



CAROL-ANN'S
REAL ESTATE Pty Ltd

Property Management & Sales

IMPORTANT INFORMATION FOR TENANTS

- ❖ **RENT** – to be paid on the DUE date and in advance at ALL times. The 2 weeks rent you pay initially is not held, they are your first 2 weeks rent, therefore you do pay rent through until the vacate date.
- ❖ **PAYING YOUR RENT THROUGH THE INTERNET** – you are able to do this if you do online personal banking. Go to the transfer section of your banking and continue. **Make sure that we know who is paying the rent into our account otherwise you will not be credited with the rent and will get your rent into arrears - IN DETAILS – WRITE THE ADDRESS OF THE PROPERTY OR YOUR SURNAME (very important)**. Our banking details are as follows:-

- **ANZ BANK**
- **Account Name – Carol-Ann's Real Estate Trust Acct**
- **BSB 014-274**
- **A/C # 4986 53534**
- **NO CASH TAKEN by this Office**

EFTPOS – is available - NO CASH OUT



OFFICE HOURS – Monday to Friday 8:30am – 5:30pm
Saturday 8:30am – 1:00pm

- ❖ **ELECTRICITY/GAS & TELEPHONE** – **YOU** are responsible for the connection of any utilities the property has. Call Origin for Electricity/Gas on **1300 308 624**.
- ❖ **CONTENTS INSURANCE** – Do you have contents insurance? Should you damage the owner's property or your personal property is damaged or stolen what would you do? We strongly recommend that you **GET INSURED**, for peace of mind.
- ❖ **HANGING OF PICTURES/POSTERS** – **DO NOT** use **BLU TAC** or **double sided tape** on any walls in the property. If you want to hang a picture, please ask our office and we will advise you. Remember, any damage you do to the walls **MUST** be repaired when you leave.
- ❖ **CARPETS** – carpets should be **cleaned once every 6 months** – this will avoid any unnecessary build up of stains on the carpet. **DO NOT use BRITEX or KIRBY.**
- ❖ **DISHWASHERS** – if the property is new, the chance of the builder not having turned on the water tap and power to the appliance are high. Please make sure this is done before calling our office and telling us that the appliance isn't working. **ALL dishwashers MUST be put through a rinse cycle at least once a week if you are NOT using them regularly,** otherwise the seals will go and you will be responsible for the replacement of same.



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- ❖ **HOT WATER SYSTEMS** – In order to have a good supply of hot water all year round, when your electricity or gas account are received, **make sure you fill the cylinder via the overflow valve.** (If in doubt call our office). If the appliance is leaking, call our office immediately for repairs to be effected, you are paying for the wasted hot water.
- ❖ **INSINKERATORS** – to make it work efficiently for you, try not to run hot water when appliance is in operation, cold is better. **To keep the blades sharp, put a tray of ice cubes down once a week.** The machine will not like anything too fibrous, eg. corn husks, onion peels. There is a reset button on the appliance, but if you have allowed a foreign object to be put into the appliance and it jams it, you will be responsible for the plumbing account.
- ❖ **STOVE TOPS** – Glass stove tops should be cleaned with **Hillmark Cerepol** (read instructions) – solid plates should be cleaned with **Cerepol** and then **Hillmark Shine** to maintain them.
- ❖ **LIGHT BULBS** – You are responsible for the replacement of blown bulbs during the tenancy.
- ❖ **MAINTENANCE** – report any leaking taps, damaged guttering, faulty railings, stairs/steps to our office. The owner would like to maintain the property for you but we can't fix a problem if we are unaware of it.
- ❖ **LAWN & GARDEN MAINTENANCE** – If the property has a courtyard that you use exclusively or a house with lawn, you are expected to mow the lawn, do the edges and weed the gardens. No lawn clippings to be piled up on the property.
- ❖ **WHEELIE BINS** – If you live in a unit complex, you are expected to take your **own** bin out to the footpath for Council pick-up and then once it is emptied, bring it back in again. It is against Council by-laws to leave your bin constantly on the footpath.
- ❖ **DISPOSAL OF SANITARY ITEMS** – Never dispose of these items down the toilet – it may cause a blockage in the pipes, if this occurs and you are at fault you will be charged for the blockage removal.
- ❖ **BIN DAYS** – Put your bin out every Monday night for pick up Tuesday morning. Re-cycle bins are put out for collection alternate weeks (watch the neighbours for clues on when you put it out).
- ❖ **LOCKED OUT** – if you lose your keys, they are stolen or just locked yourself out, call our office to use our office keys to have new keys cut (at your expense) or have new locks put on (at your expense). If we have to let you into your property after hours you will be charged \$30.00.
- ❖ **EMERGENCIES** – Always call our office – after hours call Carol-Ann – 0411888954. If you are unable to contact Carol-Ann or the office then call - Electrician – 0409263907, Plumber – 0408223246 – only in an emergency.

CURRENT WATER RESTRICTIONS -

**NO SPRINKLERS AT ALL.
NO HOISING AT ALL.**

- ❖ **PREVIOUS TENANT'S MAIL** – Please bring it into our office for re-addressing – **WE WILL DO THIS FOR 3 MONTHS ONLY.** Thank you; remember **WE WOULD** do the same for you.

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www.careing.com.au to see our office via live web cam