



# During a Tenancy

In Queensland, tenants who rent their home are covered by the Residential Tenancies and Rooming Accommodation Act 2008 ('the Act'). This Act sets out your rights and responsibilities when you rent a place, and explains the rights and responsibilities of the person you rent from.

The Act applies whether you rent privately from a lessor, agent or provider, or rent from the government or a community

## Julies Realty Rental Department Contact Details:

290 Gowan Road, Sunnybank Hills  
Monday -Friday 9.00am - 5.00pm  
Saturday - Sunday By appointment

Office Phone: 3323 3999  
Email: rental@juliesrealty.com.au  
Emergency Contact: 0498 119 999

## PAYING RENT

### BPAY or DIRECT DEPOSIT

Your rent can be paid via Direct Deposit directly into our Trust Account

## RENTAL ARREARS

If you are having difficulty in paying your rent, please contact us to discuss. If you become more than 14 days in arrears, we are obliged by law to issue a Notice to Vacate giving you 14 days to vacate the property. The owner of your property receives a copy of this notice.

## ELECTRICITY / PHONE / GAS

It is your responsibility to have electricity, telephone and gas connected in your name and to have the account finalised when you vacate.

## CABLE TV / INTERNET / ADDITIONAL PHONE LINES

Before arranging to have any additional points connected please contact our office in writing requesting approval. Some lessors do not permit the connection due to modifications required for installation.

## CLEANING

It is your responsibility to ensure the property is kept clean at all times. This includes removing any mould in damp areas such as showers or ceilings in the bathroom & laundry. You are also responsible to ensure the property is kept free from cobwebs in any ceiling areas where accessible such as the balconies.

## WATER USAGE

If your property is separately metered, you as the tenant are responsible for the water usage costs. If there is one meter within the building, then the landlord is responsible for this expense, unless otherwise agreed at the start of the lease. We can advise you at the beginning of the tenancy who is responsible for this expense.

## **KEYS**

We have a spare set of keys in our office. Should you lose your keys or lock yourself out you may pick up our management set during office hours (providing photo ID) to have replacements cut at your expense, having the keys returned back to us within 24hrs. If this happens after hours, you will need to contact a locksmith to gain access, also at your expense.

## **INSURANCE**

Please be aware that the Lessor's property insurance does not cover your personal belongings and it is in your best interest to obtain a contents insurance policy in case of damage or theft.

## **PICTURES**

Blue Tac or any other sticky type substances are not permitted to be used on walls as it can stain, leave an oily residue, cause damage to walls or chip paint. If you wish to put up picture hooks, permission must be gained from the owner first. If approval is given, you are only to use proper picture hooks NOT nails or screws.

## **RUBBISH & RUBBISH BINS**

Rubbish must be placed in bags and in the appropriate rubbish bins and placed out on the same day when rubbish collection occurs. Rubbish Bins are NOT to be left out at the collection point other than the day they are due to be emptied.

## **SMOKING**

It is a condition of your Tenancy Agreement that you are not to smoke inside the premises at any time. If evidence is found of damage caused by smoking, you as the tenant will be responsible for the cost of repair such as burn marks, odours, washing down walls & ceilings etc. We also reserve the right to demand these matters be rectified immediately should evidence of smoking inside the property be found.

## **ROUTINE INSPECTIONS**

We carry out routine inspections on all our properties every 12 weeks and we will advise you prior in writing. This is always a good opportunity to notify us of any maintenance problems you may have. Please email our office if you wish to be present at these inspections, but if not, we will use our office keys to gain access. An important reason for this is for us to report to the owner any problems that have developed or are developing with the property. We report on the general appearance ie: quality of paint, carpets, etc so that the property's general condition can be maintained.

## **PROPERTY FOR SALE**

If during your tenancy the property is listed for sale, don't worry! You can't be thrown out at a moments notice. If you have a current lease in place then you are entitled to stay for the term of that lease. The Lessor is required to give the appropriate notice under the legislation for you to vacate the property if required. We are here to help both yourself & the landlord at any time, so do not be afraid to ask questions!

## **BREAKING YOUR LEASE**

For information on costs and obligations for breaking your lease, please contact your Property Manager. Your Tenancy Agreement is a lawful contract and remains in force for the stated period as per the lease terms and conditions.

## REPAIRS AND MAINTENANCE:

We ask that you report any matters requiring repair or maintenance immediately to avoid the risk of injury to visitors or damage to the property.

It is a requirement that ALL maintenance is reported in writing. Emergency maintenance can be phoned into the office, however, is still required to be followed up in writing for our records.

**NOTE: VERBAL REQUESTS FOR MAINTENANCE WILL NOT BE ACTED UPON.**

## Questions ??

Please let us know....

We like to keep the lines of communication open here, so please do not hesitate to phone or email our office with any assistance you may require throughout your time with us.

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These following useful tips are from the RTA to help minimise problems while you are renting:

- Make sure you keep the RTA informed of any changes to your personal details including email, address, phone numbers and bank details (this is important for bond refunds).
- Never stop paying your rent, even if the property manager/owner is not complying with their side of the agreement (e.g. by failing to do repairs).
- Always comply with the terms of your agreement. In particular, never make any alterations, keep a pet, or let other people move in without checking your agreement and asking the property manager/owner for permission first.
- Consider taking out home contents insurance. It could cover your belongings in case of theft, fires and natural disasters. The property owner's building insurance - if they have it - will not cover your personal belongings.
- If you are happy in the property and your agreement is ending, consider asking for the agreement to be renewed for another fixed term.
- Make sure you keep the RTA informed of any changes to your personal details including email, address, phone numbers and bank details (this is important for bond refunds).

For more information from the RTA:



Website: [www.rta.qld.gov.au](http://www.rta.qld.gov.au)  
Phone: 1300 366 311