



MAINTAINING YOUR RENTAL PROPERTY

AQUARIUMS

Aquarium stands can leave rust marks on floors and can cause carpet rot if placed on carpets. Furthermore, if placed on carpets the weight of the aquarium filled with water may cause permanent indentations and damage in the base of the carpet pile.

CAR PARKING

Cars must be parked in designated areas only not on front nature strips or lawn areas

CARPETS

All carpets need to be cleaned on a six to twelve month basis, simply because of general living. We recommend professional steam cleaning and we do not recommend the use of 'do-it-yourself' hire machines.

CONDENSATION

How to reduce condensation: By introducing low level heating, the temperature of internal surfaces will rise. This will reduce cooling of any moisture-laden air and, consequently, the amount of condensation.



GENERAL CLEANING

It is expected that the property be kept reasonably clean and this is also a tenancy agreement requirement.

Pay particular attention to:

Walls, switches, power points, skirting, doors and doorways - keep these free from all marks.

Cobwebs/dusting - remove cobwebs on windows, walls and ceilings. Keep vents dusted. Light fittings and ceiling fans - dust them regularly.

Curtains/blinds - keep these cleaned and free from dust

Windows/sills/window tracks and flyscreens - keep these regularly cleaned and dusted.

Floors - keep these regularly swept and mopped. Floors in the kitchen and wet areas may need to be scrubbed to keep surfaces, tiles and grouting looking clean.



Ventilation - ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation, causing mould and possible health problems.

Wet areas, bathroom, toilet and laundry grouting/tiles - ensure all tiles are kept free from grime, soap scum and mould.

Oven and stove tops - stove tops, grillers and ovens are to be kept free of burnt on food. Food, crumbs and spills when left long enough become burnt on, blackened and carbonised, making them very difficult to remove.

Please use care when using scourers as these may scratch and damage enamel surfaces.

Exhaust fans/vents and rangehoods - ensure any vents and rangehood filters are kept clean.

Ensure the exhaust fan cover is clean and kept free of grime build up. From time to time these should be taken down and removed to be soaked in hot soapy water, and then scrubbed clean.



Cupboards/drawers - most cupboards and drawers are lined with white lining, which is great for easy cleaning. Cupboard shelving, doors, doorframes and inside drawers/cutlery tidies should be cleaned often.

Dishwashers - dishwashers provided as part of your tenancy need to be cleaned on a regular basis.

Chopping boards - must be used on bench tops at all time to prevent cut marks and associated damage.

Foreign objects down the drain - take care not to allow children to place toys or other items down drains. If your property has a septic tank system, please do not flush foreign objects down the toilet. If a plumber is employed by us to clear pipes, drains, basins or sinks and it is determined that the blockage was determined to be caused by a blockage by a foreign object, the bill will be accounted to you for payment.

Watering systems - ensure that all watering systems are working properly, and are checked regularly throughout the tenancy to ensure they continue to work effectively.



Weeding and shrub trimming - weeding of garden beds, inside lawns, paths, paving and other outside areas are the responsibility of the tenant. Trimming of bushes and shrubs in and around the garden are also the responsibility of the tenant.

Lawn maintenance - ensure that lawns are regularly mowed, edged and weeded, keeping them neat and tidy.

Supplied hoses/fittings - supplied hoses, fittings and accessories must be kept in good condition and returned upon vacating of the property. Flyscreens - some modern window flyscreens can only be removed from the inside of the property.

Attempting to remove them from the outside will result in damage to the flyscreen framework and will result in the flyscreen having to be repaired or replaced at your cost.

Rubbish - please ensure any rubbish is regularly removed from the property. This includes car parts, tyres and things like lawn clippings, drink bottles as well as other items that can easily be considered rubbish or general junk. Rubbish cannot be allowed to accumulate.



Oil drippage - should oil drippage occur at anytime, it must be cleaned up immediately to prevent oil seeping in and permanently staining.

PROPERTY DAMAGE AND ISSUES

If property damage has occurred by you or your visitors you are obligated to let us know immediately or on the next business day (if incident occurred on a weekend or public holiday).

- Benchtop joins - be on the lookout for joins in the bench-top that have gaps and the surface laminate has started to bulge or lift at a join. Please let us know if this is starting to occur as this may indicate moisture has seeped into a join and is swelling the chipboard underneath.
- Grouting/tiling/taps - if grouting or silicone sealing is coming off/loose around any tiles near or around the taps and/or taps are dripping/leaking to let us know by using a repair request.
- Blocked sinks/drains - should a sink or basin become blocked, first try a drain cleaning product like Drano. Be sure to follow the product instructions carefully. If the sink or basin is still blocked after treatment, please let us know so we can arrange for a plumber to attend to the problem.



- Toilet leaking - water trickling or leaking into the bowl from the cistern usually indicates a worn cistern washer and needs to be fixed by a plumber.
- Taps leaking - report any taps leaking either from a tap head or tap handles. This includes washing machine taps.
- Loose tiles - should you notice loose tiles on walls in the shower recess or loose tiles over the laundry trough etc, please be sure to let your property manager know.
- Wall water damage - should you notice water damage to a wall adjacent to a shower recess, bathroom basin etc please let your property manager know immediately. This can be identified by bubbling or peeling paint, or even water or mould marks to the flooring/carpet.
- Hot water system leaks - if the hot water service is leaking constantly from the valve or from the base of the unit please let your property manager know.



SMOKE ALARMS

Should you believe, for any reason, the smoke detectors installed are not working or the batteries are not functioning, please let us know immediately. Be vigilant and report to us any issues, to ensure your safety in the case of a fire.

TERMITES

Termites will quickly eat through a property and can cause extensive damage. Signs like wood becoming brittle (doorways, skirting boards, wood roof beams etc), sounding hollow when tapped or knocked and/or with the presence of mud deposits are the tell-tale signs of termites, other than obvious signs of seeing termites themselves. If you see any signs of termites, or termite damage please bring this to your property manager's attention immediately.

UPDATES TO THE RENTAL PROPERTY

Fixtures and fittings: If you wish to install or remove any fixtures or fittings, you must request permission for this beforehand in writing.

Painting: Tenants should not paint any part of the property themselves, painting can only be carried out by experienced, professional painters with our written permission.