



# WELCOME

## Introduction & Guidelines for your new Tenancy

Information provided in this booklet courtesy of Residential  
Tenancies Authority – Pocket guide for tenants – houses and units



Voted No.1 Rental Agency in Forest Lake  
**2 YEARS IN A ROW!**  
CELEBRATING 15 YEARS IN FOREST LAKE

# Property Management Team

*We will look after  
your property as if it  
was our own!*



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Information Statement Form 17a

# Pocket guide for tenants – houses and units

Changes to Queensland tenancy laws came into effect on 20 October 2021 and are being implemented in phases.

- Domestic and family violence protections for tenants and residents have been strengthened from 20 October 2021.
- Changes to reasons for ending tenancies, a new framework to negotiate renting with pets and the introduction of repair orders have commenced on 1 October 2022.
- Minimum housing standards will be introduced for new tenancies from 1 September 2023 and all tenancies from 1 September 2024.

Learn more about these changes at [rta.qld.gov.au](https://rta.qld.gov.au) or call us on 1300 366 311.

The Residential Tenancies Authority (RTA) is the Queensland Government statutory body that administers the *Residential Tenancies and Rooming Accommodation Act 2008*. The RTA provides tenancy information and support, bond management, dispute resolution, education services, and compliance and enforcement.

## When renting...

### You must

- pay the rent on time
- keep the property clean and undamaged and leave it in the same condition it was in when you moved in (fair wear and tear excepted)
- abide by the terms of the tenancy agreement
- respect your neighbours' right to peace and quiet

### The property owner/manager must

- ensure the property is vacant, clean and in good repair at the start of the tenancy
- respect your privacy and comply with entry requirements
- carry out repairs and maintenance
- meet all health and safety laws
- lodge your bond with the RTA

## Your tenancy details

Property owner/manager contact details

Bond number

Tenancy end date



Emergency repairs contact/s

This information is for general guidance only. It is not legal advice. The RTA cannot guarantee the accuracy or completeness of the information provided. For more information refer to the *Residential Tenancies and Rooming Accommodation Act 2008*.

# Moving in

## Tenancy agreement

A [General tenancy agreement](#) (Form 18a), also called a lease, is a legally binding written contract between you and the property owner/manager. It must include standard terms and may include special terms (e.g. pool maintenance).

You and the property owner/manager must sign the agreement and you should be given a copy.

Period of tenancy agreement:

- Fixed term agreement – has a start date and an end date and you agree to rent the property for a fixed amount of time (e.g. 12 months)
- Periodic agreement – when you agree to rent the property for an unspecified amount of time (there will be a start date but no end date)

## Bond

A rental bond is a security deposit you pay at the start of a tenancy and is lodged with the RTA. The property owner/manager must not hold your bond. You can lodge your bond directly with the RTA using [RTA Web Services](#). Alternatively, once the bond is paid, the property owner/manager must give you a receipt and complete a [Bond lodgement](#) (Form 2) which you must sign. The property owner/manager must lodge the bond with the RTA within 10 days. Check with the property owner/manager. You will receive notification from the RTA once the bond has been lodged.

## Bond increases

Your bond can be increased if your rent is increased. It must be at least 11 months since the last increase and you must be given 1 month's notice.

Any extra bond money paid by you must be lodged with the RTA by the property owner/manager or you. You can do this directly via the RTA website.

## Rent

Generally you will be asked to pay rent in advance before, or when, you move in.

- For a fixed term agreement: a maximum of 1 month's rent in advance
- For a periodic agreement: a maximum of 2 weeks rent in advance

You can't be asked to pay more rent until the rent in advance has been used up.

When rent is paid electronically, you must arrange for the money to leave your account on a certain day, and the rent is considered paid on this day.

## Rent increases

It must be at least 6 months since the tenancy started or the date of the most recent rent amount was changed.

Rent cannot be increased during a fixed term agreement unless it is stated in the agreement and even then 2 months notice (in writing) must be given.

Rent can be increased in a periodic agreement by giving 2 months notice (in writing).

## Rent decreases

Rent decreases may occur when there is a drop in the standard of the property, a decrease in services provided (e.g. the availability of car parking), or if a natural disaster (e.g. flooding, fire) makes the property partially unfit to live in. Any agreement about a rent decrease should be put in writing and signed by the property owner/manager and tenant.

## Water usage

You can be charged full water consumption costs only if the property owner/manager meets a specific set of conditions. Check your tenancy agreement and our website for more detail.

Water bills may be issued quarterly or half-yearly. Check with your property owner/manager how often and when bills are issued. These bills should be provided to you within a reasonable timeframe, and you must pay within one month of the bills being provided.

## Electricity/gas/phone/internet

Check your tenancy agreement – in most cases you will need to arrange connection and pay for the services. Check with the property owner/manager to clarify arrangements for internet or TV connections, satellite dish installation or solar electricity rebates (if applicable).

## Entry condition report

The property owner/manager must give you an [Entry condition report](#) (Form 1a).

It is important for you to take the time and check the condition of the property at the start of the tenancy. This will help to avoid disputes about the condition of the property when you move out. You must complete the report and return a signed copy to the property owner/manager within 7 days. The property owner/manager must give you a copy of the signed final report within 14 days.

The RTA also recommends taking photos and attaching them to the report as proof of the condition of the property.

# During a tenancy

## Maintenance

You are responsible for looking after the property and keeping it, and any inclusions (like the oven), clean. The property owner/manager is responsible for ensuring the property is fit to live in and in a good state of repair, including carrying out general repairs and maintenance during your tenancy. They must also make sure the property complies with any health and safety laws.

Minimum housing standards, which clarify repair and maintenance obligations and introduce compliance mechanisms in enforcing these standards, will commence:

- for new tenancies on 1 September 2023, and
- for all tenancies on 1 September 2024.

## Routine repairs

You should notify the property owner/manager of any necessary repairs. They will generally carry out repairs or organise someone to do them. You should not carry out repairs without written consent.

If you have notified the property owner/manager of a repair, and they don't make the repair within a reasonable time, you can apply for free dispute resolution at the RTA and may have the option to apply for a repair order from the Tribunal after conciliation.

When entering the property for repairs the property owner/manager must provide the appropriate entry notice period. If you or your guests damage the property, you will have to pay for the repairs.

## What to do for emergency repairs

If the property owner/manager or nominated repairer listed on your tenancy agreement (or the front page of this guide) cannot be contacted, you can:

1. arrange for a qualified person to carry out emergency repairs to a maximum value of 4 weeks rent (check your tenancy agreement to clarify what is an emergency repair).  
If you pay the repairer, you will need to give the receipt to the property owner/manager who must pay you back within 7 days. Keep copies of all receipts. Alternatively, you can ask the property owner/manager to pay the repairer directly.
2. Make an urgent application to the Tribunal for a repair order for the emergency repair.

## Smoke alarms

Property owners/managers must install and maintain smoke alarms in rental properties, in line with Queensland legislation. Visit Queensland Fire and Emergency Services ([qfes.qld.gov.au](http://qfes.qld.gov.au)) for more information. Tenants also have responsibilities including testing and cleaning smoke alarms and replacing batteries. See our website for more information.

## Fixtures

Fixtures can only be added with the property owner/manager's written consent and they do not have to agree to the request if they give a good reason.

A tenant experiencing domestic and family violence can arrange for a qualified tradesperson to change the locks in their rental property to ensure their personal safety. The tenant must provide copies of the keys to the property owner/manager unless the property owner/manager agrees to not being given a copy of the key.

A tenant cannot change locks to common property in community title schemes.

## Requesting to rent with a pet

If you wish to keep a pet at the property, you must seek written approval from the property owner using a [Request for approval to keep a pet in rental property](#) (Form 21).

The property owner must respond in writing within 14 days after receiving your request.

- If they approve, they can outline additional reasonable conditions for the approval of the pet. You may agree to the outlined conditions or try to negotiate.
- If they do not approve the request, they must provide a specific reason under the legislation for rejecting the request.

When considering keeping a pet, you must also adhere to other applicable rules such as house rules, local council laws or body corporate by-laws.

## Inspections and viewings

Routine inspections can be carried out every 3 months to ensure the property is well cared for and there are no maintenance or health and safety issues.

The property owner/manager may also need to enter the property for repairs or a viewing if it is being re-let or put up for sale. In most cases they must give you an [Entry notice](#) (Form 9) before they can enter. However, they may enter in an emergency or if you verbally agree with the entry. Entry must occur at a reasonable time. For open home inspections (when multiple inspections occur at the same time), your written consent must be sought by the property owner/manager. Visit our website for more details.

## Sub-letting and co-tenancies

If you want to rent out a room or part of the property, you must seek written permission from the property manager/owner and they must have good reason to say no.

Check your tenancy agreement first, talk to your property owner/manager and get any agreed arrangements in writing. Head-tenants have the same responsibilities as a property owner/manager including giving their sub-tenant a receipt for bond money paid and lodging the bond with the RTA.

## Problems

### If you do something wrong

If you breach the agreement, the property owner/manager can issue a [Notice to remedy breach](#) (Form 11).

**Example:** you fall more than 7 days behind in rent or do not keep the property in the agreed condition.

If you don't fix the problem you may be given a [Notice to leave](#) (Form 12) by the property owner/manager.

### If the property owner/manager does something wrong

If the property owner/manager breaches the agreement, you can issue a [Notice to remedy breach](#) (Form 11).

**Example:** the property owner/manager fails to keep the property well maintained, does not respond to a repair request or enters the property without the correct notice.

If you have notified the property owner/manager of a repair and they have not taken action within a reasonable timeframe, you may have the option to apply to the Tribunal for a repair order.

## Resolving problems

Good communication is the key to resolving most problems. Find out your rights and responsibilities and talk to the property owner/manager directly. If this does not work, the RTA's free and impartial dispute resolution service may be able to help. If it remains unresolved, you may be able to take the matter to the Queensland Civil and Administrative Tribunal (QCAT).

## Extending your fixed term tenancy

If you want to stay on under a new fixed term agreement, and there are no changes other than the end date, you and the property owner/manager should sign a letter or statement that includes the new date.

If there are changes to any of the terms of the agreement, the property owner/manager will need to prepare a new written tenancy agreement and you must both sign it before the old one ends. If there is a significant change (e.g. a rent increase you think is excessive) you can dispute it, but only after you've signed the new agreement. Note that the rent cannot be increased unless at least 6 months have passed since the last rent increase.

If the end date of a fixed term agreement goes by without any contact between you and the property owner/manager, it continues as a periodic agreement.

Use RTA Web Services to lodge or refund a bond, change bond contributors, update your details and more.

[rta.qld.gov.au/webservices](http://rta.qld.gov.au/webservices)

Renting that works  
*for everyone*



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[eNews](#)



[Podcast](#)

# Moving out

## Ending your fixed term or periodic agreement

You cannot move out at the end of a fixed term agreement without giving notice.

If you wish to leave you must give 14 days notice in writing. If the property manager/owner wants you to leave they must give you 2 months notice.

You must continue to pay rent until you move out.

You must leave the property in the same condition it was in before you moved in, fair wear and tear excepted.

Remember to disconnect your electricity, gas, telephone and internet from your current property and re-direct your mail when you move out.

## Breaking your tenancy agreement

If you break the tenancy agreement (e.g. you decide to leave early), you may be responsible for compensating the property owner/manager for lost rent until another tenant can be found or the tenancy ends.

You may also be liable for other costs such as the cost of re-letting the property and advertising.

The property owner/manager must make an effort to limit your loss or expense.

## Excessive hardship

If you experience excessive hardship and are unable to continue the tenancy, you can make an urgent application to QCAT to end the tenancy.

Examples of excessive hardship can include serious illness or loss of employment.

The person applying to QCAT will need to show evidence of their circumstances. QCAT may make orders regarding compensation to the property owner/manager and terminating the tenancy from an agreed date.

## Exit condition report

You must complete an [Exit condition report](#) (Form 14a). It shows the condition of the property when you leave and compares it to the condition of the property when you moved in. If possible you should try to arrange a final inspection with your property owner/manager.

The property owner/manager must complete their side of the report, sign it and return a copy to you within 3 business days of receiving it.

The RTA recommends taking photos and attaching them to the report to prove the condition of the property.

## Getting your bond back

You get your bond back at the end of the tenancy as long as no money is owed to the property owner/ manager for rent, damages or other costs. You can apply on, or after, handover day to have your bond money returned. You need to provide the RTA with your contact details, forwarding address and bank account details to receive your bond refund. You can update your details quickly and easily online using [RTA Web Services](#).

Bonds can only be refunded into Australian bank accounts. The quickest and easiest way to get your bond back is an agreed refund between you and your property owner/manager.

### If you and the property owner/manager agree on the refund amount

You and the property owner/manager can request a bond refund online using [RTA Web Services](#). Alternatively, you and your property owner/manager must sign the paper based [Refund of rental bond](#) (Form 4) and submit it to the RTA. The RTA will refund the bond as directed within a few days.

### If you and the property owner/manager disagree

The RTA encourages you and your property owner/manager to try and resolve any issues in the first instance. Either you or the property owner/manager can submit a bond refund form online using [RTA Web Services](#) or the paper based [Refund of rental bond](#) (Form 4).

The RTA will process the first refund request made (Party A). If the other person (Party B), whose signature/ agreement is missing, disagrees with Party A's refund request, they can dispute the claim within the timeframe stated to prevent payment.

The RTA will send Party B a Notice of claim and Party B can disagree digitally via Web Services or submit a [Dispute resolution request](#) (Form 16) to the RTA by the due date. If the RTA does not receive a digital response via Web Services or a completed Form 16 from Party B within the 14 day period as stated on the notice, the bond will be paid out, as directed on Party A's bond refund form.

If Party B disagrees on the bond refund through the above process, it will commence the dispute process with the RTA's dispute resolution service where a conciliator will try to help resolve the disagreement. If agreement is reached, both parties will need to sign a bond refund form and the bond is paid out as what is agreed in this process.

If agreement is not reached, Party B (the person who disputed the refund form) can apply to QCAT for a decision. They must do so within 7 days and notify the RTA in writing of the QCAT application within the correct timeframe.

If no QCAT application is lodged by Party B within the 7 day timeframe, the RTA will pay the bond as directed on Party A's bond refund form. More details on dispute resolution are available at [rta.qld.gov.au](http://rta.qld.gov.au) and information about QCAT can be found at [qcat.qld.gov.au](http://qcat.qld.gov.au).

# Domestic and family violence support

## Domestic and family violence in a rental property

Domestic and family violence is any form of violence or abuse where the abusive person is a spouse (including de facto), an intimate or dating partner, a family member or an informal carer.

A person who experiences domestic and family violence in a rental property has rights under tenancy law, even if they are not named on the tenancy agreement.

If someone in a rental property is experiencing domestic and family violence and no longer feels safe living in the property, they can end their interest in a tenancy agreement by providing the property owner or manager seven days notice of their intention to vacate supported by relevant evidence. They can vacate before 7 days but they are responsible for paying rent until the end of the 7 day notice period.

Tenants can complete a [Notice ending tenancy interest \(domestic and family violence\)](#) (Form 20) to end their interest in a tenancy agreement.

Tenants and property owners/managers can also complete a [Bond refund for persons experiencing domestic and family violence](#) (Form 4a) to request a rental bond refund for their bond contribution or a tenant's bond contribution due to a tenancy interest ending on grounds of experiencing domestic and family violence.

## Contact information

### Residential Tenancies Authority

w [rta.qld.gov.au](http://rta.qld.gov.au)

t 1300 366 311 (Mon–Fri: 8.30am–5pm)

### Emergency

Police, firefighters or ambulance

t 000 (triple zero)

### Tenants Queensland

w [tenantsqld.org.au](http://tenantsqld.org.au)

t 1300 744 263

### National Relay Service

Assistance for people who are deaf and/or find it hard hearing or speaking

t 133 677

### Translationz

For customers requiring translation and interpreter service – Translationz will telephone the RTA for you at no extra cost

t 07 2000 4600

It is critical that property owners/managers maintain the privacy of a tenant who is experiencing domestic and family violence to ensure their safety. Penalties apply for those who do not follow the legislated requirements. Learn more about your rights and responsibilities at [rta.qld.gov.au](http://rta.qld.gov.au).

A person can also apply to QCAT to:

- end the tenancy agreement
- be listed as the tenant
- remove the name of the person who has committed an act of domestic violence from the tenancy agreement
- prevent their personal information being listed in a tenancy database where a breach of the agreement is a result of the actions of a person who has committed an act of domestic or family violence

Every person has a right to feel safe and live free from violence. If there is violence in your home, you may be able to apply for a domestic violence order (DVO).

Visit the Queensland Courts website [courts.qld.gov.au](http://courts.qld.gov.au) for more information on domestic violence orders.

If you are affected by domestic and family violence and/or sexual abuse, you can contact any of the organisations below for free and confidential support and assistance.

### Lifeline

Crisis support and suicide prevention services

t 13 11 14

### DV Connect

Domestic, family and sexual violence support services

w [dvconnect.org](http://dvconnect.org)

t 1800 811 811 – Womensline

t 1800 600 636 – Mensline

t 1800 010 210 – Sexual Assault Hotline

### 1800 RESPECT

National sexual assault, domestic and family violence counselling service

w [1800respect.org.au](http://1800respect.org.au)

t 1800 737 732

### Aboriginal Family Domestic Violence

Victims rights, counselling and financial assistance

t 1800 019 123

## Stay informed

Sign up for **news** and **useful information** about renting in Queensland [rta.qld.gov.au](http://rta.qld.gov.au)





residential  
tenancies  
authority



# Moving out

information for tenants in houses and units

# Moving out

## information for tenants in houses and units

Please take a few minutes to read this guide which explains some of the things you need to know when you move out of a rental house or unit. More detailed information is available on the RTA's website ([rta.qld.gov.au](http://rta.qld.gov.au)).

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**The Residential Tenancies Authority (RTA) is the Queensland Government statutory body that administers the *Residential Tenancies and Rooming Accommodation Act 2008* (the Act). The RTA makes a positive difference to the residential rental sector by providing tenancy information, bond management, dispute resolution, investigation, policy and education services.**

## When renting...

### You must

- » pay the rent on time
- » keep the property clean and undamaged and leave it in the same condition it was in when you moved in (fair wear and tear excepted)
- » abide by the terms of the tenancy agreement
- » respect your neighbours' right to peace and quiet

### The lessor/agent must

- » ensure the property is vacant, clean and in good repair at the start of the tenancy
- » respect your privacy and comply with entry requirements
- » carry out repairs and maintenance
- » meet all health and safety laws
- » lodge your bond with the RTA

## Ending your periodic agreement

A periodic agreement is when you agree to rent the property for an unspecified amount of time (there will be a start date but no end date).

If you want to end a periodic agreement you must give your lessor/agent at least 2 weeks notice. If the lessor/agent wants you to leave they must give you at least 2 months notice. Different timeframes apply if you or the lessor/agent want to end the agreement because of breaches to the agreement. Visit our website for more details.

## Ending your fixed term agreement

A fixed term agreement has a start date and an end date and you agree to rent the property for a fixed amount of time (e.g. 12 months).

You cannot move out at the end of a fixed term agreement without giving notice.

You or the lessor/agent can end a fixed term agreement at the end of the specified period without giving a reason. If you wish to leave you must give 14 days notice in writing. If the lessor/agent wants you to leave they must give you 2 months notice.

If you leave before the end date on your agreement you are breaking the tenancy agreement and you may be liable for costs.

You cannot be asked to leave before the end of a fixed term agreement unless there has been an unremedied breach.

## Breaking your tenancy agreement

If you break the tenancy agreement (e.g. you decide to leave early) you are still responsible for compensating the lessor/agent for lost rent until another tenant can be found or until the tenancy ends. You may also be liable for other costs such as the cost of re-letting the property and advertising. The lessor/agent is obliged to minimise these costs.

If you decide to leave during a fixed term agreement, you should contact the lessor/agent immediately to discuss the matter. You must also give the lessor/agent a *Notice of intention to leave* (Form 13).

### **You may be able to leave your fixed term agreement early if:**

- » you and the lessor/agent agree (in writing) to end the agreement, or
- » your circumstances allow you to apply directly to Queensland Civil and Administrative Tribunal (QCAT) for an order to end your agreement.

## Cleaning

You must leave the property in the same condition it was in before you moved in, fair wear and tear excepted. You may have to pay for carpet cleaning or pest control if they were included as special terms in your agreement.

## Exit condition report

The *Exit condition report* (Form 14a) should be completed by you. It shows the condition of the property when you leave and will be compared with the entry condition report.

On the form you will need to indicate if items are clean, undamaged and working. You can take photos or a video of the property if you need to. If you are responsible for water consumption you should record the water meter reading.

If possible you should try to arrange a final inspection with your lessor/agent. If this is not possible, you must give a copy of the report to the lessor/agent as soon as possible (at the end of the agreement). The lessor/agent must complete their side of the report, sign it and return a copy to you within 3 business days of receiving it. You also need to arrange to return the keys to the lessor/agent.

When you move out, you must give your new address to the lessor/agent if they ask you in writing so they can send you a copy of the completed exit condition report and contact you about the bond.

## Getting your bond back

You get your bond back at the end of the tenancy as long as no money is owed to the lessor/agent for rent, damages or other costs. You can apply on or after handover day to have your bond money returned. Providing the RTA with your forwarding address and bank account details will ensure your bond refund is not delayed.

### **If you and the lessor/agent agree at the end of the tenancy**

You and the lessor/agent must sign the *Refund of rental bond* (Form 4) and submit it to the RTA. The RTA will refund the bond as directed within a few days. The fastest way to get your bond back is to provide the RTA with your bank details so it can be deposited into the correct account.

### **If you and the lessor/agent disagree**

You or the lessor/agent can submit a *Refund of rental bond* (Form 4). The RTA will send the other person a *Notice of claim* and a *Dispute resolution request* (Form 16). If the RTA does not receive a response within 14 days, the bond will be paid out, as directed by whoever first lodged the bond refund form.

If they do respond, the RTA's dispute resolution service will try to help resolve the disagreement.

If agreement is reached, you and the lessor/agent sign the bond refund form and the bond is paid out as agreed.

If agreement is not reached, the person who lodged the dispute resolution form will receive a *Notice of unresolved dispute* and can apply to QCAT for a decision. They must do so within 7 days and notify the RTA in writing of the QCAT application within the correct timeframe.

If no QCAT application is lodged within 7 days, the RTA will pay the bond as directed by the person who first lodged the bond refund form.

## Resolving problems

Good communication is the key to resolving most problems. Find out your rights and responsibilities and try to resolve disputes with the lessor/agent directly. If this does not work the RTA's dispute resolution service may be able to help. If the matter remains unresolved you may be able to take the matter to QCAT.

## Urgent applications to QCAT

Unless the matter is considered 'urgent' by law you must have been through the RTA's dispute resolution service before applying to QCAT. Visit our website to see if your problem is defined as urgent.

The term 'urgent' does not mean your application will be fast-tracked, just that you don't need to lodge a dispute resolution form with the RTA.

## Checklist

- » continue to pay rent until the date shown on the *Notice to leave* (Form 12) or the *Notice of intention to leave* (Form 13)
- » the property should be in the same condition as when you moved in (fair wear and tear excepted)
- » complete a copy of the *Exit condition report* (Form 14a) – photos or video are the best way to support what you have written on the report
- » if possible, do a joint inspection of the property with the lessor/agent
- » give a copy of the exit condition report to the lessor/agent and get a signed copy of the report for your records
- » give your forwarding address to the lessor/agent and to the RTA so you can be contacted about your bond if necessary
- » cancel any services you have connected to the property (e.g. electricity, gas, telephone, internet)
- » arrange with the lessor/agent for the *Refund of rental bond* (Form 4) to be completed and signed
- » keep all your documents in a safe place.

## Contact us

Level 23, 179 Turbot Street  
Brisbane Q 4000  
GPO Box 390  
Brisbane Q 4001  
**t** 1300 366 311  
**w** rta.qld.gov.au  
Mon–Fri: 8.30am–5pm

## Hearing or speech impaired clients

Deaf, hearing or speech impaired clients can contact the National Relay Service for assistance with contacting the RTA by phone.

TTY or computer modem

**t** 133 677

## Interpreter services

If you require an interpreter, please contact the Translating and Interpreting Service (TIS) (for the cost of a local call) during RTA hours of business. TIS will telephone the RTA for you at no extra cost.

**t** 131 450

## Tenants' Union of Queensland

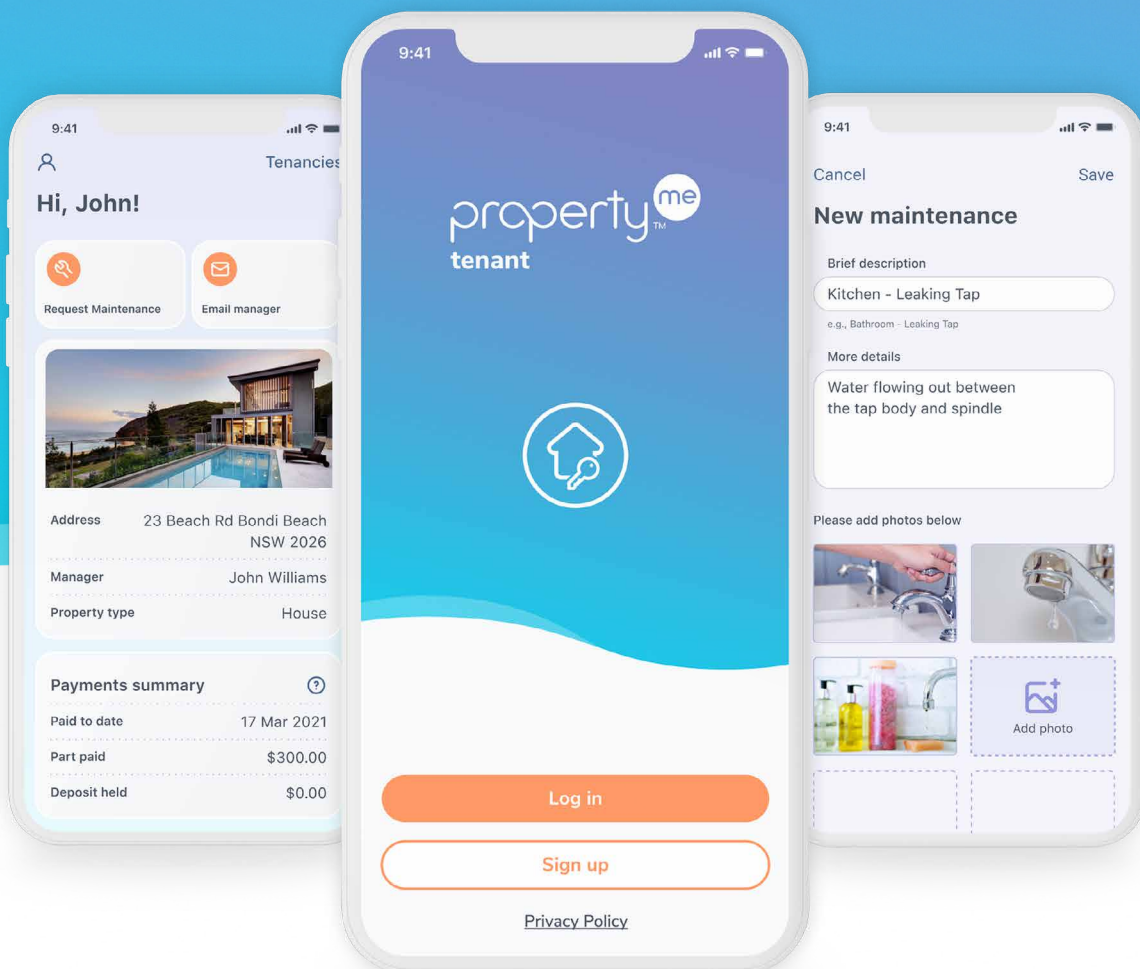
**t** 1300 744 263  
**w** tuq.org.au

This information is for general guidance only. It is not legal advice. The RTA cannot guarantee the accuracy or completeness of the information provided. For more information refer to *Residential Tenancies and Rooming Accommodation Act 2008*.





# Tenant mobile app and portal



## PropertyMe for tenants

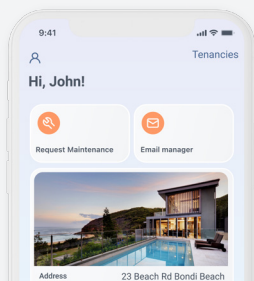
Over the past eight years, PropertyMe has continuously evolved alongside our tenants to bring the most efficient leasing experience.

Take a look at our mobile app and portal, guaranteed to make your renting experience effortless.

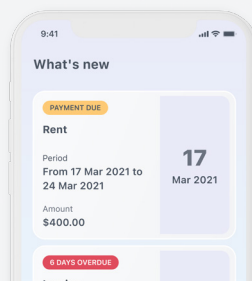
## Tenant mobile app and tenant access portal

PropertyMe provides a platform for tenants to access all of their leasing information from one place, making the leasing process as straightforward as possible.

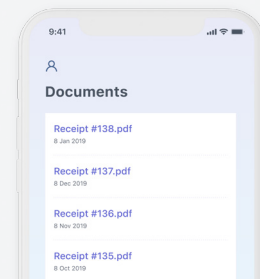
The PropertyMe tenant mobile app and tenant access portal allow you to handle everything related to your tenancy from the palm of your hand. This includes easily accessing all relevant leasing information, previewing upcoming inspections, and messaging your Property Manager directly.



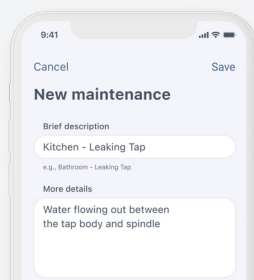
View your agency and Property Manager information



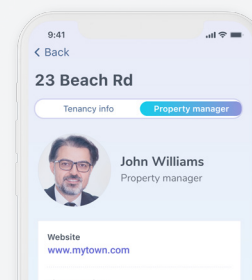
See when your rent and invoices are due



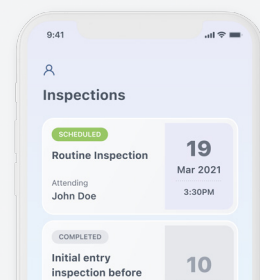
Download and share all relevant leasing information



Log and track maintenance requests



Message your Property Manager directly



See upcoming events and inspections

PropertyMe

a Level 9, 52 Phillip St, Sydney, NSW, 2000 p 1300 776 763

e hello@propertyme.com w www.propertyme.com

## How to use the PropertyMe Tenant app:

- ↓ Download PropertyMe Tenant from the App Store or Google Play.
- ☰ Enter your existing tenant login details. If you don't have access to the existing tenant portal, contact your Property Manager.
- ⓘ The homepage has several sections of information in a summary form. This information includes quick link tiles, which allow you to lodge a maintenance request and directly email your Property Manager.
- 🏠 Below the quick link tiles is the property and tenancy information. With one quick click, you can view in-depth information about the property, as well as your payment information.

## How to use the tenant access portal:

1. Sign in on the tenant access portal using your email and password. If you don't have a PropertyMe account you will need to sign up and request access from your Property Manager.
2. Once you are logged in, click on the tiles to reveal more information regarding tenancy information.
3. Bills and maintenance requests will be displayed at the top of the screen when they are outstanding.

## FAQS:

- **Are all phones compatible with the tenant mobile app?**

The minimum operating requirements are iOS 13 and above for Apple devices and Androids need to be on 5.0+

- **Can I do my own inspection on the tenant mobile app?**

We have a separate app called InspectMe that is available for iPhone and Android devices. The app is now available for you to download in the App Store and Google Play store.

- **How do I log in if I've forgotten my password?**

It happens to the best of us! Simply head to the PropertyMe login page and click 'Forgot Password' from here you will be prompted to reset your password.

### PropertyMe

a Level 9, 52 Phillip St, Sydney, NSW, 2000 p 1300 776 763

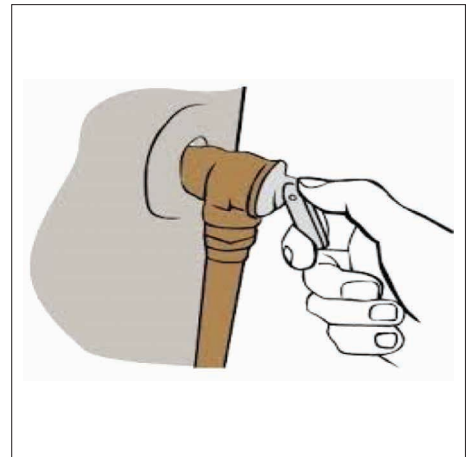
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# Handy hints for tenants

## How to test your hot water system temperature and pressure relief valve every 6 months

Flushing and testing a TPR valve is relatively straightforward, and something you can do yourself. If the valve is already leaking water through the outlet pipe, it will need to be replaced. Testing the valve involves expelling some extremely hot water, so if you're going to test your TPR valve, ensure that you're wearing long pants, covered shoes and gloves:

1. Check to ensure that the area beneath the outlet pipe from the TPR valve is clear and free from obstruction. Make sure you're standing as far away as possible from the end of the pipe.
2. Gently lift the handle on the TPR valve. If it's stuck, don't force it. If it doesn't want to move, you will need to replace it. As you lift the valve handle, very hot water should flow out from the end of the outlet pipe.
3. Gently return the valve to its closed position. The flow of water should stop. If it doesn't, this likely indicates that the valve isn't working reliably and needs to be replaced.



## Caring for your septic tank system

- Household detergents and bathroom products should be biodegradable. Try to find products labelled 'septic tank safe' and use only as recommended.
- Thoroughly scrape all food scraps, oil and fat residue from plates, dishes, saucepans etc. before washing.
- Use toilet paper that readily breaks down and do not flush sanitary napkins, tampons, disposable nappies, wipes etc. into the septic tank – these items do not break down and will cause the septic tank to block.
- Avoid fitting food waste disposal units. Instead compost raw vegetable materials in a compost bin or worm farm.
- All vents and inspection openings into the drain and septic tank should be properly sealed to prevent access of mosquitoes.





## Cleaning the rangehood filter

It's important to keep your rangehood filter clean so it can continue to do its job.

1. Remove the filters from the hood.
2. Fill a sink with boiling water, dish soap and baking soda.
3. Submerge filter and let soak for 10 minutes.
4. Scrub the filters.
5. Place filters into dishwasher on hot cycle.
6. Allow to dry.



## Cleaning the air conditioning filter

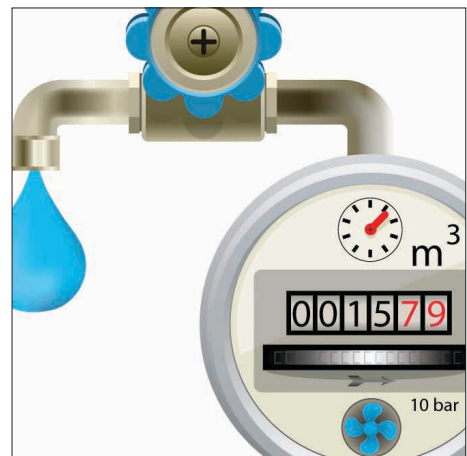
Before cleaning your air conditioner filter, check to make sure that you have a filter that is meant to be cleaned and reused rather than one that is meant to be disposed of and replaced.

1. Turn your air conditioner off and remove the filter.
2. Use a vacuum fitted with a cleaning extension to suck the dirt and grit from the filter. If it's exceptionally gross, hose it down or bathe it gently in warm water.



## Simple test to check for leaks

1. Turn off all taps, the washing machine, dishwasher and irrigation at your property.
2. Read your water meter and write down or take a photo of the numbers (including the red numbers, which indicate litres). Make sure you leave the water meter tap on.
3. Wait at least one hour before reading your water meter again – remember not to use any water, even to flush the toilet during this time.
4. **If the reading has changed (last numbers or dial on the water meter), you may have a water leak. Please contact your Property Manager.**



**PLEASE NOTE:** the numbers on a water meter will only move if water is being drawn through it, either by something on your property (hose, washing machine, plumbed in fridges, dishwashers, etc.) or if there is a leak.

## Signs that the roof guttering is due for clearing/cleaning

### Staining and Mildew

Any signs of staining or mildew could be a sign of standing water in your gutter system. Water that isn't flowing through your system could end up causing costly damage to the fascia boards behind the gutters, the shingles on the roof or the foundation at the base of your home.

### Leaves and Debris

Accumulation of leaves and other random debris is normal for gutters. From rains to winds, debris will find a way into your gutter system. This is one of the main reasons it is necessary to have your gutters cleaned multiple times per year. Leaves and debris can not only clog your gutters, they can also attract pests as well as allow for plant growth.

### Pests

Squirrels, mice, frogs and other small creatures can take up residence in your gutter system if the conditions are cosy enough. Those pesky critters can cause damage to and attract larger, scarier animals, like snakes or feral cats.

### Plant Growth

If there is green plant life sprouting from your gutter system, it has gone well past the time to get the gutters cleaned. For plants to grow, there has to be a layer of leaves, dirt and debris to provide root protection. Dirt washes from your roof, put there by winds, into your gutters. The seeds are blown into the existing debris and dirt, and growth occurs. Plant growth is one of the most glaring signs that your gutters need a cleaning.

### Sagging Gutters

Leaves, debris and water can be heavy. This will lead to sagging or detached gutters. That could lead to roof and foundation damage. It's a never-ending cycle of damage. If you notice pulling, sagging or complete detachment, your gutters might need more than a cleaning. Repairs or even complete replacement might be necessary, depending on the extent of damage.

## How to test the gas cylinder level

Firstly fill a container with **warm water** (*not boiling*), then pour slowly over the top of your gas bottle. Slide your hand down the bottle where you poured the water and feel for where the bottle changes temperature turning from hot to cold. This will indicate where the gas level is.

Both cylinders should be full at the start of your tenancy and should be left full at the end of your tenancy.

### No hot water?

Some gas heaters require a moderate to high water flow to ignite the pilot light. Turn your hot water taps on hard and allow them to run for a couple of minutes.





## Get in touch...

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