

QUICK REFERENCE GUIDE & INFORMATION

ACKNOWLEDGEMENT

AGENCY INFORMATION

AGENCY NAME	Tessa Residential Brisbane CBD	
AGENCY LOCATION	Corner Macrossan and Adelaide Streets, Brisbane CBD	
POSTAL ADDRESS	GPO Box 201, Brisbane City, Qld, 4001	
PHONE NUMBER	EMAIL ADDRESS	WEBSITE
07 3638 4660	rentals@trcbd.com.au	www.trcbd.com.au

OFFICE HOURS



MONDAY – FRIDAY

9:00am – 5:00pm

SATURDAY

By Appointment

PREFERRED METHOD OF CONTACT



EMAIL

This is the most effective and quickest contact method.



APPOINTMENT

To see your property manager in person, please contact them or the office to make a time that suits you both.

The nature of our role takes us out of the office and by making an appointment we can ensure we are available.



PHONE

If you don't have access to emails or for emergencies, please contact our office by phone during business hours. Messages left will be returned as soon as it is possible to do so.

OTHER INFORMATION



CONDITION REPORT

Please complete, sign and return this to our office within 3 days of lease commencement as required by the Residential Tenancies and Rooming Accommodation Act.

EMERGENCY REPAIRS OR MAINTENANCE

Emergency repairs or maintenance include such situations as:



- Burst water pipe
- Gas leak
- Blocked or broken toilet (if this is the sole toilet in the property)
- Serious roof leak
- Electrical shock/ 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, insecure or likely to cause injury or damage to the property

PHONE 07 3638 4660 TO REPORT THESE SITUATIONS IMMEDIATELY.

All other repairs are considered routine repairs.

If after hours, leave a detailed message, email your property manager to inform them of the situation giving as much detail as possible and refer contact the nominated repairers listed on page 2 of your tenancy agreement about the problem.

The tenant may be required to pay for the emergency maintenance. Please ensure the receipt of payment is provided promptly to the agency for reimbursement.

If the agency nominated repairs cannot be contacted, or are not available, the tenant can arrange for any qualified person to carry out emergency repairs to a maximum value of 2 weeks rent.

GENERAL REPAIRS AND MAINTENANCE



All general repairs and maintenance items must be forwarded to our agency in writing so we can act accordingly. Provide as much information as possible, so we can efficiently trouble shoot the item and seek authorisation by the lessor for repairs.

INSURANCE



We advise all tenant to take out contents insurance as tenant belongings are not covered under the lessor's insurance policies.

MOVING OUT



A minimum of two (2) weeks' notice in writing is required if you intend to vacate the property on the lease expiry date, or after that date.

PARKING OF CARS



All cars, motorbikes, trailers, campervans, caravans, boats and trucks are to be parked in the approved and designated parking areas only. Do not park on front lawn areas or on Body Corporate designated common areas (where applicable). It is the tenant's responsibility to repair any damage done when parking cars etc in such areas.

Oil stains on driveways or concrete is the tenant's responsibility to remove before vacating the property. To avoid such damage, we recommend the purchase and use of a drip tray.

POT PLANTS



It is recommended that pot plants are raised off the carpeted, wooden, tiled or outside areas to avoid water damage or staining.

PROPERTY INSPECTIONS



The property will be inspected 3 or 4 times per year to ensure it is being properly cared for and to also identify and maintenance concerns. You will be notified in writing 7 days or more prior. For further information, please refer to the "Property Inspection Information" provided.

TROUBLE SHOOTING GUIDE

AGENCY: Tessa Residential Brisbane CBD

PHONE: 07 3638 4660

EMAIL: rentals@trcbd.com.au

PLUMBING LEAKS

The most common problem in properties is water leaking from wet areas, such as bathrooms, laundries, kitchens, into adjoining rooms. A regular check for water leaks is advisable. If the carpet/floor is wet, sponge and dry area thoroughly and check again after use. Please advise our Agency if there are any issues or concerns.

If the problem is a 'serious' water leak, this is classified as an emergency repair under the Legislation and the agency must be notified immediately.



CLOTHES DRYER

Check...

- clean before **EVERY** use of the dryer
- is power on?
- is dryer overloaded?
- is the air temperature hot when running?

This appliance is not essential, please notify your property manager or the agency in writing as soon as possible.

FAULTY SWITCHES OR FANS

Do not attempt to fix any electrical faults yourself. Do not use switches. Contact your property manager or the agency as soon as possible.

HOT PLATES

Check if power is connected or check power box for tripped switch or blown fuse. Contact the Agency to arrange a service.

HOT WATER SYSTEMS

If your supply of hot water is not hot, or does not seem to last as long as it should, your hot water system may need topping up. Locate the filler valve on the side of the hot water system and lift the floppy lever until water flows from the overflow. Repeat this process every few months. Otherwise, check...is the power switched on; has the power box tripped a switch or blown a fuse; has your shower routine changed or increased (tank capacity and/or tariff rates will affect this). Remember in winter, efficiency of the tank is less than in summer, and water will become cooler quicker.

Note: Please follow the above procedure before requesting maintenance. If this does not rectify the problem, please contact your property manager.

INSINKERATOR

If the food disposal unit fails to operate, push the reset button. This button is located under the unit and is usually coloured red. Do not attempt to disassemble the unit. If this does not rectify the problem, please notify your property manager as soon as possible. In the meantime, proceed with the old fashioned newspaper disposal method until attended to. Tenants will be required to pay for callouts to repair food disposal units that are blocked due to tenant misuse or abuse.

LEAKING FROM THE TOILET

Regular mopping and turning off the tap between uses is adequate until the tradesperson arrives. Please notify your property manager as soon as possible to arrange for a tradesperson to attend.

LIGHTS

Check power or the fuse box. Ensure the power is on and the switch has not tripped. If problem has not been rectified, please contact your Property Manager. It is the tenants' responsibility to replace and/or change any blown globes.

AIR CONDITIONER

Check power and fuse box. Ensure filter is clean and the batteries in the remote are not flat. Please notify your property manager or the agency in writing as soon as possible if problems persist.

This appliance is not classed as an essential item and does not fall under an emergency or urgent repair.

POWER

If your neighbours have also lost power, contact your electricity provider. Otherwise, check if you have a 'safety switch', which may have been tripped. If this is the case, reset the switch. If it trips again, un-plug all appliances and electrical items from power points. Reset safety switch and plug in appliances one at a time until the faulty appliance is located. If you have a fuse box, check for any blown fuses.

Note: If this does not rectify the problem, please notify the Agency.

Tenants will be required to pay for call outs where a faulty appliance belonging to them has caused the problem.

SHOWER/ BATH WATER DRAINAGE

- Clean the water outlet and drain of any hair or soap build up, which can block water drainage

If problems persist, please contact your property manager so a tradesperson can be arranged.

Note: Tenants will be required to pay for call outs where the blockage was caused by 'tenant misuse' or failure to adequately clean the area.

WASHING MACHINE

Check...

- That the power is connected
- That the Water taps are turned on
- The load of clothes is not off-balance or over-loaded
- The lid is connecting with ON/OFF switch when closing
- Hoses are securely attached
- If leaking, check hoses for any splits

When all else fails, please contact the Agency during business. If out of business hours or on a weekend, locate your nearest laundromat and phone the Agency once open.

EMERGENCY MAINTENANCE

Emergency maintenance must be reported immediately. Please refer to the RTA Form 17a Information Statement and the Quick Reference Guide provided in your tenancy pack.). All emergencies must be phoned through to the Agency as soon as possible and formalised in writing.

GENERAL REPAIRS

All general maintenance must be put in writing (via email) to the property manager.