) prior to the lease end date. This must be done by completing a Form 13 Notice to leave with the correct dates provided.

**PLEASE NOTE THAT AN EMAIL IS NOT SUFFICIENT AND THE FORM 13 MUST BE COMPLETED IN FULL WITH AN ACKNOWLEDGEMENT THAT WE HAVE RECEIVED IT**

## **BOND REFUND**

The following points will assist you in having your bond refunded in the shortest possible time frame:

- Ensure all rent is paid up to and including date of vacate
- Ensure all keys are returned to our office
- Ensure the property is cleaned and returned to the same condition as it was before you moved in (refer to Entry Condition Report and complete the Exit Condition Report)
- Ensure the carpets have been professionally cleaned
- Return the keys and ensure they are signed back into the office along with the signed Exit Condition Report upon vacation, with the professional carpet cleaning receipt attached
- Complete all details on the Refund of Bond form including bank details and forwarding address

No numerical amounts are to be entered into the Bond Refund Form until the Property Manager has completed the Exit Condition Report. The RTA will not accept a Bond Refund Form unless all of the signatures are the originals and there are no amounts crossed out or altered on the form. A forwarding address is now considered to be compulsory. This is to ensure that the RTA can always contact you for future reference in regards to releasing funds into your accounts.