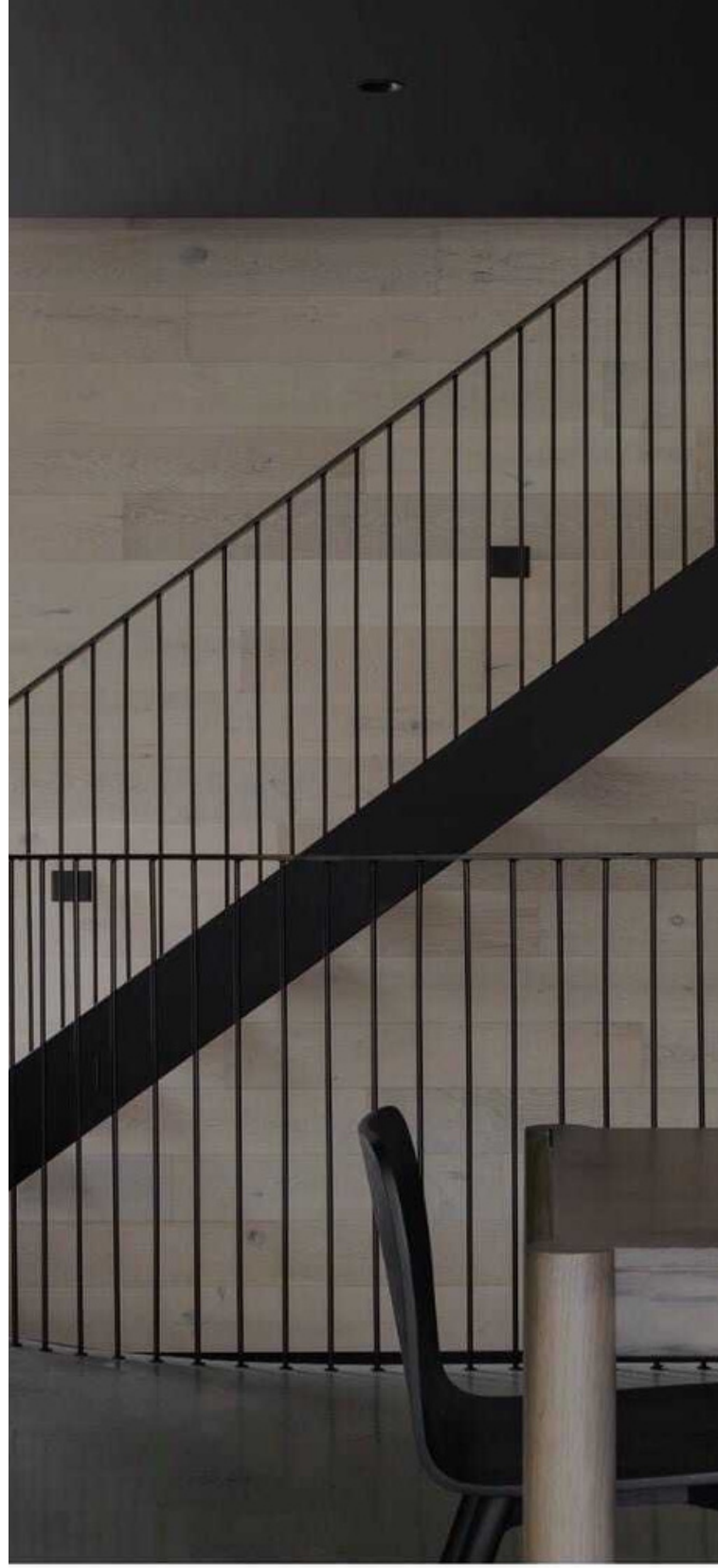


FLYHOMES PROPERTY MANAGEMENT



TENANT
HANDBOOK

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**GET TO
KNOW US**



FLYHOMES RENTALS

Website: www.flyhomes.com.au

Email: resirentals@flyhomes.com.au

Office Phone: 07 3040 7666

Address: Office 3/2020 Logan Rd, Upper Mount Gravatt QLD 4122

PO Box Address: PO Box 32, Rochedale South QLD 4123

Office Hours: Monday - Friday 8:30am - 5:00pm

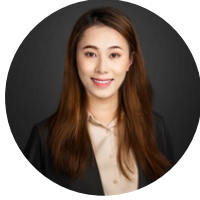
We are solely and completely focus on rentals. So doing only rentals makes us more professional in this industry. We care about your best interests.

As a Tenant:

We make sure you are accommodated and cared for. From the start of your application, to your move in, to your stay in the property, and until you will leave - we will make sure to assist you along the way.

TEAM

THE PEOPLE WHO ARE RESPONSIBLE FOR THE EFFICIENT
MANAGEMENT OF THE PROPERTY YOU ARE LIVING IN.



SABRINA LIANG

04 1480 9688

Director / Business Development Manager /
Residential Property Manager

Responsible for overseeing and directing the property management operations. Her duties include strategic planning, team leadership, financial management, and ensuring that properties are well-maintained and profitable.



CYNTHIA ZHANG

0436 353 622

Residential Maintenance Manager/ Property
Manager

Responsible for overseeing the maintenance and repair operations of all rental properties. Her duties include managing maintenance staff, coordinating repair work, communicating to both landlord and suppliers, and maintaining records.



LESLIE CARTIN

07 3040 7666

Office Administrator

Responsible for ensuring the efficient and organized operation of Flyhomes. Her duties include managing administrative tasks, financial, maintaining records, coordinating communication, and supporting property managers.



KELLY GU

0459 102 347

Residential Property Manager / Leasing Manager

Responsible for overseeing and managing the leasing process, as well as the day-to-day operations of rental properties. Her duties include tenant relations, negotiating lease agreements, screening and selecting tenants, administrative tasks, and ensuring tenant satisfaction.



REBECCA CHOU

0477 486 540

Residential Property Manager

Responsible for overseeing the day-to-day operations of rental properties on behalf of property owners. His duties include tenant relations, inspections, legal compliance, administrative tasks, and effective communication.



JADEN MEI

0475 142 448

Residential Property Manager

Responsible for overseeing the day-to-day operations of rental properties on behalf of property owners. His duties include tenant relations, inspections, legal compliance, administrative tasks, and effective communication.

WELCOME TO FLYHOMES PROPERTY MANAGEMENT

On the date you move in...

Keys/remotes/fobs

To be pick up from the office by appointment

Full Moving Docs to be provided

After meeting our friendly team, you will received following documents

- Entry Condition Report
- Inventory List (for furnished properties)
- Key copy of the start of tenancy
- Tenant Acknowledgement Form
- Tenant Maintenance Request Form
- Tenant information booklet
- Form of tenant's obligation of the smoke alarms



Entry condition report

Please complete, sign and return to our office within 7 days of the lease commencement date as required by the Residential Tenancy Act.



TENANCY DETAILS

1

RENT ARREARS MANAGEMENT PROCEDURE

- 1-7 DAYS IN ARREARS – Reminder vis Phone Call, SMS message, email or letter
- 8 DAYS IN ARREARS – Notice to Remedy Breach issued with 7 days to remedy breach.
- 15 DAYS IN ARREARS – Notice to Remedy Breach issued with 7 days to remedy breach.
- 15 DAYS OR MORE – Notice to Leave may be issued with 7 days notice to vacate.

2

BREAKING LEASE

If this happens, please be aware that you would be charged all below in order for a replacement:

1. Advertising cost of \$265 to re-let the premises;
2. Re-letting fee equal to one weeks of the rent (new tenancy) plus GST and;
3. Rent payment until a new tenant takes possession of the property or the end of the tenancy(whatever comes first)

3

INTENTION TO LEAVE

Submit Notice of Intention to Leave Form 13
Notice must be given in writing within the required timeframe and in accordance with legislative rules and guidelines.

AS A TENANT OF FLYHOMES

Before moving in, you will receive a copy of 'Pocket Guide for Tenants (RTA Form 17a). This is a summary of your rights and duties covered by the RTA. The Tenancy Manager and the tenant both have rights and responsibilities.

You must pay for repairs to the property that are caused by neglect, misuse, accidental or willful damage. If there is an insurance claim for something you are responsible for, you will be responsible for paying any insurance excess on the claim. However, you do not have to pay for fair wear and tear (e.g. faded paint, normal wear of carpet or vinyl).

Responsibilities:

- **Pets**
All tenants must apply to keep pets in their property by signing the Flyhomes Pet Application form. Pets can only be kept on approval of the owner and must not disturb your neighbours.
- **Noise**
Tenants and their visitors are requested not to make any disturbing noise in the property, or do anything that may interfere with the rights, comfort or convenience of other tenants/neighbours.
- **Neighbours**
Respect your neighbours at all times.
- **Cleaning**
You are responsible for the general upkeep of your property and to keep it clean and tidy.
- **Smoking**
No smoking permitted at anytime of the tenancy.

GENERAL MAINTENANCE TIPS

1. ELECTRICITY

Please ensure that you have had your power connected if you are new to the property. Check with Energex to ensure that there is no fault in your street. If you live in a unit, check with your neighbour – if other units in your complex are experiencing similar problems it may be the Body Corporate that needs to be contacted for action. Please check the fuse box. The safety switch may have been activated for some reason and may need to be reset.

2. LIGHTS OR POWER POINTS NOT WORKING

No power to the property or no lights or no power points working (could also be only half the house has power)? Have you checked the meter box? In most cases the problem will be that a fuse has tripped or the safety switch has tripped. This usually happens if you have a faulty appliance or if you have too many appliances switched on at the same time. Turn off the appliances you were using at the time and to go to the meter box.

Take special note of any switches that are in the off position. You will need to turn all switches to the off position, leave them off for a few seconds and then turn them all on again. Turn each appliance on, one at a time. If the safety switch trips when you turn on the toaster, kettle etc then it is likely that particular appliance is faulty or has just become faulty.

Keep in mind that it can sometimes be the fridge or other major appliances that have recently become faulty. In an old home, you may have the old style fuses that should not be fixed by the tenants. Have a look at the fuses and see if you can see the wire broken on any of the fuses. If an electrician is called to the property and the fault is with one of your appliances

3. STOVE ELEMENT NOT WORKING

Check the connections to make sure it is not loose or dirty. Sometimes pulling the element out, cleaning it and putting it back in again is all you need to do to fix the problem.

4. BATHROOM OR KITCHEN SINK BLOCKED

Try using some draino to clear the blockage. You could also try pouring boiling water down the sink to free up old soap or hair or try the same with the kitchen sink to remove old food from the kitchen waste. Never put fat or oil into the drain as it will block up the pipes. Another handy hint is to turn all taps on in the house and flush the toilet all at once. The excess rush of water is often enough to force any hair or minor blockages through the waste pipes, particularly if you notice a smell coming from the water drain in the bathroom floor.

Plumbing faults ensure that no foreign objects have found their way into the pipes or insinkerator. Items that can cause problems are: disposable nappies; sanitary napkins; and teaspoons. Blockages caused by foreign objects are the tenant's responsibility.

5. NO HOT WATER

Have you filled the hot water system? Almost all hot water systems need to be filled (usually quarterly). If it has not been filled recently then that would be the reason for the lack of hot water.

How to check - there is a release valve at the top of most hot water systems. You will need to lift the valve and hold it up until water is released from the overflow valve. This can take seconds or a couple of minutes, but would not be any longer than that. It will then take approximately 24 hours for the tank to reheat and should be fine from there. You should fill the system each time you receive an electricity bill. This is a good reminder. Is your electricity account on night rate off peak - if so, you would only have a limited supply of hot water as the system only reheats at night and not during the day. This is usually ok if you have a small family but if you have children or a new baby you will soon discover that you may need to have it changed. Energex will not need to go to the property to do this; it can be done from the exchange and needs to be done by you as you are the holder of the account. It usually means an increase in your electricity account though.

If it is a gas system, you may need to light the hot water system. If you are new to the house this may not have been done, or on occasions if there is an air pocket in the supply they can go out. The instructions on how to relight the system will be on the outside of the system. If you have gas bottles, the bottles may be empty. If the previous tenants did not use all of their gas you will still get a supply until they are empty and you should have them refilled regularly. Failure to refill the system or ignite the pilot light could result in the call-out fee being invoiced to the tenant.

6. GARAGE REMOTE CONTROL NOT WORKING

Replace the battery in the remote as this is the most common cause. Otherwise, check that the combination in the remote is the same as the combination on the panel in the garage. This is not always possible depending on the type of remote. Check that the lever in the garage (generally next to the control box) is on auto. If it is on manual the remote control will not work. However, you will be able to manually operate the garage door.

7. KEYS AND LOCKS

All locks require lubrication from time to time. Ensure that WD-40 or RP-7 has been applied prior to calling the office. If you have locked yourself out, you will be asked for photo identity before we can let you borrow our office set of keys and we are not able to give keys to anyone who is not on the lease or listed as an approved occupant. All lost keys are the responsibility of the tenant. Locksmiths charge a minimum of \$88 for a service call. Please note: A callout fee of \$66 (\$132 for non-business hour) will be charged by Flyhomes if we are required to reopen the office or keep the office open in order for you to collect a key. (We can try to make these arrangements for you; however, it may not always be possible)

8. RUBBISH BINS

Brisbane City Council is responsible for rubbish collection and the maintenance of the wheelie bins. Please contact them directly if you have any problems or require repairs to the wheelie bins. Please use common sense regarding emergency situations. Wherever possible, electricity, gas and water supplies should be turned off at the mains to minimize danger to yourself and others and damage to the property and your belongings!

9. POOL

If there is any problem with the pool, equipment, and adjoining areas, there must be prompt notification to the landlord/agent.

It is the tenants' responsibility to keep the pool gate (if there is) locked at all times and the pool deck free of obstacles.

Tenants also responsible for skimming the pool, adding chlorine to the water, maintaining the water level, and checking the filter's function.

Physically removing debris, both from the surface of the water and the bottom of the pool

Maintaining the chlorine and/or salt levels.

Follow these pool-care tips if your pool has low salt levels:

- Lower the chlorinator output if your pool water has little or no more salt (running on high output with no salt in the water can burn the cell out).
- You may need to manually self-dose your pool with chlorine products daily, and use an algaecide to help maintain the pool as another line of protection from your pool turning green.
- Complete more frequent water test to keep on top of chlorine readings.

Checking the water level and topping it up if more is needed

Checking the filter pressure and backwashing if necessary.

10. GARDENING

The minimum that is generally expected of the tenant throughout the tenancy is that they keep the garden litter-free, reasonably tidy and not overgrown – for example the tenant would be expected to mow the lawn regularly and keep on top of weeding.

The tenant is generally only responsible for returning the garden in the same state that it was in when they moved into the property.

Unless your tenancy agreement states otherwise, you can safely assume that you (the tenant) are responsible for mowing and edging the lawns, watering, weeding, pruning and fertilising – all chores which could be deemed 'garden maintenance.'

11. AIR CON

Change air filter

- Change your air filter on a regular basis to keep your AC unit running at optimal capacity. Make it a habit to clean or change your filter every month. And make sure any replacements are the right size for your specific unit.

Clean the coils

- To ensure the AC runs more efficiently, clean the coils at least once a year. Unplug the unit and hose off the dust and dirt on the coil. Apply water on the coils to rid out dirt, pollen, and dust.

Clear the clutter around the air vents

- The HVAC system will run more efficiently when there is surplus airflow. Remove any objects that are blocking the vents or reducing the air flow.

Clear the space around the outdoor unit

- The area around the outdoor unit should be clean and tidy. Get rid of weeds, plants or debris that might be building up around the area. For debris that has accumulated on the fins, remove them with a soft brush or wash off with a hose pipe.

Check the condensate drain tube for clogging

- Drain tube clogging can occur when the AC is running and the moisture generated condenses inside the condensate drain tube. Make sure you clear the clogging before mold can grow on it and cause damage. To clean the drain tube, place a wet-dry vacuum over the drain opening. Wrap an old towel around where the drain and the wet-dry VAC meet to make sure it's as air-tight as possible. Run the vacuum for a minute or so to clear the clog.

12. PEST CONTROL

If you are a tenant, it is important to report a serious pest issue promptly and to consistently keep your property in good condition to limit the chances of an outbreak occurring.

Generally, as a tenant, you are required to take steps to make sure an infestation does not occur. This includes keeping a premises clean and addressing a pest presence early. It is recommended you store food properly, clear cobwebs, set mouse traps, and use sprays and baits. However, if the situation is bad and you suspect it existed before you moved in, contact your property manager immediately.

13. CAR PARKING

Your car must only be parked in designated areas. Please ensure that if your car is leaking oil that a tray is placed under the leak to prevent damage to the driveway, path, road, etc.

HOW TO REMOVE OIL STAINS

Oil can leave a dark stain on pavement, but you may be able to clean even stubborn spots out of your driveway. Good Housekeeping suggests following these steps to get oil stains out of your driveway or garage floor:

1. If the spill is still wet, cover the stain with clay cat litter, sand, cornmeal, cornstarch or baking soda. This will help absorb the oil before it soaks into the cement.
2. Once the spill has dried, sweep up the absorbent material. Then, wet the stain with water. If it's a set-in stain, start the removal process by spraying the stain with water.
3. Use a stiff brush, such as a broom, and scrub the area with a paste made of baking soda and water.
4. Use a hose to rinse the pavement clean. Let it air dry.

REPAIRS

The property manager/owner is responsible for ensuring the property is fit to live in and in a good state of repair. The tenant must notify them of any repairs needed by submitting a maintenance request form. If a tenant, or their guest, damages the property, they may have to pay for repairs.

The property manager/owner generally carries out any repairs or organizes someone to do so.

There are 2 kinds of repairs:

- routine/general
- emergency (general tenancies only)

The property manager/owner must carry out repairs within a reasonable time and comply with the entry rules.

There are no rules about emergency repairs in rooming accommodation (apart from entry rules) and the tenant must not arrange emergency repairs.

Routine repairs:

- It is best to inform the property manager/owner of required repairs in writing.
- Timeframes for repairs vary depending on the circumstances (e.g. availability of tradespeople) and the type of repairs needed.
- The tenant should not carry out repairs without written permission.

The tenant should contact the property manager/owner or the nominated repairer (listed on the tenancy agreement) about the problem.

It is a good idea to put the request in writing as evidence of notification.

If they cannot be contacted, the tenant can arrange for a qualified person to carry out emergency repairs to a maximum value of 4 weeks rent.

Emergency repairs are:

- a burst water service or a serious water service leak
- a blocked or broken toilet
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm, fire or impact damage
- a failure or breakdown of the gas, electricity or water supply
- a failure or breakdown of an essential service or appliance on the property for hot water, cooking or heating
- a fault or damage that makes the property unsafe or insecure
- a fault or damage likely to injure a person, damage property or unduly inconvenience a tenant
- a serious fault in a staircase, lift or other common area of the property that unduly inconveniences a tenant in gaining access to, or using, the property.

All other repairs are considered routine repairs.

EMERGENCY REPAIRS DETAILS

The tenant should at all time contact the property manager first.

Only if they are not available , tenants may contact the nominated repairers stated in your tenancy agreement.

Please be serious contacting the emergency repairer as you might be charged the cost if the issue is not consider an emergency. Also, please notify the case within 7 days to your property manager.

Emergency Contact Suppliers

Electrical Repairs:

DC Electrical
1300 707 694
service@dceq.com.au
<https://www.dceq.com.au/>

Star Sparky
07 3808 3906
service@starsparky.com.au
<https://www.starsparky.com.au/>

Gas Repairs:

Pasfield Plumbing
07 3287 1553
admin@pasfieldplumbing.com.au
<https://www.pasfieldplumbing.com.au/>

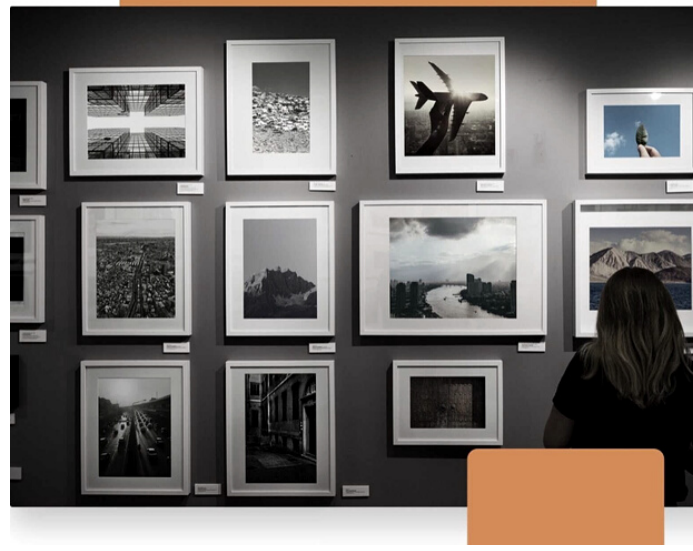
Plumbing Repairs

Pasfield Plumbing
07 3287 1553
admin@pasfieldplumbing.com.au
<https://www.pasfieldplumbing.com.au/>

Dimension Plumbing

0401 670 401
Enquiries@dimensionsplumbing.com.au
<https://www.pasfieldplumbing.com.au/>

ROUTINE INSPECTION



As part of our service, we conduct routine inspections every 3 months at the property to determine the condition of the property to make sure it is suitable for you to stay in.

WHAT IS HAPPENING

One of our property managers will access with our office spare key. You are not required to be presented but you are welcome to stay home.

WHAT YOU NEED TO DO

I would encourage you to be at the inspection so we may discuss any areas of concern you have with the property. If you don't wish to be present I will use the office set of keys to gain access myself.

IF YOU HAVE A PET

We would appreciate it if you could leave the pet in a limited area, such as a laundry or outdoors for the day, which will reduce the risk of any injury may be caused to the person who comes in or your lovely pet.

PREPARING TO VACATE

MOVING HOME CAN BECOME QUITE STRESSFUL QUITE QUICKLY, SO FLYHOMES HAS COME UP WITH A CHECKLIST TO ASSIST YOU WITH THIS BUSY TIME.

Item	Notes	Date booked in/actioned	Initial to complete
Removalists booked			
Life booked through Property Manager			
Full bond clean ...			
Carpet cleaning			
Disconnection of Gas			
Relocation of Phone & Internet			
Ensure all light bulbs are working			
Mail re-direction arranged			
Book exit inspection with property manager			
Ensure all keys/swipes/remotes are accounted for			
Storeroom cleared out (of applicable)			
Inventory accounted for (if furnished)			
Final rental payment amount paid			

Some helpful hints:

- Book your carpet cleaners to attend after the property has been fully cleaner. Carpet cleaners should be the last people in the property
- Ensure all keys/swipes to your property are returned to our office before 5PM on the last day of your lease. If all keys are not returned additional rent charges could apply.

We can organize cleaning, carpet cleaning and minor repairs prior to you moving out. Please contact our office to have arranged for you.

CLEANING CHECKLIST

Follow this cleaning checklist to maximize your bond refund.

General

	Wash all walls		Clean all windows, screens, frames, and sills
	Clean/replace all light bulbs/cover if needed		Clean all skirtings, belt rails and picture rails when present
	De-cobweb all cornices, remove bug matter where possible		Professionally Steam clean carpet (Provide receipt to manager)
	Wipe over all fans		Mop all hard floors
	Clean all air-conditioning filters		Wipe over all blinds
	Clean all light switches and power points		Clean any air-conditioning ducts or exhaust vents
	Clean all doors and door frames		Power point and switches
	Exhaust fan and air con filter		

Kitchen

	Clean all cupboards inside and out, tops and bottom and kickboards		Wipe out dishwasher and filter (and front)
	Clean all bench tops and tiles		Clean sink and plug holes
	Fully clean oven, griller, cook tops, range hoods and exhaust fans		

Bathroom

	Complete clean shower recess including tiles, taps, screen and plug holes – Ensure that all soap scum <u>is</u> removed from shower screen glass		Wipe over any other tiles present
	Complete clean of bath including plug hole		Complete clean of exhaust fan (remove all dust and grime)
	Complete clean of toilet		

Bedroom

	Wipe over all wardrobes inside and out		Complete clean all fans/lights – ensure no dust
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Laundry

	Clean all tiles		Clean inside and outside of dryer. Remove lint
	Complete clean of wash tub		

Furnished properties

	Ensure all inventory is cleaned and placed back in original locations		All linen to be dry cleaned with receipt provided to manager
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Property external

	Sweep, mop, clean railings glass and light fitting		Mow trim, weed gardens and remove all rubbish
	Remove all cobwebs		Return pool to condition as per entry condition report
	Empty council bins and place on curb for collection		Sweep out and remove any oil residue from concrete in garage/car port

DAY OF VACATE

WHAT TO DO:

Move Out Process

Rent: All outstanding rent must be paid by your vacating date. Rent will not be taken out of the bond.
...

Pending Invoices: All outstanding pending invoices must be paid by your vacating date. Alternatively, you can confirm in writing to authorize us to deduct amount from your bond so the balance will be returned

Keys: Ensure all keys returned to the office before 5PM on your lease end date. If the keys are not returned on this day you will be charged additional rent up until all keys/swipes/remotes are returned.

Cleaning: It is imperative that properties are cleaned to a professional standard. We strongly recommend the use of professional cleaners. If the cleaning is not satisfactory, you will be required to return and do further cleaning costing you time and money.

Carpet: If your property has carpets, they will be required to be professionally steam cleaned and the receipt is to be provided to your property manager.

Linen: If your property includes linen (bedroom, sheet, towels, mattress protectors etc.) you are required to have all linen professionally dry cleaned regardless of whether the linen has been used or not. Receipt for cleaning must be provided.

Furniture: If your property is furnished you will be required to have the upholstery and soft furnishing dry cleaned. Our carpet cleaners can provide you with a quote over phone.

We can organize cleaning, carpet cleaning and minor repairs prior to you moving out. Please contact our office to have arranged for you.

VACATING DETAILS

Recommended companies to use for vacating

BOND CLEANING & CARPET CLEANING

Kurt – 1St Resbond Cleaning & Maintenance
Phone: 0404 717 111
Email: 1stresbond@gmail.com

Sak Cleaning
Phone: 0430104793
Email: kathy.sakcleaning@gmail.com

Elite Carpet Cleaning & Pest Control
Phone: 07 3185 2166
Email: admin@elite.com.au

Aucc Service Pty Ltd
Phone: +61 412 929 329
Email: admin@auccs.com.au

GARDENING

Kurt – 365 Pro Services Pty Ltd
Phone: 0404 717 111
Email: 1stresbond@gmail.com

Jim's mowing
Email: <https://www.jimsmowing.com.au/>

CARPET CONTROL/FLEA TREATMENT

All Purpose Pest Control
Phone: 07 3382 7378
Email: orders@allpurposepest.com.au

Ori Pest Control and Termite Treatment
Phone: 0478930158
Email: admin@oripestcontrol.com.au

Elite Carpet Cleaning & Pest Control
Phone: 07 3185 2166
Email: admin@elite.com.au