

QUICK REFERENCE GUIDE & INFORMATION ACKNOWLEDGEMENT



AGENCY INFORMATION



AGENCY NAME

Ray White Holland Park

ADDRESS

996 Logan Road (PO Box 139) Holland Park QLD 4121

PHONE NUMBER

(07) 3421 1600

FAX NUMBER

(07) 3847 1711

EMAIL ADDRESS

hollandpark.qld@raywhite.com

WEB ADDRESS

www.raywhitehollandpark.com

OFFICE HOURS



MONDAY - FRIDAY

8:30am – 5:30pm

SATURDAY

8:30am – 1pm

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.



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) 3421 1600 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 RTA form 17a – 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 as well as access authorisation for the repairs to be done. Repair Advice 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 Management set and return them to our office within the hour. Identification will be required.

After Hours – contact a Locksmith at your cost. We recommended the following Locksmith
Lockpro Locksmiths
(07) 3394 4181



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 is provided for you to complete.



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 Tenant's 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 our Maintenance Inspection Manager 3 or 4 times per year. You will be notified in writing 7 to 14 days prior. For further information please refer to the Property Inspection Information provided.



RENT PAYMENTS

Direct debit is the preferred method of rent payments. Please refer to the information sheet provided.

It is your responsibility as the account holder to increase the amount of the direct debit (if or when necessary) and cancel the direct debit authorisation at the end of your Tenancy. As we are NOT the account holder, we CAN NOT change any direct debit authorisation.



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.