



Welcome Home

A Guide for New Tenants

January 2025

McGrath
North Lakes

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Section 1

Entry Condition Report

You would have received the Entry Condition Report at the start of your tenancy. To protect your security Bond, we recommend that all tenants complete, sign and return the Entry Condition Report to us within seven (7) days.

Failure to return this will indicate that you agree with all our notations and this will be kept on file as a record of the condition of the property upon entry.

If there are repairs to be done, please submit this separately as a maintenance request so that we can take action to fix it.

Section 2

Keys

We provide you with one full set of keys, plus access keys for any additional leaseholder. It is your responsibility to have extra keys cut if necessary. All keys must be returned when you vacate.

Should you find yourself locked out of the premises during working hours, we have a set at the office. These keys can be made available to the leaseholders only, Monday to Friday (9:00am to 4:00pm) upon presentation of ID. After hours and on weekends, you will be required to contact a locksmith and be responsible for all associated costs.

If you are going away for a few days we recommend that you hand a set of keys to a trusted person in case of an after-hours emergency. For example smoke alarms can be set off by heat or bugs. Someone will need to allow access to the contractor.

Section 3

Contents Insurance

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

Section 4

Connecting Utilities

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

McGrath North Lakes provides a free utility connection service for our tenants. Please ask us for more information if this is a service you would like to utilise.

Section 5

Gas Bottles

If the property is on bottled gas, it is your responsibility to ensure there is sufficient gas supply before you move into the property, and that you maintain the gas supply throughout your tenancy.

Please ask us for our recommended gas suppliers.

Section 6

Occupancy

Only the people included on your signed Tenancy Agreement are allowed to reside at the property permanently.

If a new tenant wishes to move in or replace an existing tenant or approved occupant, you must seek approval in writing from your Property Manager.

Section 7

Carparking

Please be aware that parking on the lawn is not allowed, nor is the keeping of unregistered vehicles on the premises.

If the property is in a unit or townhouse complex, tenants' cars must not be parked in visitors' car spaces.

Section 8

Tenant Requests

If you wish to change the property in any way (i.e. install Pay TV, change the garden, put up a shelf, etc.), it must be pre-approved in writing by the property owner.

For any requests, please contact our office for the appropriate process.

Section 9

Safety Switch

Your property has a safety switch which needs to be checked every three (3) months by you the resident. Please refer to the information sheet in your pack under 'Safety Switch Reset Guide'. If you are still unsure on how to perform this test, please talk to your Property Manager or call Energex on 13 12 53.

Section 10

Pets

Approval to keep a pet must be sought from the property owner.

Approved pets at the start of a tenancy will be named on the Tenancy Agreement. If you wish to take on a pet during the tenancy, please fill out the RTA Form 21 (Request for Approval to Keep a Pet in Rental Property).

At the end of the tenancy if you keep a pet, the carpets must be cleaned and deoderised, and a flea treatment must be done, with receipts provided.

Section 11

Paying Rent

At McGrath North Lakes, we make it easy for you to pay your rent so that you don't risk falling behind.

The following applies to all payments to our office including rent, bond, and other payments such as water usage.

Console Pay: the secure, easy way to pay your rent

Powered by EziDebit, Console Pay is a secure and convenient rent payment solution that enables you to set your payment schedule so that you never miss a rent payment.

You can set the rent to come out of either your nominated bank account or a credit card.

Fees / Charges by EziDebit

Bank Account: FEE FREE

Visa / Mastercard: 1.5% fee

AMEX: 4.4% fee

A failed payment fee of \$14.80 fee will be deducted from your account if a scheduled payment fails.

It is your responsibility to ensure you have sufficient funds in your account before the payment is due.

Features and Information

- Use your Console Tenant App to view past and future payments
- You will receive a free SMS before your scheduled payment is taken out
- If you need to change or cancel a payment, send us an email
- Schedule your invoice payments so you'll never miss a payment

Payment Processing Times

Please note due to banking processing times, it takes a few days for funds to clear into our bank account.

Therefore, it is advisable to set your payment schedule so that the payments are made a few days in advance to ensure there are no delays with us receiving the funds.

This will also cover weekends and public holidays.

This will result in a good rental payment ledger which will assist if you need to apply for rental properties in future.

Section 12

Rent Arrears

At McGrath North Lakes, we are very strict with monitoring the rent payments of all our tenants.

You are required by your Tenancy Agreement to be in advance at all times, and it is your responsibility to keep track of your rental payments.

If your rent becomes 8 days in arrears, you will receive a 'Notice to Remedy Breach' which will remain on your tenancy record. If you do not pay up to date within 7 days of this Notice, then a 'Notice to Leave' is issued, giving you 7 days to vacate the premises. This will also warrant listing on a default tenant database, making it very difficult for you to find future rental accommodation.

Please be aware that the Queensland Government is offering rental payments to many tenants who need temporary assistance. See enclosed brochure or ask us for information.

If you have difficulty in paying your rent, please contact us immediately to discuss the problem so that we may work out a payment plan to keep you in the tenancy.

Section 13

Water Charges

If you are responsible for paying for water usage, we will monitor your usage via the quarterly bill, and send invoices to you as applicable.

You will be charged as per the current Water Authority rates and charges, and will be given one month to pay this invoice.

Current water usage rates can be obtained from the relevant Water Authority website for the area you live in.

Section 14

Property Inspections

We conduct regular property inspections every 3 to 6 months depending on the state of the property and any developing issues. The first inspection will likely be held within 2 months of the start of the tenancy.

You do not need to be present for the inspections, and you will receive an Entry Notice (Form 9) in the mail or via email at least seven (7) days prior to the inspection.

Please understand that inspection dates and times are set and can only be changed in exceptional circumstances.

The purpose of these inspections is not only to look at the property's condition, but also to check on any potential maintenance issues. Please be advised that we will be testing light switches, checking inside cupboards, testing doors and locks. We will also be taking photos for our files and to send to the property owner.

We recommend that you present the property in a tidy and clean manner, as the property's condition will be noted on the report. This will also be taken into account when your lease comes up for renewal.

Section 15

Carpets

It is recommended that you have the carpets professionally cleaned every 12 months, or as required, to ensure prompt removal of marks and stains.

This will minimise any permanent stains, for which you may be liable at the end of the tenancy.

Section 16

Smoke Alarms

Smoke Alarm laws dictate certain obligations to be met by both tenants and owners.

Tenants' Obligations:

- Tenants must CLEAN alarms regularly as dust can interfere with their operation.
- Tenants must REPLACE BATTERIES when they are flat or nearly flat.
- Tenants must ADVISE the agent immediately if an alarm fails or needs replacing.
- Tenants must NOT INTERFERE with Smoke Alarms or remove the batteries unless they are replacing them.
- When changing batteries please wait 1-2 minutes for new battery to settle in to unit.

If you are unsure about any of the above please speak to your Property Manager immediately.

*Please note that penalties will apply for non-compliance under Fire and Rescue Service Act 7990

Section 17

Smoking and Fire Safety

In the interests of fire safety and in accordance with the owner's instructions, no smoking is permitted inside the dwelling, by anyone residing or visiting the premises.

According to fire safety regulations, exit and entry points to the property must not be obstructed.

Section 18

Console Tenant App

The Console Tenant App is your secure, convenient way to have all your tenancy information in the one place.

Use your app to:

- report maintenance
- view your tenancy details
- view your payment history including rent, bond, and invoice payments

Getting Started

When your tenancy is secured with us by signing a lease, you will receive an email invitation to join Console Tenant.

Click on the link, type in your details, create a password, and you are in!

Section 19

Reporting Maintenance

It is a condition of your Tenancy Agreement to report to us in writing any items requiring repair or maintenance as soon as you become aware of it.

Please use your CONSOLE TENANT APP to report all maintenance. See instructions on the next page.

Reporting maintenance in a timely manner keeps the property in a good condition and avoids the risk of injury or further damage to the property.

Keeping You Updated

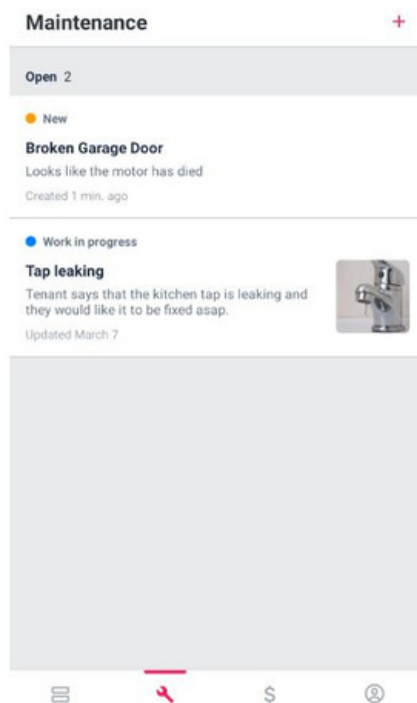
Once you have submitted a maintenance request, you will receive notifications to let you know the status of your request including which tradesperson will be attending the job and the scheduled date for the work to be done.

Once the maintenance issue has been attended to, you may receive an email to advise you that the trade supplier has informed us that the job has been completed. Please respond and let us know if there are any issues in regards to the work that has been performed. You can attach a photo of the finished job for the Property Manager and Landlord so we can see it has been done.

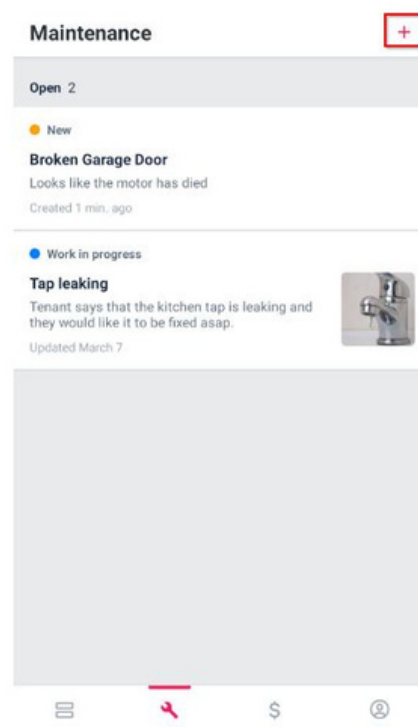
4 Easy Steps to Report Maintenance



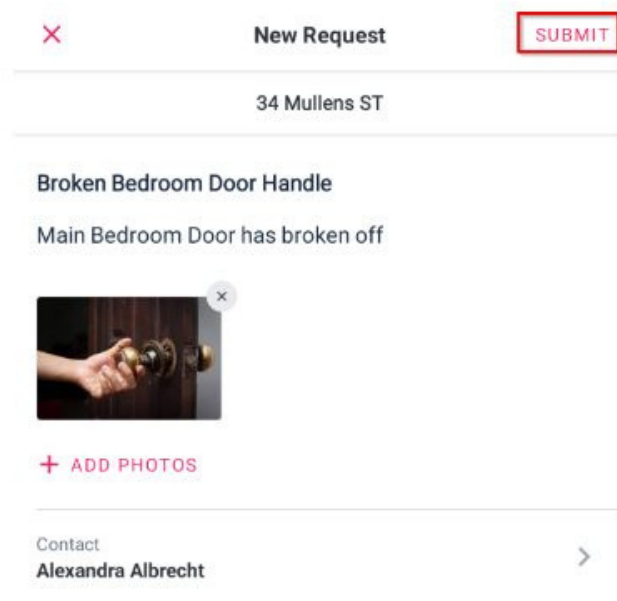
STEP 1 - Log onto your Console Tenant App and click the spanner at the bottom of your



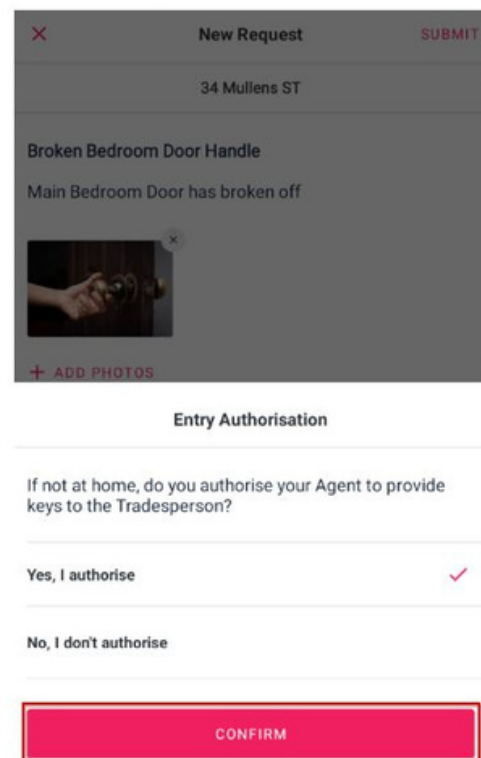
STEP 2 - Click + to add a new maintenance request



STEP 3 - Enter a headline, description, and add photos. The more details you include, the quicker we can action this for you. Click SUBMIT



STEP 4 - Select if you authorise us to hand out keys to the tradesperson so you don't have to be home to let them in. Click CONFIRM



Tradesperson will contact you to organise a suitable time, once your request gets approved.

Emergency Maintenance

The only form of maintenance that will be dealt with over the phone is an "emergency", as qualified under the Residential Tenancies Act.

Please call our office and the matter will be dealt with immediately.

After-Hours Emergency Maintenance

If the problem occurs after hours, please use the above methods to lodge the report or refer to our 'After Hours Emergency Contacts' form in your welcome pack.

Please keep this sheet in a safe and handy place.

You can also access our After-Hours Emergency Contacts here:

<https://mcgrathmb.com.au/forms-links/>

TROUBLESHOOTING MAINTENANCE

Electrical Problems including Hot Water System

Refer to the 'After Hours Emergency Sheet' in your pack under 'Electrical Hot Water System'.

If you have Bottled Gas

Ensure the connected cylinder contains gas and is turned on.

Water Pump

If your toilets and washing machine run on tank water, and these suddenly stop working, chances are there is a problem with the pump. This is located outside the house next to the tank. Try the following:

1. Ensure the pump is plugged in and switched on.
2. Press the RESET button on the pump.
3. Reset the safety switch.

Section 20

Pictures

You must not add any further hooks/nails/screws to the walls without written permission, or these will need to be removed at the end of the tenancy and the hole/paintwork repaired.

Do not use 'Blu-tack' or sticky type substances to hang or place pictures on the wall as removal of these items usually causes damage to the walls.

If you wish to hang pictures on the walls, please submit a tenant request form to your Property Manager for approval.

Section 21

Care of Painted Walls

All damages and marks to walls, minus 'fair wear and tear,' is the responsibility of the tenants to rectify upon vacating the property.

'Sugar Soap' is commonly used to remove marks and scuffs from walls however, be aware that the solution needs to be sufficiently diluted and wiped off immediately to avoid stripping the paint.

Any touch-up painting needs to be matched exactly to the colour of the walls. If there is touch-up paint left at the property we strongly advise not to use this without first testing it as the colour of the walls do fade over time and may no match up to the original colour in the paint tin.

We highly recommend engaging a suitably qualified tradesperson to fix any damages.

Section 22

Lawns and Gardens

Unless otherwise specified, tenants are responsible for mowing, edging, watering, weeding, trimming, pruning and rubbish removal in the garden.

Removal of plants is not permitted without written consent from the Lessor.

Section 23

Wheelie Bins

You are provided with one Waste Bin and one Recycle Bin. For bin collection dates, you can contact the appropriate Council, or search for bin day on the relevant Council website.

Wheelie bins that are damaged or missing will be repaired or replaced by the council free of charge. Please contact the Council directly.

Section 24

Operation Manuals

You may find operation manuals at the property to assist with the care and use of appliances.

These remain the property of the Landlord and must remain at the property after you vacate.

Section 25

Vacating the Property

At the end of your lease agreement, you are required by law to give us at least two weeks' written notice if you intend to leave.

Please use the RTA Form 13 (Notice of Intention to Leave).

Section 26

Moving Into a New Build

Appliances

When you first move in, please try to test all of your appliances as soon as possible, and advise us immediately if there is anything that doesn't work.

We will need to make a claim on the warranty, which can often take up to 2 to 3 weeks to process. The sooner we know about it, the sooner we can get it fixed for you.

Bottled Gas

If you are on Bottled Gas you will need to do the following in order for your water to start heating up for the first time:

1. Ensure the gas cylinder is connected and turned on..
2. Hold down the ignition knob on the main stove hotplate until it ignites
3. Do the same thing to the other hotplates, and leave them all on for about 1 minute.
This will 'bleed' air out of the pipes.

Phone Line and NBN Connection

For most new build properties, there will not be any active phone or NBN connections.

When you move in, it will be up to you to contact a provider of these services and organise for a new connection to be set up. You will then need to pay the provider in full for the connection of these services. Once the connection fee has been paid, please forward the invoice to your Property Manager, who will discuss reimbursement with the Landlord.

Building Maintenance and Defects

As the property and fixtures are covered under builder's warranty, we need to advise the builder as soon as possible if there are any defects.

If something does not work properly, or you notice a defect in the workmanship, you will need to advise your Property Manager via the Console App. We will then advise the builder.

If the matter is URGENT (i.e. faulty appliance or water leak), then the builder should attend to it as a priority.

If the matter is NOT URGENT (i.e. cracked tile, chipped paint), then the builder has six months in which to fix it.

If this is the case, we kindly ask for your patience as we have no control over the builder or their contractors. They will attend to it within their time frame.

We do, however, ask that you continue to report all issues as you discover them, and then confirm with us once the issue has been fixed.

If you have any further concerns or queries in regards to maintenance, please contact your Property Manager.

Wheelie Bins

A new set of bins has been ordered for you. Please allow up to 3 working days for delivery.

Section 27

Contact Information

McGrath North Lakes



northlakes@mcgrath.com.au



07 3888 0098



mcgrathmb.com.au

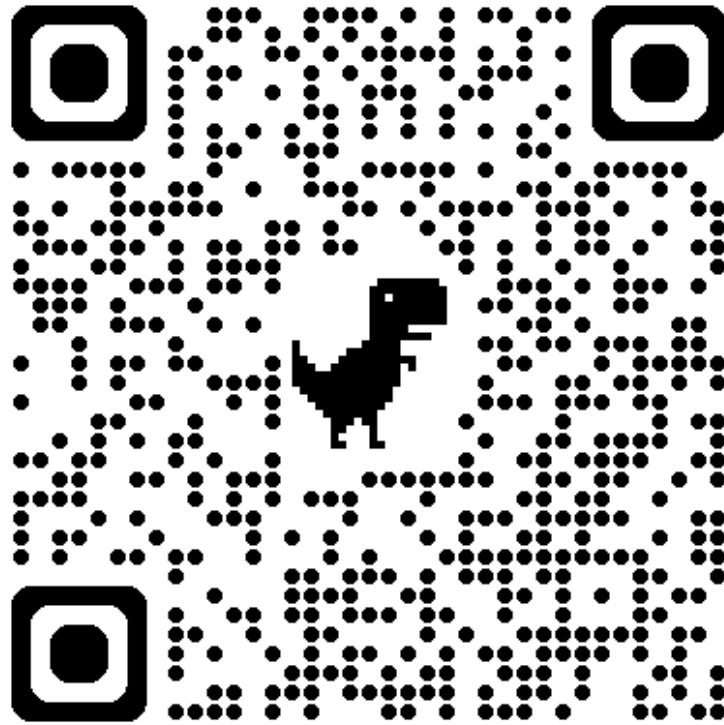


11E / 2 Flinders Parade, North Lakes QLD 4509



Monday to Friday (9:00am to 5:00pm); Saturday and Sunday (closed)

Please always call in advance and make an appointment if you wish to set up a meeting with your Property Manager.



Scan the QR Code

**For more information, helpful
resources, and updates**

McGrath

North Lakes

<https://mcgrathmb.com.au/>