



*Real People
with
Real Integrity*



About Us

Redlands Realty has been created to present a fresh and dynamic approach in Real Estate. We aim to excel in service levels, presentation and empathy for the needs of our Clients and Customers.

We understand that the Real Estate Industry is like any other service industry, where capturing the creativity and drive of excellent people is conducive to a strong, positive environment in which much can be achieved.

We believe that the constraints of the traditional Real Estate Agency stifle and limit what can be achieved for our Clients, the people we are here to serve. Our objective is to provide fantastic service to you, our Client, as well as providing prompt and courteous service to your Tenants.

We have set out to challenge Traditional Industry Attitudes. At Redlands Realty, we have a Team who have the professionalism, experience and empathy needed to ensure the best possible level of service and the strength to meet the challenge of competition at all levels. You can find out more on the ABOUT US pages of our Website.

We trust you will find our Office appealing, our Staff Dynamic and www.redlandsrealty.com.au fresh, fast and functional. Please feel free to make use of our Website's email response facility for any enquires you may have. Please remember we're only a phone call away, and any time you visit, you will be made welcome at Redlands Realty.

We look forward to seeing you soon.



Real People With Real Integrity

Our Team



Lisa Claussen - Senior Property Manager

With over 19 years as a Property Management Professional, Lisa brings to our team extensive experience in Property Management, trust account management and training. Lisa is very approachable and honest and truly believes in good communication and transparency when dealing with clients and customers.

lisa@redlandsrealty.com.au



Trish Eshman - Property Manager

Trish brings a wealth of Property Management experience and a lifetime of local knowledge to her role as a Property Manager to Redlands Realty. Trish manages Redlands Realty's Northern Portfolio, and has a friendly personality and great work ethic.

trish@redlandsrealty.com.au



Nicole Carynny - Assistant Property Manager

Nicole's calm and friendly nature brings comfort when dealing with her clients. Her positive attitude resonates throughout the team which helps to build long lasting relationships. Her ability and willingness to adapt to an always evolving industry has provided her with the knowledge and experience to support her clients.

nicole@redlandsrealty.com.au

The Tenancy Process

Marketing

We aim to expose your Property to the largest number of Prospective Tenants possible. Your Property will be marketed in the following ways:

- www.redlandsrealty.com.au (Our Office Website)
- www.realestate.com.au (Australia's Largest Website) with whom our Office has a platinum subscription, meaning greater exposure for our Properties.)
- www.domain.com.au (Our Office has an elite subscription, meaning greater exposure for our Properties.)
- www.realtyonline.com.au
- www.brisrentals.com.au
- In the Window Display of our Office which enjoys a prominent position in Shore Street West, Cleveland.
- A "For Rent" sign will be erected. Where applicable, we will also contact Relocation Firms that we have a strong working relationships with, and discuss the Properties suitability for any transferring Executives.

Prospective Tenant Inspections

All Inspections with Prospective Tenants are conducted by one of our licensed Property Managers by Appointment Only.

We do NOT hand out keys to your Property TO ANYONE under any circumstances. This ensures that your Property is kept secure throughout the Leasing Process. This service also allows us to personally meet and evaluate your Prospective Tenants, highlight features of the home and show the Property to its full potential.

The Tenancy Process

Tenant Selection - The Application

When a Property appeals to a Prospective Tenant, they are asked to complete a detailed Application for Tenancy. The following details are then carefully checked -

- Current address*
- Employment details including, income, length of Employment, Employment and past employment history.*
- Work/business References from present and past Employers.*
- Rental History - at least two Landlord/Agent References - if no Rental History, we endeavour to speak to their last Sales Agent.*
- Identification (using the standard 100 point ID system)*
- Rent default history*
- Bank statements to show spending habits*

We subscribe to "TICA" (Tenancy Information Centre of Australia), who provide us with a Nationwide Database of defaulting Tenants. We undertake a thorough review of the Application and get as much information as we can in order to present you with a comprehensive assessment of the Prospective Tenant.

Approval of Tenants

Only when you are satisfied with the Application, will we then approve the Tenants on behalf of the Owner. At this time, the Tenants will sign a Residential Tenancy Agreement (Form 18a). Two weeks Rent and the Bond (equivalent to four week's rent) must be paid prior to the day that the Lease commences, and keys to the Property can legally be handed over. Upon paying the Bond, the Tenants will sign a Bond Lodgement Form (Form 2). We then lodge the Bond with the Residential Tenancies Authority (RTA), and it withheld throughout the entire period of Tenancy.

The Tenancy Process

Entry Condition Report

Prior to any Tenant moving in, we complete a detailed Entry Condition Report. This is given to the Tenant upon moving in. They are required to complete their section of the Report and return it to our Office within three business days. This is a legal document stating the condition of the Property at the beginning of the Tenancy. It will be the basis for the assessment of condition at the end of the Tenancy and the subsequent refund of Bond monies.

Quarterly Maintenance Inspections

We aim to do the first Quarterly Maintenance Inspection (QMI) of your Property six weeks after the Lease begins and there after every three months. We will complete the Inspections on your Property in a timely manner and you will receive a written report and digital photos where necessary.

This allows us to assess maintenance issues that your Tenant may have overlooked, and also inspect the general state of the Property.

If the condition your Property is ever found to be unsatisfactory, a Notice to Remedy Breach (Form 11) will be issued to the Tenants and a subsequent Inspection

organised to make sure that the problem has been rectified. Tenants have seven days to rectify any matters brought to their attention after the Quarterly Maintenance Inspection has been completed.

You are welcome to attend these Inspections should you so desire. Please advise us if this is the case so that we may give you ample notice of when Inspections are made.

The Tenancy Process

Maintenance

Your Tenants are provided with Maintenance Request Forms. These are used by Tenants to notify us in writing when there is a maintenance issue. Tenants may also access Maintenance Request Forms via our Website and notify us of issues electronically.

In the event that maintenance is required, we will notify you. We have reliable, quality Trades people on hand or you can choose your own. Pending your approval, we will organise the work to be completed on your behalf and can arrange payment of the final account if you so require.

In an emergency repair situation, we may organise repairs immediately if you are unavailable, especially if there is a safety risk.

Zero Tolerance Policy

We do not tolerate Rental Arrears. All Tenants are required to be paid two weeks in advance at all times and Rental Arrears are monitored on a daily basis.

Should a Tenant fall three days behind in Rent, we phone the Tenant and give a gentle reminder. In accordance with the Residential Tenancies Act, if a Tenant falls seven days in Arrears, we issue the first Form 11 “Notice to Remedy Breach” (no legal notices can be issued prior to this).

If the Tenant does not rectify the Breach, and fails to pay within the specified time frame, a Form 12 “Notice to Leave” will be issued. As Owner, you will be informed once the first notice has been sent.

Funds are released to you at mid month and end of month.

All Rent paid by Tenants is held in our Redlands Realty Rentals Trust Account.

The Tenancy Process

Keys

A set of Keys to your Property will be kept in our Office situated at Shop 35 / 135 Shore Street West, Cleveland. The Tenant will be given one complete set of keys, per Lease holder. Any extra sets will be at the Tenants' cost and all sets will need to be returned at the end of the Tenancy. A photocopy of keys provided to your Tenant will be kept on file for identification purposes. This photocopy will be signed by the tenant at the beginning of the lease.

Renewal of Tenancy Agreement

You will be notified approximately two months before the Tenancy Agreement is due for renewal. At this point, you have the opportunity to Terminate the Agreement with the Tenant, or renew it for an agreed period. This is also the only opportunity you have to increase the Rental Amount if you wish. We will be pleased to advise on Rental Reviews in an effort to provide you with the best possible Rental Return. If the Tenant does not wish to continue with their Tenancy, they must notify us in writing, fourteen days prior to the Lease Expiry. In this case, we will notify you and immediately commence Marketing your Property for Rent.

Vacating

Checklist / Notice given / Thorough Outgoing Inspection

Upon receiving notice that the Tenant wishes to Vacate your Property, we shall inform you and advise of any potential for a Rental Increase. The Tenant will be given a checklist to follow, as to how we expect the Property left upon vacating. Tenants are required to return the Property exactly as per the Entry Condition Report provided to them upon entry. A thorough Exit Condition Inspection will be completed prior to the releasing of any held Bond monies.

The Tenancy Process

Fees & Charges

The amount charged to an Owner is 8% of the total amount of Rent being collected, plus GST. This is made up of -

3% Management Fee

5% Rent Collection Fee

There is no charge for sundries, postage and petties etc.

The Owner will also be charged a Letting Fee at the beginning of each new Tenancy.

This is equivalent to one week's rent plus GST.

There is no charge for the renewal of existing Lease Agreements.

In the unlikely event of a court case, the Owner will be charged for any expenses incurred, such as court costs and parking fees.

The Tenancy Process

Redlands Realty Tenancy Agreements Special Terms & Conditions

1. The Tenant accepts that NO SMOKING is permitted inside the Property at any time.
2. The Tenant accepts that the lawns and gardens are to be maintained to the condition they were when the Lease commenced.
3. The Tenant accepts that all vehicles/boats etc. are not to be parked on the grassed areas. No unregistered vehicles are to be kept on the Premises unless written approval has been given from the Agent/Landlord.
4. The Tenant accepts that no additional hooks/nails or sticky substances are to be placed on the walls. Unless written permission from Owner.
5. The Tenant accepts that the carpets must be professionally cleaned when required, and also upon vacating with the original paid Invoice given the Agent.
6. The Tenant accepts that if a Pet has been kept at the Property, they will be responsible for any repairs/damage caused by the Pet. A professional Flea Spray must also be completed after the carpet clean. Where birds have been kept at the Property, it is a requirement that a Lice Control Spray also be carried out.
7. The Tenant accepts that they are to pay for ALL water consumption charges, if the Property is "Water Compliant", and all consumption over 40KL per Quarter, if the Property is not "Fully Water Compliant", in addition to the state "bulk water charges".
8. The Tenant accepts that they are responsible for damaged and lost remote controls.

The Tenancy Process

Your Details

Full Name /s: _____

Address: _____

Telephone: _____ Fax: _____

Mobile: _____ Email: _____

Company Name: _____

ABN: _____ Registered for GST: Yes No

Nominated Bank Details for Payments

Bank & Branch: _____ Account Name: _____

BSB Number: _____ Account Number: _____

Rent Paid Monthly or Twice Monthly? _____ Statement Emailed or Posted: _____

Property Details

Property Address: _____

Lot: _____ Plan: _____ Title Reference: _____

Bedrooms: _____ Bathrooms: _____ Car Spaces: _____

Full Management / Let Only Rent to be Charged: \$ _____ Fee: _____%

MAX value of Maintenance paid without approval (2 wks) unless otherwise stipulated: \$ _____

Availability Date: _____ Pets allowed? _____

What length of Tenancy will you accept to start with? 3 months / 6 months / 12 months



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We/ I _____ & _____

Advise that the Rates Notices for our property at:

Now be forwarded to Redlands Realty Pty Ltd, at PO Box 2148,
Wellington Point, 4160. As they are now managing this property on
our behalf.

Print Name/s: _____

Sign & Date: _____



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Safety Switches

All residential rental accommodation in Queensland must have a safety switch installed. If a rental property does not have a safety switch installed, you must arrange installation by a licensed Electrician.

Government advice to Landlords

A Landlord is required to ensure that rented accommodation is maintained in "good repair".

Electrical appliances provided by the Landlord must be safe to use and properly maintained. Failure to ensure electrical appliances are properly installed or correctly maintained could not only potentially kill or harm the tenants, but could cause significant property damage and expose the Landlord to civil liability and potentially costly litigation.

There may also be unintended impacts on the Landlord's insurance if injury or damage is found to have been caused by poorly serviced or unsafe appliances. The Landlord and Agent should ensure safety checks are carried out at rented premises at agreed intervals.

Managing Agents could have legal exposure if they do not proactively warn Landlords of the possible consequences of inadequate maintenance. *Source - Energy Safe*

Your solution

For properties enrolled in one of our Smoke Alarm Annual Services, we provide the following services to ensure that you and your Landlord meet your duty of care in relation to safety switches.

Safety Switch Sighting
(when servicing smoke alarms)

Free of charge

Safety Switch Test (when servicing
smoke alarms at lease changes)

\$10.00 per year

Corded Windows

Legislation from 1 July 2011 states all suppliers, including Landlords, must comply with The Trade Practices Mandatory Safety Standards in relation to any corded window covering such as Vertical, Venetian, Holland and Roman Blinds and Curtains (including pencil pleat "ready mades" and pencil pleat tape) and any fitting containing cords, such as curtain rods and tracks.

Our service

To ensure you and your Property Manager meet your duty of care, we will:

- Inspect all window coverings for compliance.
- Install cleats, tensioning devices, chain safes and warning labels free of charge.
- Provide the tenants with a Safety Information Statement and instructions on correct usage.
- Provide a Compliance Statement including recommendations for any furnishings that cannot be made to comply.
- This is an annual service to ensure compliance at every tenancy renewal or tenancy change. When requested by you, we will attend the property at the commencement of each new tenancy to replace any damaged or removed tensioning devices or warning labels (free of charge) and provide the tenants with the Safety Information Statement and instructions for safe usage.
- If the property is also under our Smoke Alarm Annual Service, the Corded Window Inspection will be undertaken every time we attend the property, ensuring ongoing compliance.

Landlord obligations

Landlords are responsible for ensuring the property and the products they provide work effectively and safely and that products come with instructions and safety information where necessary.

- This includes window coverings with cords.
- The standards set by the ACCC apply to suppliers.
- A supplier includes anyone in the business of leasing the goods.
- It is the Landlord's legal responsibility to ensure the corded window furnishings supplied meet mandatory safety standards.



Corded Window Annual Service

All cleats, tensioning devices, equipment & labels are supplied free of charge.

Corded Window Annual Service

\$90.00 per annum

How to proceed

Please complete the details below and send directly to your Property Manager or to Smoke Alarm Solutions by email, fax or post.

The Total Compliance Service

Please enrol me in the \$149 Gold Total Compliance Service, comprising the Gold Annual Smoke Alarm Service, Safety Switch Testing and Corded Window Service.

Please enrol me in the \$189 Platinum Total Compliance Service, comprising the Platinum Annual Smoke Alarm Service**, Safety Switch Testing and Corded Window Service.

OR

Annual Smoke Alarm Servicing

Under each of our Annual Smoke Alarm Services, we will attend your property as often as required to comply with current State and Federal legislation. We will also visit your property if a faulty or beeping smoke alarm requires attention. If required for compliance, smoke alarms will be replaced and/or installed for free as part of the Diamond* and Platinum** Annual Smoke Alarm Services.

Please enrol me in the \$70 Gold Annual Smoke Alarm Service.

Please enrol me in the \$79 Diamond Annual Smoke Alarm Service*.

Please enrol me in the \$99 Platinum Annual Smoke Alarm Service**.

Safety Switch Testing

Every time we attend your property to service the smoke alarms, we will test all safety switches to ensure they are functional and operating correctly.

Please add the \$10.00 per year Safety Switch Testing Service.

Corded Window Inspection

We will inspect all window coverings for compliance, issue a Safety Statement to the tenants, provide a Compliance Statement after every attendance. All cleats, tensioning devices, equipment and labels are supplied free of charge.

Please add the \$90.00 Corded Window Annual Service.

Owner's name

Owner's mailing address

Phone

Mobile

Email address

Address of property to be inspected

Tenant's name

Tenant's phone number

Property Manager / Real Estate Agent

Phone

* Expired or faulty alarms that are required for compliance are replaced for free. Damaged, additional or missing smoke alarms are not included and will be charged for.

** Expired, faulty, damaged, missing and additional smoke alarms that are required for compliance will be replaced for free.

Smoke Alarm Solutions Pty Ltd
Office 1300 852 301 Fax 1300 852 302
Email info@smokealarmsolutions.com.au
PO Box 1591 Toombul, QLD 4012
ABN 14 964 489 395 Licenced Electrical Contractor #70149

smokealarmsolutions.com.au

1300 852 301



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Water Charging

Lessors (landlords) are allowed to pass on the full water consumption costs to tenants provided ALL the minimum criteria have been met.

What are the minimum criteria for water charging?

Lessors are able to pass on the full water consumption costs to tenants if:

- the rental premises are individually metered (or water is delivered by vehicle), AND
- the rental premises are water efficient, AND
- the tenancy agreement states the tenant must pay for water consumption.

What is a water efficient rental premises?

Water efficient rental premises are where required internal cold water taps, showerheads and toilets meet the performance standards for a *3 star WELS rating or higher. These water efficiency levels may be achieved through installing 3 star WELS rated products or through the use of 'add on' devices, such as aerators or flow restrictors.

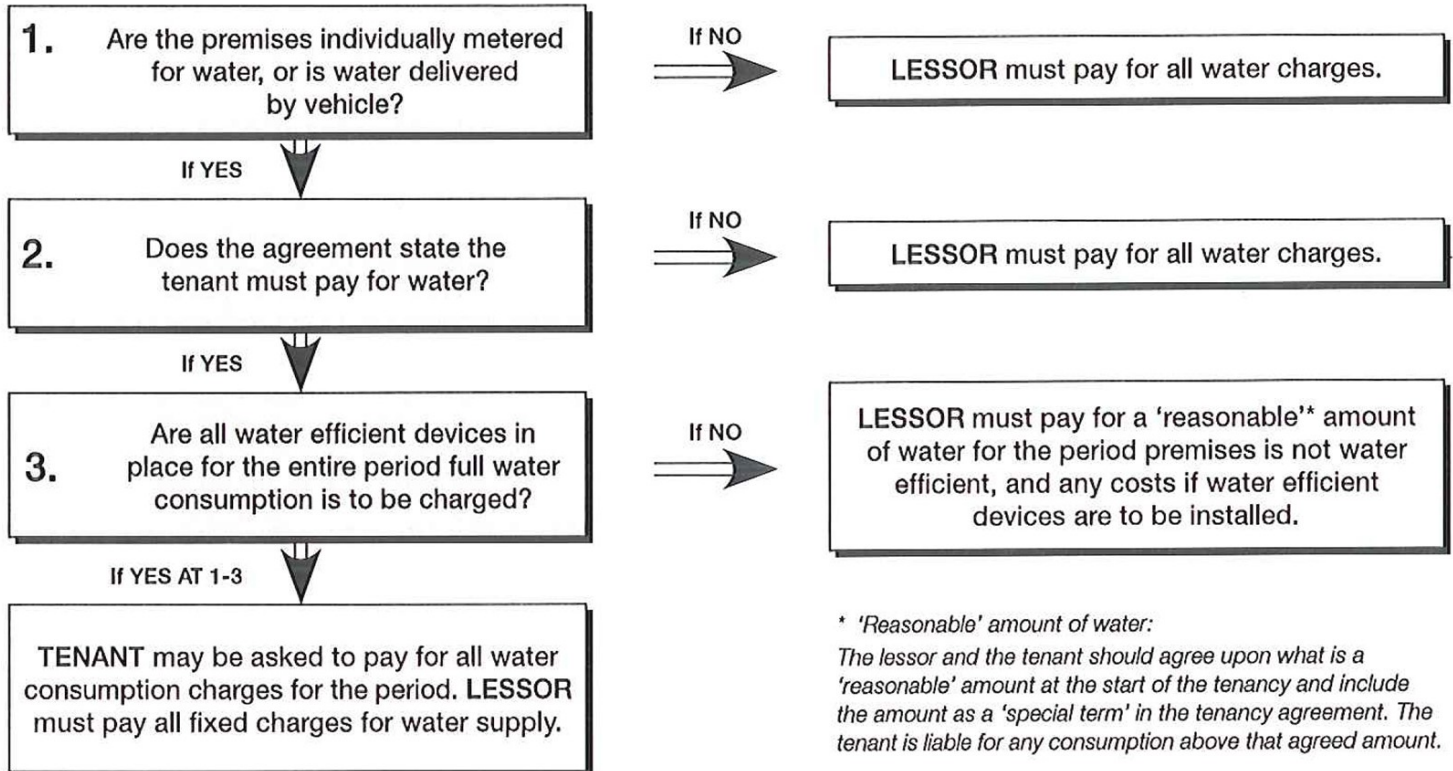
Water efficient devices	*Minimum water efficient standard required
• Internal cold water taps and single mixer taps (excluding bathtub taps and taps for appliances)	Must have a maximum flow rate of 9 litres per minute.
• Showerheads	Must have a maximum flow rate of 9 litres per minute.
• Toilets	Must have a dual flush function that does not exceed 6.5 litres on full flush and 3.5 litres on half flush and has a maximum average flush volume of 4 litres (based on the average of 1 full flush and 4 half flushes).

*For more information about the WELS scheme visit www.waterrating.gov.au

Important points to note:

- Tenants and lessors/agents should negotiate obligations at the start of the tenancy and put these in the tenancy agreement (for example, if the lessor is to contribute to water costs).
- It may be helpful to contact the local government (council) about average water consumption in the local area.
- Water billing periods are unlikely to align with tenancy agreements. It's important that both the tenant and the lessor/agent make a note of the water meter readings at the start and end of the tenancy (on the Entry and Exit Condition Reports) to help calculate water consumption.
- Lessors will receive the water bill, pay for the full amount and should provide their tenants with a copy of any water bills or evidence of water consumption figures to verify the amount the tenant is to be charged. Tenants will not be billed directly by water supply authorities for water.
- Tenants have 1 month in which to pay the agreed amount for water consumption after the lessor provides evidence of the costs to the tenant. The lessor/agent cannot require the tenant to pay more than the billable amount, or charge tenants late fees.
- If the tenant and lessor/agent cannot agree about water charges, the RTA's Dispute Resolution Service may be able to assist.

Who pays for water in a rental premises?



Water saving tips can be found on the Queensland Water Commission website www.qwc.qld.gov.au.

Further information

For more information contact the Residential Tenancies Authority on 1300 366 311.

Accessing RTA forms

The RTA's approved forms can be obtained by:

- visiting the RTA website at www.rta.qld.gov.au
- calling the RTA on 1300 366 311
- faxing a *Request for Forms* to 3216 2258
- visiting the RTA offices at 33 Herschel St, Brisbane
- calling the RTA's Forms Distribution Service on 1300 136 939
- posting a *Request for Forms* to the Forms Distributor: Post Logistics, 52-54 Qantas Dr, Eagle Farm 4009.

A selection of the most commonly used forms are also available at Australia Post outlets around Queensland.



If you need interpreting assistance to help you understand this information, contact TIS on 13 14 50 (for the cost of a local call) and ask to speak to the Residential Tenancies Authority (RTA).

Disclaimer

This Fact Sheet is prepared for information only. The Residential Tenancies and Rooming Accommodation Act 2008 is the primary source on the law and takes precedence over this information should there be any inconsistency between the Act and this Fact Sheet.

Smoke Alarms

Under the *Fire and Rescue Service Act 1990*, administered by Queensland Fire and Rescue Service, both tenants and lessors have responsibilities for smoke alarms in their rental properties.

- Tenants:** Have obligations for cleaning, testing and replacing batteries for alarms during a tenancy.
- Lessors:** Have obligations for installing, cleaning and testing smoke alarms and replacing batteries before the start or renewal of a tenancy.
- (see easy reference table overleaf for specific details)*

The *Residential Tenancies and Rooming Accommodation Act 2008* allows entry to the rental premises by the lessor to install and maintain smoke alarms. These amendments fall under entry provisions (s192 of the *Residential Tenancies and Rooming Accommodation Act 2008*) allowing lessors to give a 24 hour *Entry Notice* (Form 9) for the purposes of entry to comply with the *Fire and Rescue Service Act 1990* in relation to smoke alarms.

Quick Tips

- It is good practice for the lessor to give their tenants the manufacturer's instructions on how to clean, test and replace batteries for smoke alarms.
- A smoke alarm is required to emit a warning signal before the battery fails, usually a chirping sound.
- Changing batteries in smoke alarms on an anniversary such as a birthday will act as a reminder to change them once a year.
- Cleaning a smoke alarm usually involves an external clean to remove dust and debris with a broom or a vacuum cleaner.
- Smoke alarms are required to have a minimum service life of at least 10 years.

A lessor must not pass on their obligations to the tenant to act on their behalf such as asking the tenant to replace batteries at the beginning of the tenancy.

Disclaimer

This Fact Sheet is prepared for information only. The Fire and Rescue Act 1990 is the primary source on the law and takes precedence over this information should there be any inconsistency between the Act and this Fact Sheet.

For more information about the obligations for the installation and maintenance of smoke alarms in rental premises, visit the Queensland Fire and Rescue Service website www.fire.qld.gov.au or call their Information Hotline on 1300 369 003.

Tenant's obligations for smoke alarms	During the tenancy	Lessor's obligations for smoke alarms	Start of the tenancy	During the tenancy
		Installing alarms (Penalties apply)*	Smoke alarms complying with Australian Standards must be fitted in all rental properties and in accordance with the Building Code of Australia.	Lessors must give tenants 24 hours notice for entry to install smoke alarms.
Testing alarms (Penalties apply)*	At least once every 12 months and according to manufacturer's instructions (for tenancies 12 months or longer).	Testing alarms (Penalties apply)*	Within 30 days before the start or renewal of the tenancy and according to manufacturer's instructions.	
Replacing batteries in alarms (Penalties apply)*	When batteries are flat or nearly flat.	Replacing batteries in alarms (Penalties apply)*	Within 30 days before the start of the tenancy if batteries are flat or nearly flat.	
Cleaning alarms (Penalties apply)*	At least once every 12 months (for tenancies 12 months or longer).	Cleaning alarms (Penalties apply)*	Within 30 days before the start or renewal of the tenancy and as specified by manufacturer's instructions.	
Advising lessor of any failing smoke alarms (Penalties apply)*	As soon as possible when an alarm fails or is about to fail and/or needs replacing for a reason other than batteries failing.	Replacing failing smoke alarms (Penalties apply)*	Smoke alarms must be replaced before the end of their service life.	Smoke alarms must be replaced before the end of their service life. Lessors must give tenants 24 hours notice for entry for the purposes of maintaining smoke alarms.
NOT interfering with smoke alarms (Penalties apply)*	At NO time can a tenant remove or relocate the smoke alarm or do anything to interfere with the alarm's warning sound. At NO time can the tenant remove the batteries unless they are replacing them.	NOT interfering with smoke alarms (Penalties apply)*	At NO time can the lessor remove or relocate the smoke alarm unless it is being replaced or maintained. At NO time can the lessor do anything to interfere with the alarm's warning sound. At NO time can the lessor remove the batteries unless they are replacing them.	At NO time can the lessor remove or relocate the smoke alarm unless it is being replaced or maintained. At NO time can the lessor do anything to interfere with the alarm's warning sound. At NO time can the lessor remove the batteries.

* Penalties apply to both lessors and tenants under the *Fire and Rescue Service Act 1990*. For further information, the RTA strongly advises you to contact the Queensland Fire and Rescue Service by telephone on 1300 369 003 or visit their website at www.fire.qld.gov.au.



If you need interpreting assistance to help you understand this information, contact TIS on 13 14 50 (for the cost of a local call) and ask to speak to the Residential Tenancies Authority (RTA).