



SYNC PROPERTY TENANCY BOOKLET

Important information concerning your Residential Tenancy Agreement with our agency is in this booklet. Please read it at the start of your tenancy and store in a safe place to refer to if you have any problems or questions.



OFFICE HOURS:

Monday to Friday 8.30am – 5.00pm

PH: (07) 40810 810

FAX: (07) 40810 222

EMAIL: reception@syncproperty.com.au

If you have any problems, maintenance or questions please do not hesitate to contact the Sync Property, Property Management Team during office hours.

Any calls to our office outside of normal business hours will be directed to our message service. Messages are checked regularly with the appropriate action taken.



WELCOME TO YOUR NEW HOME!

Welcome to **Sync Property** and your new home! We look forward to a mutually beneficial relationship during your tenancy and aim to assist you in ensuring you enjoy your experience. We realise that for many of our clients this is the first time they may have rented or perhaps have rented a property for quite some time. For some this may be the first time they have rented in Queensland. For whatever category you belong to we have produced this information to assist you in understanding your rights and obligations.

This guide is designed to answer many questions we have received from tenants. Even if you are an experienced tenant, it may be worth perusing so you understand how we perform our duties and the responsibilities we expect of our tenants. Naturally, if you have any questions that are not answered in this guide or any comments, please feel free to contact our office.

This guide is not designed to replace the Form 17a ("Information Statement Renting in Queensland") or the Terms and Conditions of your Tenancy Agreement, so if something hasn't been addressed here it may be included in one or all of those documents. Our aim in producing this guide is to assist you in understanding these documents and is more applicable to the way we will manage your tenancy and occupation of the property.

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DURING THE TENANCY

FIRST THINGS FIRST

Entry Condition Report - On commencement of your tenancy and as a condition of your General Tenancy Agreement you will be given an Entry Condition Report (RTA Form 1a). This form, already completed by your Property Manager, records the condition of the property at the commencement of your tenancy. It is detailed to ensure that any damage that had occurred or was occurring prior to the commencement of your tenancy will not be liable by you or required to be repaired or replaced at your expense.

Should you notice any discrepancies in the stated condition of the property, please ensure that you complete your section of the Entry Condition Report, sign and return to your Property Manager within three days of your lease commencement date. Should you notice any discrepancies the Property Manager will contact you to discuss if necessary. Please remember to keep your copy of the Entry Condition Report in a safe place, as it is your record of the property's condition prior to your arrival. This will protect your bond.

When you eventually vacate the property you will be sent an Exit Condition Report (RTA Form 14a), with your confirmation of vacate notice. **Once you have fully vacated the property, including completing all necessary cleaning and gardening, this form must also be completed and returned to our office along with the keys, remotes, carpet cleaning and pest control receipts and any other applicable documents.** The Exit Condition Report should match the Entry Condition Report taking into consideration fair wear and tear on the property.

Paying Your Rent - Rental payments are to be made via direct deposit to the Rent Trust Account, via NAB deposit book at any NAB branch or Cash being deposited into any NAB branch. Details of the account are listed at the end of this document for your reference. **Please ensure that your bank transfers the funds using your property address and last name as the reference to identify your payment. Our office is Cash and EFTPOS Free.**

It is advisable to keep copies of your transactions, NAB book and/or bank statements to ensure you are always protected, should a discrepancy occur or the banks incorrectly transfer the funds. Should a transferred payment not be received into the Trust Account, we are unable to make enquiries to the bank and you will be required to request an immediate search on the transferred monies.

If you fail to pay your rent on time, there is a series of steps we are obliged to follow. The first step will always be endeavouring to contact you and notify you that your rent is in arrears. By notifying you prior to a breach notice becoming necessary, this will alert you should a transferred amount have failed to be deposited into the Trust Account. Time is always of the essence, when transferred deposits fail to reach their required destination. If you fail to respond to this notification or we are unable to contact you, when your rent falls behind by seven full days we will issue a Form 11 – Notice to Remedy Breach on the eighth day of the arrears. This form outlines a concern we, as the property managers, have about you as a tenant – in this case, failure to pay the rent.

Should we feel that the Form 11 has been ignored and the rent continues to remain in arrears, we will issue a Form 12 – Notice to Leave. This form gives the tenant seven (7) days to pay their rent or risk being evicted. Please note that for continued breaches if your rent is paid in full you may still be required to vacate the property. Obviously, we do not like having to take this drastic step, but have done in the past and will continue to do so when it is warranted. It is a duty under our management agreement with the property owner. Please note that you are obligated under the terms and conditions of your General Tenancy Agreement to pay the rent by the due date.

6. If you are sharing with one or more tenants you are jointly and severally responsible to pay the rent.



DURING THE TENANCY

TAKING CARE OF YOUR HOME

Air Conditioners - The filters must be cleaned every month when the air conditioner is being used continuously. When not in use, please ensure that the filters are cleaned at least every three months.

Fire Places - Please ensure that fire places are cleaned regularly including the chimney and flue.

Black-Outs - There are several causes for losing power in your home. We recommend firstly to check the neighbours' properties and street lighting. If they're blacked-out also, you will need to contact Ergon Energy on 131046 and notify them of the problem.

If your neighbours still have power, check the safety switch, which may have tripped causing the electricity supply to be cut. If the safety switch has tripped, reset the switch. If it trips again, it may be the result of a faulty appliance. Try unplugging all appliances and plugging them in one at a time – if one causes the power to cut you have found the culprit.

If after checking all appliances the safety switch is still tripping, please contact our office immediately for a qualified electrician to locate and inspect the fault. **Should the fault be caused by a faulty appliance belonging to you, please be aware that you will be responsible for payment of the account.**

Car Parking - Under Council and Body Corporate by-laws, vehicles can only be parked in the garage/carport or an area designated for car parking (such as a driveway). Parking on footpaths or lawns is not allowed, even for private dwellings. For properties in close proximity to the CBD or major venues, please be aware of parking restrictions and the possible requirement for parking permits during events.

All vehicles kept on your property should be registered and in good condition. Damage done by your vehicle or vehicles of visitors, including oil stains, is your responsibility. We recommend that should you notice any stains you act immediately to remove the oil stains and take preventative measures to ensure no further damage is caused.

Clothes dryer - Cleaning the lint-filter after every load of washing is essential. Failure to do so may result in loads taking longer than usual to dry, and, in a worse case scenario, the dryer may catch fire. Most dryers require adequate ventilation, which may impact on their efficiency in small rooms.

Dishwasher - Please ensure that all dishes are rinsed before placing them in the dishwasher. The filters should be cleaned regularly and hoses checked for kinks. Please also remember to fill the rinse aid compartment should dishes begin to appear cloudy. To ensure effective cleaning of dishes the dishwasher should be cleaned at regular intervals with a suitable dishwasher cleaning agent available from most supermarkets.

Oven/Stove - If one or all of the stove hotplates are not working, after checking switch to ensure the unit has not been switched off, complete a maintenance request form and forward to your Property Manager. If the oven is not heating, it may have switched to automatic (in which case the indicator light will have switched off). If this is the case, the oven will need to be reset to manual – check your instruction manual. Also check to ensure that the main switch to the unit has not been switched off. As always, if there appears to be a fault or maintenance issue please complete a Maintenance Request form and forward to your Property Manager. As with electric ovens, gas ovens should only be repaired by qualified personnel. If you have a fault, please contact us.

Carpets - While carpets suffer normal wear and tear, proper treatment can improve their longevity. Also, stains, rips and similar damage to the carpet that can be traced to a single tenant may be charged to that tenant.

Regular cleaning (vacuuming weekly, professional cleaning at least once a year) prevents dirt and dust from becoming ingrained in the carpet, which can lead to permanent stains and/or discolouration.

If you do notice damage to your carpet, the first step is to ensure no further damage is done. If something is spilled on the carpet, instantaneous action is essential. Clean the area up with paper first, then with a cleaning agent. The cleaning agent used will depend on the stain, and should be applied to a towel or similar not directly onto the carpet. Don't forget to rinse the area and dry it once the stain has been removed. If the stain requires it, you should also add disinfectant.

If you don't have a specialised cleaning product, you can make one by combining white vinegar with water (at a 1:2 ratio) or adding a little washing-up liquid to about 500mls of warm water. Baking soda may also be useful for some stains, but can bleach the carpet if used incorrectly.

Another carpet problem is tufts of carpet being pulled out. If this happens, do not attempt to pull it out as this will result in expensive-to-fix runs in the carpet.

* Some helpful guidelines for removal of stains are included in this booklet under 'Helpful Cleaning Tips'

Insinkerator/ Waste Disposal Unit - are designed to work with water running. To operate them, turn on the cold water (a strong flow helps it operate optimally). Turn on the switch, and feed food waste into the unit, taking care not to force any large objects in. Let the water run for about 30 seconds after grinding.

If your unit is not grinding the waste properly, it may be jammed. Turn the unit off at the power point before attempting to free the jammed object. Most units have a plug top that can be removed, allowing you to free the blockage. Doing this may trip the reset switch, which is usually located underneath the unit. Some units also provide a wrench with which to free blockages. Once again, ensure the power is switched off, and remember to reset the switch.

Please note water restriction requirements set by local council before using these units.

Hot Water Systems - The main cause for loss of hot water, particularly during the colder months when more water is used, is the failure to top up the storage unit. This can occur in both electric and gas hot water systems, though it is more common in electric systems.

The system needs to be topped up usually every three months. (It is best however to refer to the manufacturer's instructions found on the system.) This is done by opening the release valve until water flows out (the water will be hot). The release valve may be located at either the top or bottom of the system, but should be marked. As a reminder, it is a good idea to do this when your electricity account is due, as they are issued normally every three months.

With gas systems, the problem is more likely to be the pilot light. Again this can be located anywhere on the system, but if it goes out you will need to re-light it following the manufacturer's instructions on the system.

The second most common cause for loss of hot water is failure to pay the gas/electricity bills or the electricity tariff you are billed on. Some peak tariffs only heat the water through the night, which means if you use all of your hot water during the day, the water will not be heated again until late in the evening. Please check first with the utility supplier. If you believe there is a fault or problem with your hot water system, please complete a maintenance request form and forward to your Property Manager.

Washing Machine - If you have been supplied a washing machine with your property and it is not pumping the water out correctly, it may be the result of a twist in the drain hose. If your machine is not pumping all of the water out, it may be a faulty connection with the drain hose. If it's not filling with water, please ensure it is turned on at the power points and the taps have been turned on as well (hot and cold).

It is important to clean the washing machine regularly and keep the filter free from lint. Refer to the manufacturer's instructions for methods of adding detergents and fabric softeners.

As with all supplied equipment, should a fault be evident, please complete a maintenance request form and forward to your Property Manager. Should the fault be as a result of your incorrect use or neglect, payment for repair will be at your expense.

Fixtures & Appliances - Many of the fixtures and appliances supplied in your property are affected by wear and tear over several years and several occupants. As such, you are usually not responsible for repairs required to items such as tap washers, stove elements, power points, sticking doors and windows etc. However, if unreasonable wear and tear has taken place and the damage to an appliance or fixture has been caused by rough treatment, then any repairs will be your responsibility.

Please note that we only organise maintenance for appliances that are supplied with the property.

Light Bulbs - It is the responsibility of the tenant to replace any blown light bulbs. If for some reason the light bulb cannot be removed safely or has broken in the fitting, please complete a maintenance request form and forward to your Property Manager. If lights fittings are too high to replace safely, it is your responsibility to contact a qualified tradesperson to replace the blown bulb.

Water Usage - One of the conditions of your Tenancy Agreement is water usage charge, items 11 and 12 of your General Tenancy Agreement states your portion of the water usage payable. An invoice will be sent to you quarterly for reimbursement to the property owner of your water usage. This invoice must be paid promptly, if you are unsure what percentage you are responsible for paying, please contact our office to discuss the matter further. This is covered under Division 5 (outgoings) Section 17 (ss90 (1A) and 91A) of your General Tenancy Agreement. Water usage will be pro-rata and invoiced when you eventually vacate the property.

Lawns & Garden Care - Unless garden maintenance is included in your rental payment, care of the lawns and gardens is your responsibility. This includes watering, weeding, mowing, fertilizing and trimming trees and shrubs. New lawns or plants have different requirements to general upkeep. *Your garden must be maintained at all times.*

Please note that water restriction requirements are set by local council and ensure you adhere to imposed restrictions, yet continue to maintain the gardens and lawn.

Locked Out of Your Property - In the event that you lock yourself out of your house or apartment, our Property Management team is prohibited for personal security reasons to deliver keys after hours. If you find yourself in this situation it is your responsibility to organise and pay for a locksmith. Please refer to the letter at the front of this pack for further information and contact details for a reliable locksmith.

Locks & Keys - Should you change the locks at any time during your tenancy, you must supply two full set of keys to the Property Manager and must return to us at least the quantity of sets given to you at the time of signing your General Tenancy Agreement.

Security & Alarms - If you change the alarm code you must notify your Property Manager of the new code. Should your security system have the capability of being monitored, unless specified on your General Tenancy Agreement, it is your responsibility to arrange and pay for monitoring with the appointed company.

Smoke Alarms - It is your responsibility to ensure that your smoke alarms are maintained in good working condition at all times. All smoke alarms are tested by external contractors within 30 days of you signing your lease or an extension of the same. You must make sure that they are kept clean during your tenancy. Should the smoke detector start beeping intermittently it means that the battery requires changing. Replacement of batteries is **NOT** your responsibility. Please phone the agency to notify us as the smoke alarm needs to be checked to ensure it is not faulty and draining the battery. Be aware that if the smoke detectors are removed or tampered with in any way, you the tenant will be held liable for any damage caused by fire and may be served with a Form 11 to rectify the issue immediately. If you require further information, please ask our Property Management Team.

Noise/ Nuisance - As a courtesy to your neighbours, and also a legal condition of your tenancy, noise must be kept within legal limits. This is particularly applicable to tenants in units or townhouses, or where neighbouring properties are close by, as well as noise made between 11pm and 8am.

As a guide to noise disturbance, any noise that can be heard outside of your property (audio-visual equipment, appliances and machinery, or even loud talking or singing) should be considered too loud. If you reside in an apartment or townhouse complex, please ensure that you abide by the rules and regulations of the Body Corporate By-Laws.

Pest Control - It is a condition of your tenancy (under the Special Conditions section of your Tenancy Agreement) that you must ensure pest control is maintained at your property and the property is kept free from pests and vermin. This may only require a pest treatment at the termination of your tenancy, however if you find pests or vermin during the tenancy you must have a treatment carried out immediately at your expense.

Pets - Unless stated on your General Tenancy Agreement, *no pets are allowed on or in the property*. If you wish to have a pet after the commencement of your lease you must discuss it with your Property Manager and make a written request for the property owner's approval. No pet is to enter the property prior to written approval being granted and a signed statement of approval being issued and signed by both parties. For tenants living in townhouses and apartment complexes, it is usually against Body Corporate By-Laws to allow pets.

If you have approval to keep a pet at the property, any damage caused by the pet to the property must be made good and professional tick and flea control treatment must be carried out when you eventually vacate the property. A copy of the receipt for tick and flea control must be supplied to our agency as confirmation that the treatment has been undertaken.

Picture Hooks/ Wall Adhesives - You are not permitted to place picture hooks or use wall adhesives (such as Blu-Tac) as these cause damage to the property. (We are aware that Blu-Tac claims to not mark walls and surfaces, but our experience is that it regularly discolours paint and leaves a residue, and in some instances causes the paint to peel and flake off.)

Of course, we do understand the benefits of being able to hang pictures, and many of our properties have hooks already in place. If you feel you need extra hooks to hang pictures, contact us and we will approach the property's owner with any reasonable request. Any damage to the walls, doors etc caused by hooks or adhesives or any other fitting device will be repaired and rectified at your expense by a professional or suitably qualified tradesperson.

Pool/ Spa - If there is a pool or spa on the property, you are responsible for maintaining and cleaning the filter and pump, regularly. The basket must also be cleared of matter regularly. You should regularly check the chemical levels and add chemicals as necessary. The property owner may employ the services of a pool maintenance company to check the water and pool equipment on a regular basis. Should this be the case the owner will cover the cost of such a service, however you will be liable for the cost of chemicals required to maintain the pool. It is therefore advisable to regularly take water samples to your local pool shop to check that the chemical levels are adequate and they will advise of any changes or inclusions you will need to make to the chemicals being added. If there is an automatic vacuuming system to the pool, this should be checked regularly to ensure it is working properly. The pool or spa should also regularly be scooped of any floating matter to prevent it being caught in the filtering system. Should damage occur to the pool or equipment due to neglect, misuse, incorrect maintenance or any other fault caused by you, rectification and repair costs will be the responsibility of the tenant.

Routine Inspections - Unless stated otherwise on your lease, your Property Manager or another qualified representative from our Agency will inspect your property once every thirteen (13) weeks. This is a service to the owner to ensure their property is kept in good condition, and also allows our trained Property Managers to assess the property for early signs of wear-and-tear damage, such as worn carpets or leaking gutters that may require preventative maintenance. Inspections are also required under legislative requirements.

Under the Act, we are required to give you seven (7) days notice in writing of impending inspections. You will receive a letter together with a Form 9 (Entry Notice). While we have security keys for your property and your presence is not required at an inspection, you are more than welcome to be there. If you have any concerns about potential future maintenance problems, the routine inspection is a good time to point those out to us by completing the Maintenance Request form and leaving it on the kitchen bench.

To ensure we fulfil our obligations to the property owner and all inspections are done on the due date we are unable to change the time and date of inspection, as they are set in the system on commencement of the management and automatically set to reoccur every thirteen weeks.

Contents Insurance - The property owner is only responsible for insuring the building and their own contents. The property owner is not responsible for any damage incurred to your possessions and belongings. Please remember to protect your contents by arranging adequate and suitable insurance.



SYNC PROPERTY

IMPORTANT NUMBERS

455 Varley Street,
Yorkeys Knob QLD 4878
Ph: (07) 40810 810
Fax: (07) 40810 222

Australia Post	131 318
Cairns City Council	1300 692 247
Ergon Energy	131 046
Ergon Energy Fault and Emergency	132 296
Elgas	131 161
Origin Gas	133 574
Origin Metered Gas	132 461
Origin Emergency Gas Leaks	1800 808 526
Telstra	132 200

EMERGENCY NUMBERS

Police, Fire or Ambulance	000
Smithfield Police Station	4055 6055
Cairns Police	40307 000

OTHER THINGS TO CONSIDER WHEN MOVING...

- Have you Redirected your Mail?
- Have you notified QLD transport of your change of address (this can be done online)?
- Have you notified your Car/Contents Insurance of your move?
- Have you notified your banking institution of your new address?
- Have you updated your details on the Electoral Role (this can be done online)?
- Any other loan providers/ Chrisco etc..



AT THE END OF YOUR TENANCY VACATING THE PROPERTY

There are specific requirements and obligations under your General Tenancy Agreement in relation to vacating the property. Before issuing a notice to vacate to your Property Manager, please remember to verify your lease dates.

Breach of Your Tenancy - You should be aware that once you sign a lease you are responsible for rent payments until the end of that lease. If you breach the conditions of your tenancy or break your lease, you will remain liable for those payments plus the cost of all advertising until a replacement tenant has been approved and secured.

If it is necessary for you to break your lease, you will also be responsible for the costs of re-letting the property. At the very least, this will involve paying the letting fee (equivalent to one week's rent plus GST). You will also be responsible for advertising and marketing costs including upload costs to the relevant internet sites and advertisements in The Cairns Post.

Issuing Notice to Vacate - Under your General Tenancy Agreement you are required to provide a minimum of two week's written notice of your intention to vacate. You may specify any date to vacate, however please note that you are responsible for rental payments until the end of the lease, and beyond if you are moving out after that date. (If you are unsure of how to issue written notice properly, the RTA Form 13 sets it out for you, and is available online at www.rta.qld.gov.au or may be picked up from our office.)

Regardless of the date you intend to vacate you will be liable for rent up until the day all keys and access passes have been returned to this Agency. Full possession of the property must be handed over. At this stage we will also require your forwarding address and copies of carpet cleaning, pest control receipts and any other applicable documents including the completed and signed Exit Condition Report.

Once full possession has been handed back to this Agency, the Property Manager will conduct the Final Inspection. If we have any further queries or discrepancies the Property Manager will contact you. Bonds are normally finalised within four working days and posted to your forwarding address. Should there be any discrepancies of further cleaning and/or repairs required this will naturally delay refunding of the bond until all work is completed and invoiced.



AT THE END OF YOUR TENANCY COUNTDOWN TO MOVING DAY!

Mail - By the time you give us two week's notice you should know your new address. Numerous people and various companies will require your new address, so it is a good idea to start giving it out as soon as possible.

Whilst you should remember family and friends, as well as your place of employment, don't forget to include organisations such as your bank, insurance, superannuation, as well as any subscriptions you may have. Check mail delivered to you to ensure that the sender has received your new address.

Also, arrange to have your mail redirected to your new address. This can be arranged with the post office. New tenants usually bring misdirected mail into our office, and we endeavour to redirect it to you, but this is their altruism and cannot be an expectation. Some mail may be returned to sender, and you may never receive it or know of its existence.

Other Deliveries - If you have other services delivered, such as milk or newspapers, remember to cancel these services in advance. It is also important to settle all your accounts when you cancel the service, to ensure debt collectors are not possibly blemishing your credit rating. Debt collection agents will often contact our office for forwarding address details.

Rented & Borrowed Items - Even if you are moving within the same area, it may be prudent to return library books, rental videos, and other borrowed items. These are often lost in the packing and moving, and since you have already notified them of your changed address, they will require return of the items. Also settle any accounts you may have opened. Please remember to take back any items you have lent out, and collect lay-bys and anything you may have out for repairs.

Utilities & Connections - While you should remember to connect utilities such as gas, electricity, cable TV, internet connection and the telephone to your new address, it may not be as obvious to take readings of these services before you move out. You will also have to organise for these to be disconnected the day you move out, so you are not charged for the new occupant's usage.

Organising Your Moving Day - Two week's notice is usually required for organising moving services, such as furniture removal trucks, as well as carpet cleaners, house cleaners and pest controllers. In an ideal situation, the carpet and pest control should be done the day you move out; the day after is acceptable, however you must advise your Property Manager prior to vacating the property

This is also the time to start gathering boxes, newspapers, and other moving essentials. If you start your packing early it won't be a mad rush on moving day – and you won't be paying movers to stand around and watch you pack boxes.

Tip: While most people sort their boxes by room, this can mean some boxes are filled with heavy items. A box full of books, for example, is heavy to lift, and may cause damage. Try half-filling boxes with towels and linen, so no box is overweight, or worse still, breaks apart.

Final House Cleaning - At this point, ensuring your bond is returned in full is a priority. Any cleaning or repairs that need to be done after you vacate the property will be deducted from your bond (unless they are general wear and tear or were recorded in your Entry Condition Report).

Even if you are paying for professional cleaners, it is necessary to ensure the property is left in a clean condition, particularly on the outside.

- Tidy the gardens, remove weeds, and mow the lawn in the days leading up to moving day.
- This is also the time to clean some things you may have been putting off, like the oven.
- Remove dust, marks, and cobwebs, paying particular attention to ceiling corners, light fittings and outside windows.
- Clean all windows inside and out and ensure that all tracks have been thoroughly cleaned of dust and cobwebs.
- Replace blown or broken light bulbs.
- Clean power outlets and lights switches with soft cloth to remove grime and finger marks
- If your property has curtains they should also be cleaned. Be sure to follow the manufacturer's instructions – some curtains can only be dry-cleaned. Similarly, clean blinds and replace any broken blinds or clips.
- Bathrooms have plenty of tricky spaces to clean, such as around tap handles and drains. Ensure all hair, soap-scum, and mould is removed, and that screens are washed.
- Likewise kitchens, and appliances, need particular attention. Be sure to clean exhaust fans, ventilation grills, as well as filters, grills and elements from the stove and oven.
- Check that all food residues have been cleaned from sink plugs and waste disposal unit. Leave the dishwasher door open after your final clean.
- Guttering should be cleaned.
- Make sure any stains on the driveway and garage floor are removed before vacating.
- Pet hair, particularly around screen doors, should be removed.

Moving Day - By now you should have most of your belongings and possessions packed and ready to go, and have the house ready for the cleaners. Don't forget to defrost the refrigerator and freezer the night before vacate day.

Completing the Exit Condition Report also gives you the opportunity for one final inspection of every room and cupboard to make sure nothing is left behind.

Ideally the carpet cleaning and pest control will take place on moving day. Don't forget the receipts as we require a copy of them. Make sure all the windows and doors are securely locked prior to return of the keys to the Property Manager along with copies of relevant receipts and Exit Condition Report.

Your Property Manager or another suitably qualified team member will conduct the final inspection within a few days of the return of the keys, and forward the bond form to your new address, once finalised. Please note that all keys and remotes must be returned to our Agency by 5pm on the specified vacate day. Any keys and remotes returned later than 5pm will result in rent accruing at a daily rate until all keys and access has been handed back to this Agency.

Vacating Inspection - The vacate inspection will be carried out as soon as practically possible. Every effort will be made to inspect the property by close of business the day following the return of the keys. If the results of the inspection are found to be unsatisfactory, you will be required to return to the property to rectify any outstanding cleaning or maintenance. You will also be required to continue paying rent until the outstanding items of further cleaning or repairs have been finalised and the keys have been returned. You may also be required to pay for further inspection costs should the property be found to not be in a suitable condition.

Disclaimer: This advice is given in good faith as recommendations only, and neither Sync Property nor its representatives shall be held liable for the actions undertaken as a result of this advice. If you are uncertain about any situation, we recommend that you seek independent professional advice.



SYNC PROPERTY HANDY CLEANING TIPS

Adhesive Marks	Methylated Spirits or De-Solve-It
Ants	Black Pepper, Baby Powder or Borax sprinkled around is a good deterrent
Bat/Bird Droppings	When fresh wash immediately with water. If dried, scrape off excess droppings and wash away with detergent and water. A few drops of ammonia added to the water will remove the stain.
Carpet	If the carpet has been flattened by heavy furniture, place some ice cubes on the flattened carpet and when the ice cubes melt the carpet will raise.
	Wine Stains
	Immediately after the spillage occurs, use soda water together with a paper towel to blot the stain being careful not to spread the stain. If the stain is dried dampen the stain and cover the stain with Borax. Leave the Borax until dry then wipe away.
	Fruit Juice
	Mix one tablespoon of Borax with half a litre of water and sponge over the stained area.
	Dog Urine
	Sponge with white vinegar then spray carpet with 'Windex' or similar window cleaning agent.
	Lipstick
	Dab the lipstick with Eucalyptus
	Oil
	If spilt, sprinkle powder on the stain to absorb the oil, then sponge with Eucalyptus or Cream of Tartar. Leave for a day then vacuum.
	Vomit/Excreta
	Remove all solid matter and mop up excess moisture before blotting with white vinegar or soda water. A few drops of 'Nilodor' will neutralize the odour.
Doors	A damp cloth is normally sufficient. For more ingrained stains use a spray on cleaner or crème cleaner.
Drains	Pour a small amount of bleach or white vinegar down the drains to clean them or remove any build-up. Drainex is also very effective.
Eaves	To remove cobwebs or mouldy residue a garden broom is normally sufficient. For heavier marks dip the broom in water mixed with detergent.
Flies	Crushed mint on the kitchen bench will deter flies from entering the room. Bay leaves on windowsills is also a good deterrent. Mint is also an effective natural deterrent for fleas.
Furniture Legs	To prevent furniture legs from leaving marks on floors, leg patches can be purchased from numerous retail outlets or small pieces of carpet can be glued to the bottom of the legs.
Grouting	A soft brush with Epsom Salts removes residue.
Guttering	Gutters should be cleaned at regular intervals. Lack of cleaning will result in possible damage to fascia and internal ceilings.
Hairspray	Hairspray marks from mirrors can be removed by rubbing a soft cloth dipped in Methylated Spirits.
Insects/Pests	Sprinkled Borax Powder around skirting is an excellent repellent for pests and insects
Kitty Litter	Kitty litter is great for soaking up spilt engine oil on driveways etc. Also great in BBQ's for soaking up dripping oil.
Labels	Sticky labels can be removed with ease by rubbing Eucalyptus Oil, Tea Tree Oil, Acetone, Brasso or even Mr Sheen on the sticky area.
Laminex	Toothpaste rubbed on the stain with a soft cloth removes most stains.
Mirrors	To prevent Mirrors from steaming and fogging up rub mirror with Glycerine and polish off with soft cloth.
Oil Spills Concrete	Mix six parts of Kerosene to one part Detergent. Leave for approximately five minutes before hosing off.
Oven	A damp cloth sprinkled with Baking Soda is effective in removing grease and stains from the glass. Warm the oven for 15 minutes and turn off before commencing the cleaning of the inside of the oven. Place full strength ammonia in a small dish on the top shelf and a bowl of boiling water on the bottom shelf. Close the oven door and leave overnight. Before commencement of cleaning the following morning, open oven door and leave for 30 minutes, before washing off grease with detergent and hot

water. Orange peel heated in the oven will remove odours. Use Cloudy Ammonia for cleaning oven racks, trays and range hood filters, by soaking overnight then wiping away grease.

Rubber Stains

Remove rubber stains with Tea Tree Oil.

Rust

Cut a lemon in half, dip the raw edge in salt and rub over the affected area then rinse with cold water. Or dip a cloth in Vinegar cleaning the affected area before rinsing with cold water. Can also be used on sinks and washtubs.

Sand

Sand is a natural absorbent and can be used for absorbing oil etc on outdoor areas.

Tiles

For glazed tiles use a soft dry cloth to wipe over with Kerosene. If the tiles are unglazed use a mixture of Linseed Oil and Turpentine wiped with a soft cloth.

Toilet

To remove stains, cover with bleach or toilet cleaner and leave overnight. Use Toilet brush to remove build-up before flushing toilet. To avoid build-up under the seat, remove the lid by unscrewing the two wing nuts at the rear of the bowl and simply side off. This should be carried out at regular intervals.

Unknown Stains

The safest ingredient to use on unknown stains is Eucalyptus. Dab Eucalyptus on the affected area being careful not to smear the stain.

Vaseline

A little rubbed around door hinges and such is great for stopping squeaky doors.

Walls

Use warm soapy water or Sugar Soap mixed in water to remove grime and marks. Do not rub too hard or use a scourer, use a soft sponge or cloth only. A Mop can be used to wash high areas.

Windows

Half a cup of Methylated Spirits added to a bucket of water is an excellent window cleaner.

SAFETY FIRST

Remember to always use chemicals and cleaners as per the manufacturer's instructions. Keep away from children and pets. All cleaning solvents are flammable and must never be exposed to naked flames or electrical equipment including electric elements. Always use rubber gloves and protective clothing if necessary and work in a well ventilated area to prevent inhalation of chemicals.

Never mix Ammonia with bleaches as this causes toxic gases.

Disclaimer: This advice is given in good faith as recommendations only, and neither Sync Property nor its representatives shall be held liable for the actions undertaken as a result of this advice. If you are uncertain about any situation, we recommend that you seek independent professional advice.



SYNC PROPERTY

PRIVACY STATEMENT

Sync Property respects your right to privacy. We are bound by the National Privacy Principles contained in the Privacy Amendment (Private Sector) Act 2000. Those Principles regulate how we collect, store, use and disclose personal information about you and other individuals.

Collection, Use and Disclosure

At Sync Property, our Agency will collect, hold, use and disclose to third parties, personal information for a number of reasons:

- To carry out appointments as Leasing and Property Managers for the rental property owners, which includes processing tenancy applications and managing tenancy relationships and the tenanted property;
- To carry out appointments as Sales Agents for clients selling their properties;
- To promote and market our services and the products and service of third parties (we only use personal information for this purpose and will not disclose it to third parties);
- To provide information on and promote properties for lease and for sale to the market;
- To reply to enquiries and information requests made by individuals;
- For internal business processes such as market research and invoicing; and
- Where required by law.

How we collect personal information about individuals:

- From the individuals themselves – through application forms, registration books at open for inspections, appointment forms, agreements, correspondence including emails, our web site and through verbal communications;
- From third parties (including other Agents, from operators of Tenancy Reference Databases and other publicly available databases and from referees) – in the course of verifying and evaluating tenancy applications and managing tenancy arrangements, and in carrying out agency services for a client, including through property searches.

Security of Information

We take all reasonable steps to ensure that the personal information we hold about you is not subject to loss, misuse, unauthorized access or alteration. We also take reasonable steps to destroy or permanently de-identify personal information if it is no longer required.

Access to Personal Information

If you would like to access or correct any personal information, which we hold about you, please do not hesitate to contact us. Please note that a charge may apply to cover all reasonable costs that we may incur in providing you with access to your personal information.

We take all reasonable steps to correct any information, which you show to be inaccurate, incomplete or out-of-date.

If you have any requests, questions or comments which you would like to make, please do not hesitate to contact us on:

Phone: (07) 40810 810
Fax: (07) 40810 222
Email: reception@syncproperty.com.au
Web: www.syncproperty.com.au

Policy Updates

Please note that this Privacy Policy may be updated from time to time. Amended versions can be found on our website

www.syncproperty.com.au



HOW TO: EFFECTIVELY REPORT MAINTENANCE

In an effort to manage your occupancy with minimal intrusion on your privacy and comfort please follow information on following pages to ensure that when you have any maintenance or repair issues it can be dealt with efficiently and effectively.

To assist us in meeting our goals please ensure you follow the steps listed below.

- Be sure to clearly advise the office of your Name and Rental Property Address
- Advise Our Agency **immediately**. Remember, under The Residential Rooming & Accommodation Act 2008 the tenant is required to report any maintenance and/or repairs promptly. The tenant has a responsibility to mitigate loss - failure to report may render the tenant responsible for the payment of rectifying the maintenance and/or repair.
- Write down the name, brand/type & serial number of the appliance (if applicable). This is particularly important when reporting problems with hot water systems, ovens, hotplates, toilets, appliances, etc.
- Clearly state what the problem is and where the problem is located. For example, if it is a fault with an electrical switch advise what room it is in, what it operates (light switch), what happens when you turn it on and is there a noise (spark in switch and makes a crackling sound). *The more specific you can be the sooner we can assess the matter and send an appropriately qualified tradesperson to attend to the item.*
- Notify your Property Manager of your access instructions and most reliable and suitable contact details for the tradesperson and your Property Manager to get in touch with you should this become necessary.

To ensure our Maintenance Reporting and Rectification system is efficient we differentiate between urgent and routine maintenance.

URGENT maintenance covers dangerous situations that could endanger people or property. This covers obviously urgent occurrences like gas leaks, exposed electrical wiring, structural damage, burst water pipes, and break-ins. It also covers less immediate, but still important, requirements such as hot water failure, power loss, or problematic drain blockages.

If these events occur you should immediately contact our Agency. For emergencies that occur after business hours, on weekends and public holidays, please contact the after hours number or your Property Manager's mobile number. Should neither numbers be contactable please contact the relevant tradesperson from the list provided in the information package.

Urgent maintenance requests will be dealt with immediately. We may advise of temporary measures that can be undertaken until help arrives. While we cannot guarantee the availability of our qualified contractors, the most urgent maintenance is usually addressed in less than four hours, while less urgent matters are usually dealt with in one day. *Urgent maintenance should be phoned through to our office immediately.*

ROUTINE maintenance requests are those that are not demanding, though they may cause inconvenience or lead to property damage in the long term. Routine maintenance requests must be submitted to your Property Manager in writing on the supplied Maintenance Request form. It is preferable that you use this form as it details specific instructions, however, and we will accept e-mail and fax requests. *Verbal requests for maintenance will not be taken, they must be in writing.* If you require more forms we can email them to you for safe storage and future use on your computer.

Time limits for routine maintenance vary depending on the type of work required, and whether the owner requires consultation. In general, however, we ensure all maintenance requests are responded to within 7 days. Please note that some maintenance that requires further investigation, specialised tradespeople, quotes and/or Lessor approval will take longer to finalise and your patience is appreciated.

If you are uncertain whether your maintenance is Urgent or Routine, please contact our office. As a general rule, remember that contractors charge more for emergency work, especially after hours. If you were paying for the work, would the extra cost justify the time difference?

REMEMBER: IN AN EMERGENCY ALWAYS PHONE 000

In the event that **URGENT** or **LIFE THREATENING** (i.e.: wiring burning, hot water cylinder bursting) repairs are needed on the property:

Electrical: Switch off power at mains

Water Leaks: Turn off water at mains

If Emergency maintenance issues occur after hours, please phone
Rard Changizi 0400 695 596 immediately.