

QUICK REFERENCE GUIDE & INFORMATION

ACKNOWLEDGEMENT AGREEMENT

AGENCY INFORMATION



AGENCY NAME LJ HOOKER CABOOLTURE/MORAYFIELD

ADDRESS 18 MORAYFIELD ROAD, CABOOLTURE SOUTH, QLD.

PHONE NUMBER (07) 5428 0099 **FAX NUMBER** (07) 5499 0007

EMAIL ADDRESS rentals.caboolture@ljh.com.au

WEB ADDRESS www.caboolture.ljhooker.com.au

OFFICE HOURS

Monday – Friday
8:30am – 5:00pm

Saturday (Sales only)
9:00am – 1:00pm

PREFERRED METHOD OF CONTACT

EMAIL

This is the most effective way of contacting your desired person within our office. Provided in your sign up pack is your allocated property managers email address.

APPOINTMENTS

To see your property manager in person, please contact the office to book in a time that suits all parties. The nature of our role takes us out of the office and by making an appointment we can ensure we are in the office to discuss any concerns you may have. **Walk in appointments will not be granted.**

TELEPHONE

For emergencies only, or to schedule an appointment please contact our office by phone. Messages will be taken and your property manager will return your call ASAP.

ELECTRONIC TRANSMISSIONS

It is agreed by signing this document consent is given to receive any documentation relevant to the property and/or tenancy agreement by electronic communications methods such as email. Also, the method of receiving advice or notification by SMS is accepted.

OTHER INFORMATION

CONDITION REPORT

Please complete, sign and return to our office within 3 DAYS OF THE LEASE COMMENCEMENT DATE as required by the Residential Tenancies and Rooming Accommodation Act.

RENT PAYMENTS UNDER NO CIRCUMSTANCES WILL CASH WILL BE TAKEN BY OUR STAFF.

RENT ARREARS

At LJ Hooker Caboolture/Morayfield, we hold a 'Zero Tolerance' outlook towards rent arrears. You are required to pay your rent in advance at all times. Our office procedure is the following:

1 Day – 7 Days: You will be contacted via phone, text and email advising you that we have not received your rent & advising you to pay immediately. You will be contacted until your outstanding monies are paid.

8 Days: You will receive a "Notice to Remedy Breach" with 7 days to rectify the full amount owing.

15 Days: You will receive a "Notice to Leave" allowing 7 days to vacate.

ROUTINE INSPECTIONS

These inspections are used to identify repairs and maintenance required. Please be advised it is a policy of our office that **MUST** take photos during the inspection to show the lessor how the property is being presented and maintained. Under no circumstances are you permitted to change the date or time of your Routine Inspection.

GENERAL REPAIRS & MAINTENANCE

If you have any general repairs or maintenance, please either fill out the maintenance request form at www.caboolture.ljhooker.com.au/renting/tenants-maintenance-request-form. All maintenance requests **MUST** be in writing; **phone calls will not be accepted**.

EMERGENCY REPAIRS

Emergency repairs include such situations as:

- Burst Water Service
- Gas leak
- Blocked and/or broken toilet (If only 1 toilet in property)
- Fault/Damage likely to cause injury
- Serious roof leak (Contact SES on 132 500)
- Electrical Shock/fault

If you are experiencing any of the above, please phone our office to make a report **IMMEDIATELY**. If after hours, please leave a detailed message for our staff. In the case of a fire, dial 000.

MOVING OUT?

Two (2) weeks' notice is required if you intend to vacate the property on the lease expiry or any time after your fixed term agreement has ended. You will need to fill out and return a completed form 13 via www.caboolture.ljhooker.com.au/renting/vacate-notice.

i BREAKING A LEASE AGREEMENT

If you wish to vacate **DURING** your fixed term lease agreement, please inform your property manager **IMMEDIATELY**. Your property manager will advise you of your obligations during this process.

SMOKE ALARMS

To comply with Queensland Fire and Rescue Services Legislation the following are responsibilities of the tenant.

1. The tenants will notify the Agent when a smoke alarm has failed or is about to fail, other than because the battery is flat or almost flat.

2. The tenant will not remove, dispose of or otherwise tamper with to cease its effectiveness, the smoke alarms installed at the premises unless it is to clean or changed the battery.
3. The tenant will ensure that all exits from the property are maintained as clearways so they can be safely and effectively used for escape in the event of a fire.
4. The tenants agree to arrange for the cleaning and testing of each smoke alarm in the dwelling at least once every 12 months where the Fixed Term Tenancy is 12 months or longer or a Periodic Tenancy.
5. The tenants agree to arrange to arrange for the replacement of each battery that is spent or nearly spent during the Tenancy in accordance with the Information Statement (RTA Form 17a)

Our agency can supply a list of preferred contactors who can carry out the work for you at your expense. If arranging your own contactor, please ensure they are qualified and hold currently public liability.

LOCKED OUT?

Office hours – You can collect our management set and return them to our office within the hour - Identification will be required. If you require a staff member to bring keys to you, a \$50 fee must be paid upon their arrival.

After hours – Contact a local locksmith at your expense.

INSURANCES

We advise all tenants to insure their own contents as they are NOT covered under the Lessor’s policies.

POOLS AND POOL FENCING

You are not permitted to erect a pool of any size at the property. Fines may apply.

PPROPERTY TROUBLE SHOOTING

Please go to our website www.caboolture.ljh.com.au and click on the Renting tab for all trouble shooting information.

- ✓ YES – I agree to keep my rent 1 weeks in advance at all times as per my Lease Agreement.
- ✓ YES – I agree to the rent arrears procedure put in place by LJ Hooker Caboolture/Morayfield.
- ✓ YES – I allow LJ Hooker Caboolture/Morayfield take photographs at my routine inspections
- ✓ YES – I have read and agree to ‘Smoke Alarm’ terms and conditions.
- ✓ YES – I have read and agree to ALL terms and information provided within this document.

Property address: _____

Tenant Signature: _____ Date: _____

Tenant Signature: _____ Date: _____

Tenant Signature: _____ Date: _____

Tenant Signature: _____ Date: _____

