



Welcome Home



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WELCOME TO YOUR NEW HOME

We've put this booklet together for you as your 'go-to' guide to living in our homes.

There's lots of tips and handy information so please keep it somewhere safe so you can refer to it when you need to.

If you need more information at any time, please get in touch with us..

Phone: 07 3899 3873

Email: propertymanagement@propertydirect.com.au

FIRST THINGS FIRST...

Business Hours

Our business hours are Monday to Friday 9am – 5pm.

Property Me - Our Free Tenant App



This free app is designed to make living in our homes and communicating with us easier.

You will use the app to report any maintenance issues and view your rent ledger.

For more information on how to use the app, please refer to the Property Me 'How to' Guide provided in your Tenant Welcome Pack. Your property manager can also run through the app with you.

Rental Payments

Please ensure that your rent is always paid on time. You can do this by Direct Deposit or via Centrepay.

Property Inspections

You can expect routine inspections of your property to be carried out every six (6) months. You will be advised of these inspections at least seven (7) days prior, although we will try wherever possible to advise you two (2) weeks in advance.

You are not required to be present at these inspections. We have a master key to your property and will be able to do the inspections in your absence.



YOUR TENANCY AGREEMENT

It's important you know your responsibilities as a tenant. Use your Tenancy Agreement as a guide to help you stay informed and avoid confusion. In all references, unless marked, the standard Terms and Conditions of your Tenancy Agreement are the primary guidelines upon which you should maintain your property/tenancy.

For your ease, below we have further interpreted these standard Terms and Conditions relating to various parts of your property or tenancy. Remember, if you're in doubt, you should consult your copy of the Essential Terms & Conditions in your Tenancy Agreement.

Pets

If you would like to have a pet at your home, you will need to seek permission from the owner of your property. Unless their prior permission has been obtained through your property manager, pets are not allowed on your property. If pets are approved, they will be noted on your Residential Tenancy Agreement and must strictly be kept outside the house, in the yard of the property.

Any additional or new pet other than that noted on your Tenancy Agreement requires the permission of your property manager.

Noise/Nuisance

Noise must be kept within the legal limits particularly between 10pm and 8am or as advised by your local government. Please be mindful of your neighbours and co-tenants when it comes to noise. As a rule of thumb, if you can hear it outside during these times, it may be too loud.

Smoke Alarms

It is the responsibility of the owner of your property to have smoke alarms tested every 12 months. General maintenance such as annual cleaning is up to tenants / SILs. It is also up to you to inform your property manager of any issues relating to your smoke alarms including for example beeping noises.

Please at no time, remove or relocate or do anything to the smoke alarms that might muffle their sound. The smoke alarms are there to protect you so it's important to ensure they are functioning correctly. If the smoke alarms are compromised by a tenant or SIL provider, penalties may apply.

Water usage

You will need to pay for your water usage as outlined in your Tenancy Agreement. An invoice will be sent to the SIL / tenant for payment.

YOUR GO-TO GUIDE FOR MAINTENANCE

There are three categories for repair works at your home. We have classified these as Category A - Urgent, Category B - Priority and Category C - Routine. Please keep this booklet handy to help you determine what is urgent and how to deal with maintenance issues at your home.

Category A – Urgent

This category includes situations that could lead to the death or injury to anyone, endanger health or cause serious and extensive damage to the property.

Issues may include:

- Gas leak
- Fire
- Live, bare electrical wires in accessible locations
- Burst water pipes within or outside the home
- Severe storm or water damage
- Sewerage blockages (health hazard – not including blocked toilets)
- Securing dwelling after forced entry
- Major structural damage threatening safety of occupants

How to deal with Category A issues during office hours

For emergency situations such as if there is a fire, please call 000.

Should any of the issues listed occur anytime during office hours, tenants / SILs should contact us to report the issue as well as reporting it via your Property Me tenant app.

How to deal with Category A issues after hours

For emergency situations such as if there is a fire, please call 000. For urgent maintenance that cannot wait until the next business day, please refer to your Emergency Maintenance Provider List provided in your Tenant Welcome Pack.

When you contact one of the providers on the Emergency Maintenance Provider List, you should give your name, property address and telephone number, and describe the nature of the emergency.



Category B – Priority

These are classified as situations that may cause serious inconvenience to a tenant for more than one day.

These may include:

- Blocked drain (minor, not health hazard)
- Blocked toilet
- No hot water
- Toilet cisterns not working or overflowing
- Broken windows (if not a security/safety threat)
- Faulty locks
- No lighting or power to power points (please check your My Place tablet to ensure they are turned on)

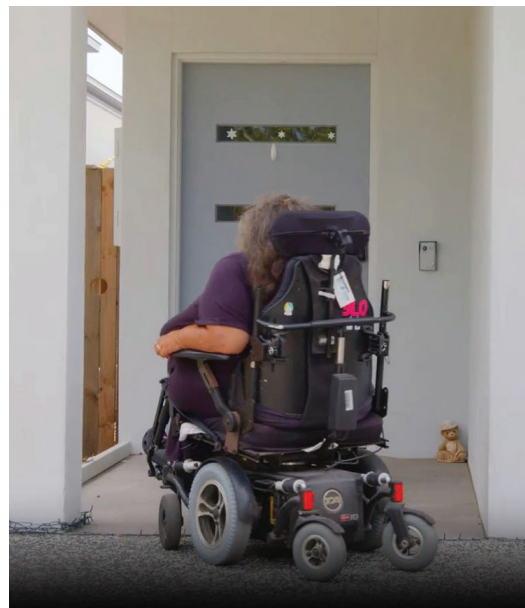
How to deal with Category B issues during office hours

Should any of the above situations occur during office hours, the tenant / SIL should contact us during office hours to report the maintenance request. The request should also be logged on the Property Me app.

How to deal with Category B issues after hours

Should any of the situations listed occur outside of office hours including overnight, the tenant / SIL should contact us on the next working day.

It will then be attended to as soon as possible, according to priority.





Category C – Routine

These are categorised as situations that may cause inconvenience to a tenant or, in the long term, affect the value of the property such as internal doors sticking, leaking gutters and fence repairs.

How to deal with Category C issues

The tenant / SIL should advise the property manager in writing of all routine maintenance requests via the Property Me app.

A maintenance request will then be attended to within 48 hours.

Other important things to note regarding maintenance

After hours maintenance requests will only be actioned by the after-hours Emergency Maintenance Provider if the request is a true emergency.

As after-hours work can be very expensive, the Property Direct team will not book any maintenance after hours unless it falls within these guidelines.

Wherever possible, we ask that tenants / SILs wait until the job can be done within normal working hours. Please also note that tenants / SILs are responsible for the full cost of repairs if the damage is caused by themselves or their visitors.

MAINTENANCE TIPS

Electrical Safety Switches

If you lose power at your home, it might be because your electrical safety switch has been tripped. Safety switches are switches located within the switchboard in your home.

How do safety switches work?

Safety switches are an insurance against electric shock and are designed to prevent injury or death through electrocution.

Safety switches monitor the flow of electricity through a circuit. They automatically shut off the electricity supply when current is detected leaking from faulty switches, wiring or electrical appliances, preventing the chance of current flowing to earth, through a person and electrocuting them. Installing a safety switch is an inexpensive safety measure that protects everyone.

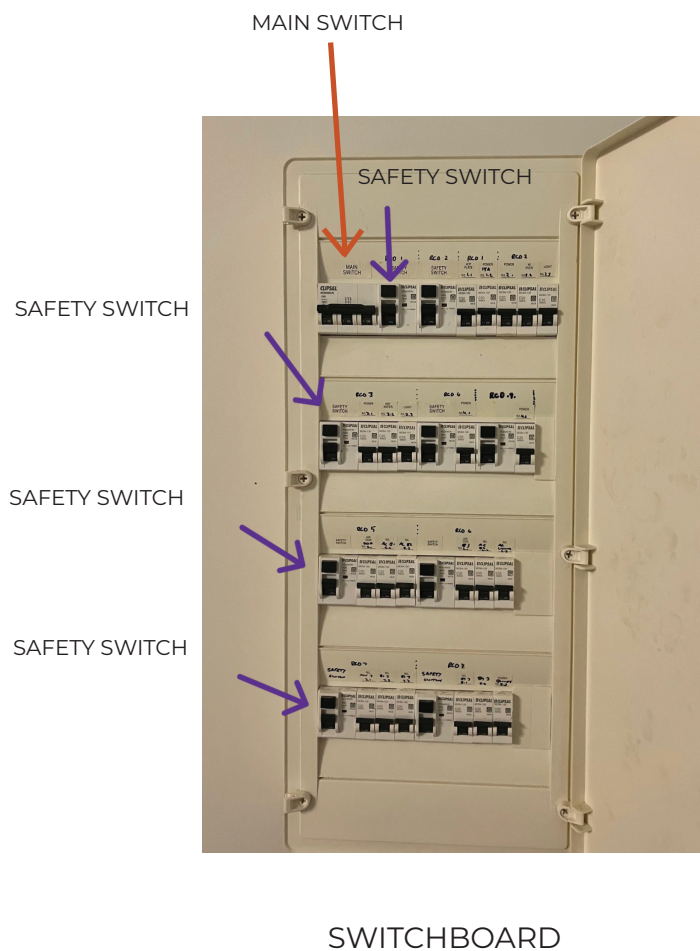
Are safety switches failsafe?

Nothing is failsafe. Safety switches should be regularly checked just like a smoke alarm or other safety device. If it is not working properly, it cannot protect you.

It is also important to make sure electrical appliances, electrical wiring, extension leads, and other electrical equipment are regularly checked and kept in good working order.

The image below shows a typical switchboard with the main switch which controls the power of the whole home.

It also shows a number of safety switches with test buttons. If the safety switch is down it means it is turned off and there will no power running through that circuit.



How to test your safety switch

- To test a safety switch, simply press the TEST button.
- This should automatically trip the switch to the 'off' position.
- Reset it by pushing the switch back to 'on'.
- If it doesn't work, contact your Property Manager immediately.
- We recommend you carry out the safety switch test every three (3) months.

Why did it trip?

- If a safety switch turns off the power, it may be that a resident could be using a faulty appliance, or the electrical wiring may have become faulty.
- Reset the safety switch. If it trips again, unplug the last appliance used.
- If everything works okay, it may mean that that appliance is faulty so you should take it to a licensed electrical contractor to be checked.
- If the safety switch keeps tripping, disconnect all appliances and plug them in one at a time until the faulty one is located.
- Avoid touching appliances while carrying out this process.

Yard maintenance

Yard maintenance is the responsibility of the tenant / SIL.

Blocked toilets

Please do not flush wipes or sanitary items down your toilet as this will block your toilet which may result in a plumber needing to come to your property at your cost.

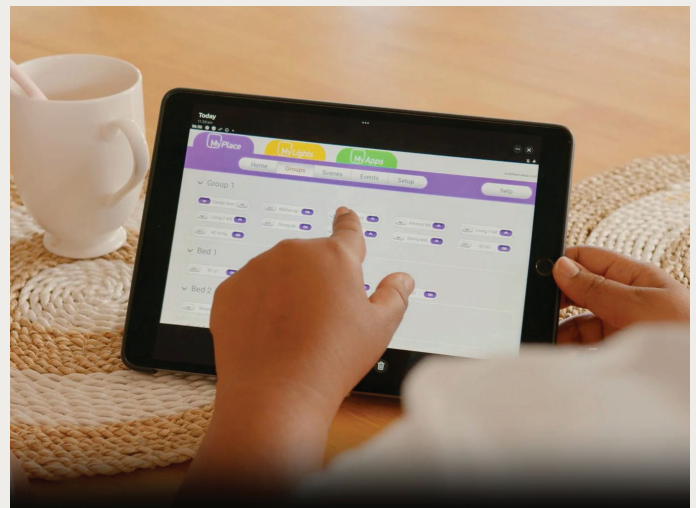
Your My Place Tablet

You have a tablet located on the hallway wall. This tablet can be used to control various things around the home.

Sometimes if the lights, fans or air conditioning are not working it might be because they have been turned off at the tablet. You will need to check that the items are turned to ON at the tablet.

To access the My Place User Manual visit <https://support.advantageair.com.au/>

For My Place Technical Support call 1300 850 191.



Backup Power

There is either a battery or generator backup power supply in your home to provide emergency power in the case of a power outage. This will automatically turn on to provide standby power to two (2) power points in participant bedrooms for a minimum of two (2) hours.

SIL providers will ensure the generators are kept operational with diesel fuel and that they are switched to 'on'.

If you have any concerns regarding your backup power, please report them immediately via your Property Me app.



GIVING NOTICE & MOVING OUT

When you've decided to move out of your home you need to give your property manager a minimum of seven (7) days written notice of your intention to leave.

All final inspections will be carried out after you have completely vacated the property and returned the keys to our office.

The final inspection will normally be carried out within three (3) business days and your property manager will then contact you to talk about the condition of the property.

Cleaning Checklist

When vacating your property, below is a checklist of areas to focus on when cleaning to ensure your home is left in a good condition. If you are not the only tenant, only the bedroom and bathroom areas below will apply to you.

General areas

- All doors, ceilings, walls, floors, skirting boards, window ledges and tracks must be all washed and free from marks, dust, cobwebs, finger-marks etc.
- Windows should be cleaned both inside and outside (where accessible) and left free of dirt and streaks.
- Don't remove picture hooks from walls.
- Cupboards should be cleaned inside and out.

Fittings

- Light fittings must be cleaned and cobwebs removed both inside and outside the property (where accessible). You must replace any missing or broken light bulbs.
- Blinds are to be cleaned and functional. Any broken vertical blinds, chains or clips must be replaced.

Living areas

- Clean all walls and floors, including skirting boards.
- Make sure the scuff marks are removed from tiled and vinyl floor coverings.
- Clean air conditioners and ceiling fans which must be thoroughly cleaned and dust free.

Bathrooms

- The shower recess, sinks, toilet, cupboards, exhaust fans, drawers and mirrors must be cleaned throughout, particularly the tap handles, drains and toilet bowls.
- Ensure there is no hair, soap residue or mould.
- Shower curtains should be washed.

Cleaning Checklist continued ...

Kitchen

- Clean rangehood internally and externally. Dismantle/degrease exhaust fans, filters and grills.
- Oven, stove, griller, element rings and drip trays are to be clean and free of grease and carbon deposits.
- All cupboards, drawers and shelves must be cleaned inside and out with warm soapy water.
- Sinks must be cleaned of food and stains, and dishwashers must be cleaned thoroughly inside and out.
- Remove and clean dishwasher filters and cutlery baskets and leave doors open after cleaning.



Bedrooms

- Clean all walls, floors, skirting boards and fans.
- Ensure light shades are cleaned inside and out.
- Clean built-in-robres/shelves/drawers.
- Remove stickers and Blu-Tack from walls with care, without damaging the paint.
- Restore any damage to walls or ceiling to their original condition.

External

- Remove all rubbish and garden waste from the yard.
- Mow lawns and trim edges and fence lines.
- Weed gardens and pebble beds.
- Remove all wasp nests, cobwebs, etc. from under eaves and around guttering (where accessible).
- Clean walls, floor and door to carports, garages, pergolas, verandas etc.
- Clean any oil/grease stains from driveway, carport and any other concrete areas.
- Sweep the pathways clean. If you had pets, remove all pet hair from patio, screens and around doors.
- Ensure that flea control is carried out by a professional if you had pets at the property.
- Properly repair/replace any loose or ripped insect screens.
- Replace missing or broken light bulbs.



EASY READ VERSION

WELCOME TO YOUR NEW HOME

This document has lots of information to help you with your new home. If you need help at any time you can:

Call:
07 3899 3873

Email:
propertymanagement@propertydirect.com.au



FIRST THINGS FIRST...

Business Hours

Our business hours are Monday to Friday, 9am to 5pm.

Our Free Tenant App

We have a free app called Property Me.



You use this app to report any maintenance issues at your home.

You can also use it to see what rent you might owe.

If you need help using the app, please ask your Support Workers or contact our team.

Rental Payments



Please make sure you always pay your rent on time.

You can pay your rent by Direct Deposit or Centrepay.

If you need help setting up your rent payments, please talk to your Support Workers or Support Coordinator.

Property Inspections

We will carry out inspections of your home every six (6) months.

We will give you at least seven (7) days notice before an inspection.

You do not need to be at home for the inspections.



YOUR TENANCY AGREEMENT

Your 'Tenancy Agreement' has important information you should know as a tenant.

If you need help understanding anything in your Tenancy Agreement, please ask your Support Workers or contact us.

Below are some important things to note about living in your home.

Pets



If you would like to have a pet you will need to seek permission by contacting us.

If you are approved to have a pet, they must be kept outside in the yard.

Noise/Nuisance



Please do not make too much noise between 10pm at night and 8am in the morning.

There are government rules regarding noise levels and it's important to be considerate of neighbours and other tenants.

Smoke Alarms

There are smoke alarms in your home to protect you.

Your smoke alarms will be tested every 12 months.

Please let us know if there are any issues with the smoke alarms such as beeping noises.

Please do not remove or relocate the smoke alarms.



Water usage

You will need to pay for your water usage.

An invoice will be sent to you or your SIL for payment.



YOUR GO-TO GUIDE FOR MAINTENANCE

If something needs to be repaired at your home, there are three categories of maintenance.

Category A is for Urgent Maintenance.

Category B is for Priority Maintenance.

Category C is for Routine Maintenance.

Category A – Urgent Maintenance

This refers to things that could seriously damage your home or lead to someone being seriously hurt or injured.

This may include:

- Gas leak
- Fire
- Live, bare electrical wires
- Burst water pipes
- Severe storm or water damage
- Sewerage blockages (not including blocked toilets)
- Large broken windows

For emergency situations such as if there is a fire, call 000.





How to deal with Category A issues during office hours

Should any of the issues occur between 9am and 5pm on a weekday, contact us and report it via your Property Me app.



How to deal with Category A issues after hours

For issues that cannot wait until the next business day, please refer to your Emergency Maintenance Provider List.

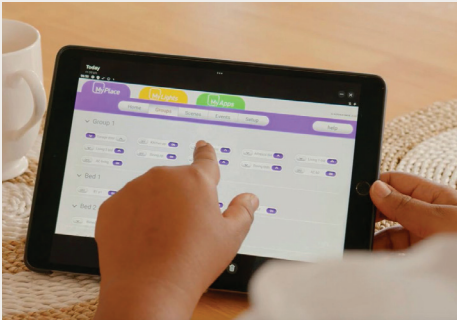




Category B – Priority Maintenance

These may include:

- Blocked drain
- Blocked toilet
- No hot water
- Toilets not working
- Small breaks to windows
- Locks not working
- Lights and power points not working



If your lights or power are not working, please check your My Place tablet to make sure they are turned on.

How to deal with Category B issues during office hours

Contact us during office hours to report the maintenance request and log it on the Property Me app.



How to deal with Category B issues after hours or overnight

You or your SIL should contact us on the next working day.

It will then be attended to as soon as possible, according to priority.

Category C – Routine Maintenance

These are things that may cause inconvenience or damage to the home if not fixed.

How to deal with Category C issues

You or your SIL should advise us in writing of all routine maintenance requests via the Property Me app.

A maintenance request will then be attended to within 48 hours.

Other important things to know

After hours maintenance requests will only be actioned if the request is a true emergency.

After hours work can be very expensive so if possible, please wait until the job can be done within normal working hours.

If damage has been caused by tenants, their visitors or SILs, repairs will need to be paid for by the tenant or SIL.



MAINTENANCE TIPS

Electrical Safety Switches

If you lose power, it might be because your electrical safety switch has been tripped.

Safety switches are switches located within the switchboard in your home.



How do safety switches work?

Safety switches help protect you from getting an electric shock.

Safety switches will shut off the electricity in your home if something is faulty.

Safety switches should be checked regularly.

Electrical appliances, electrical wiring, extension leads and other electrical equipment should also be checked regularly.

The image below shows a typical switchboard which is located in the garage of your home.

It shows the main switch which controls the power of the whole home.

It also shows a number of safety switches with test buttons.

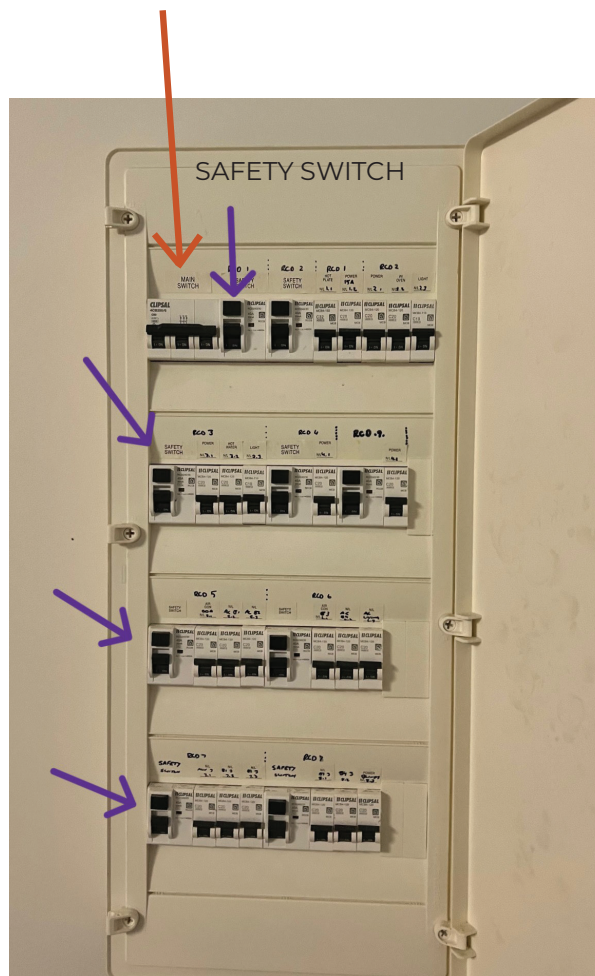
If the safety switch is down it means it is turned off and there will no power running through that circuit.

MAIN SWITCH

SAFETY SWITCH

SAFETY SWITCH

SAFETY SWITCH



SWITCHBOARD

How to test your safety switch

- To test a safety switch, press the TEST button. This should trip the switch to the 'off' position.
- Reset it by pushing the switch back to 'on'.
- If it doesn't work, contact your Property Manager immediately.



Why did it trip?

- If a safety switch turns off the power, it may be that you have a faulty appliance.
- Reset the safety switch by switching it to 'on'. If it trips again, unplug the last appliance used.
- If the safety switch keeps tripping, disconnect all appliances and plug them in one at a time until the faulty one is located.
- Avoid touching appliances while carrying out this process.



Blocked toilets

Please do not flush wipes or sanitary items down your toilet as this will block your toilet.

A plumber will need to come and fix it at your cost.



Your My Place Tablet

You have a tablet located on your hallway wall.

This tablet can be used to control your lights, fans and air conditioning.

If your lights, fans or air conditioning are not working they might be switched OFF on the tablet.

You will need to check that they are turned to ON.

Backup Power

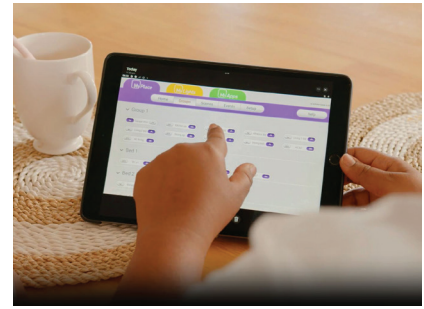
In the case of a power outage, there is an emergency backup power supply in your home.

This will automatically come on to provide power to two (2) power points in participant bedrooms for a minimum of two (2) hours.

SIL providers will ensure they are kept operational. If you have any concerns regarding your backup power, please report them immediately via your Property Me app.

Yard maintenance

Yard maintenance is the responsibility of you or your SIL.



To access the My Place User Manual visit
<https://support.advantageair.com.au>

For My Place Technical Support call
1300 850 191.





GIVING NOTICE & MOVING OUT

When you've decided to move out of your home you need to give your property manager a minimum of seven (7) days written notice of your intention to leave.



All final inspections will be carried out after you have completely vacated the property and returned the keys to our office.

The final inspection will normally be carried out within three (3) business days and your property manager will then contact you to talk about the condition of the property.



Cleaning Checklist

When you move out you will need to clean your property. Below is a cleaning checklist to follow.

If you share your home with other tenants, only the bedroom and bathroom areas listed will apply to you.



General areas

- All doors, ceilings, walls, floors, skirting boards, window ledges and tracks must be all washed and free from marks, dust, cobwebs, finger-marks etc.
- Windows should be cleaned both inside and outside (where accessible) and left free of dirt and streaks.
- Don't remove picture hooks from walls.
- Cupboards should be cleaned inside and out.



Cleaning Checklist continued...

Fittings

- Light fittings must be cleaned and cobwebs removed both inside and outside the property (where accessible). You must replace any missing or broken light bulbs.
- Blinds are to be cleaned and functional. Any broken vertical blinds, chains or clips. must be replaced.



Living areas

- Clean all walls and floors, including skirting boards.
- Make sure the scuff marks are removed from tiled and vinyl floor coverings.
- Clean air conditioners and ceiling fans which must be thoroughly cleaned and dust free.



Bathrooms

- The shower, sinks, toilet, cupboards, exhaust fans, drawers and mirrors must be cleaned throughout, particularly the tap handles, drains and toilet bowls.
- Ensure there is no hair, soap residue or mould.



Cleaning Checklist continued ...

Kitchen

- Clean rangehood internally and externally. Clean exhaust fans, filters and grills.
- Clean oven, stove, griller, element rings and drip trays.
- Clean all cupboards, drawers and shelves inside and out with warm soapy water.
- Sinks must be cleaned of food and stains.
- Dishwashers must be cleaned thoroughly inside and out.



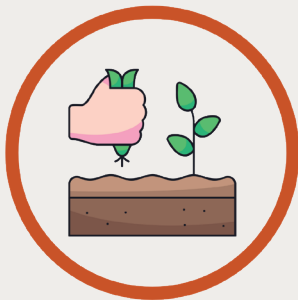
Bedrooms

- Clean all walls, floors, skirting boards and fans.
- Ensure light shades are cleaned inside and out.
- Clean built-in-robres, shelves and drawers.
- Remove any stickers and Blu-Tack from walls with care, without damaging the paint.
- Restore any damage to walls or ceiling to original condition.



Cleaning Checklist continued ...

External



- Remove all rubbish from the yard.
- Mow lawns and trim edges and fence lines.
- Weed gardens and pebble beds.
- Remove all wasp nests, cobwebs, etc. from around the house (where accessible).
- Clean walls, floor and door to carports, garages, pergolas, verandas etc.
- Clean any oil and grease stains from the driveway, carport and any other concrete areas.
- Sweep the pathways clean. If you had pets, remove all pet hair from patio, screens and around doors.
- Ensure that flea control is carried out by a professional if you had pets.
- Repair and replace any loose or ripped insect screens.
- Replace missing or broken light bulbs.



HELPFUL CONTACTS

EMERGENCY SERVICES (Police, firefighters or ambulance)	000
SES	132 500
LIFELINE	13 11 14
NDIS	1800 800 110
YOUR PROPERTY DIRECT PROPERTY MANAGER	07 3899 3873
MY PLACE TABLET TECHNICAL SUPPORT	1300 850 191
RESIDENTIAL TENANCIES AUTHORITY	1300 366 311



PROPERTY DIRECT

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AUSTRALIA
EST. 2019



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