

## Hello Valued Tenant,

On behalf of the owner of your home, our Agency is obliged to conduct Periodic Routine Inspections of the home and report back to the owner of any issues found during this visit.

### **WHEN WILL WE INSPECT – [REFER TO ENCLOSED RTA Form 9 – ENTRY NOTICE](#)**

We are employed to inspect the home every 3-4 months. Due to time restraints and schedules, it is difficult to rearrange the allocated time, however, in extreme circumstances, it is advised to contact our office to request a change to this allotted entry. For medical conditions, it is requested that a Doctors Certificate or Medical Certificate be provided. However, saying this, if continual certificates are provided and we are not able to perform the inspection, we will be seeking further instructions from the owner regarding the tenancy.

### **WHAT TENANTS NEED TO DO**

You are welcome to attend the inspection, but it is not necessary as we use our Agency keys to access the Property and we will secure the Property on our departure as the property had been entered.

**If you have a dog** – please ensure dogs are restrained or removed from the Property for the inspection to provide our staff safe access to all areas. Although your beloved family member may usually be placid around most people, unfortunately, if you are not home, your animal may wish to protect the family home and therefore not take kindly to our staff being present without you. If we are unable to inspect outside due to dogs not being restrained, a reinspection will occur.

**If the Property has an alarm system and the code has been changed** – if the code provided at the beginning of the tenancy has been altered please notify our office with the new code details.

In the meantime, if you have any queries please do not hesitate to contact me

Regards,  
PROPERTY MANAGEMENT DEPARTMENT

## GETTING READY FOR YOUR ROUTINE INSPECTION.

### GENERALLY:

**Take care when moving your furniture so that you don't chip the walls & doors.**

- To keep marks from appearing on your walls please make sure your furniture does not rest right up against the wall. Leaving a slight gap between the wall and your furniture will protect paintwork. Most marks on walls can be removed with the cleaning product "Gumption" which can be purchased at major grocery stores such as Coles and Woolworths.
- Use a Soft Cobweb brush to keep the inside of the house cobweb free. Use a soft bristled broom to brush down webs on the outside of the house.
- Vacuum window and door tracks to keep clean.
- Regularly clean ceiling fans & filters in air conditioners.
- To clean rubber backed curtains - remove all the hooks and gentle machine or hand wash in suds or detergent (DO NOT RUB OR SCRUB). Drip dry - lay over the clothes-line (preferably in shade) with the rubber backing not exposed to sunlight. DO NOT USE PEGS. Iron on fabric side only with low heat.
- To clean lace curtains - gentle hand or machine wash & drip dry.
- Maintenance is to be reported as soon as it occurs. Please do not wait until the routine inspection to report maintenance. As some items may be covered under warranty, in which the maintenance needs to be captured before the warranty expiry period. Please leave a completed maintenance form on the kitchen bench if you are unable to attend the routine inspection, to report any new maintenance. This includes any wall or ceiling cracks, and any defects.

### BATHROOM:

- Squeegee / wipe down the shower screen after each shower. Use "ORANGE POWER" Shower Clean or similar cleaner regularly, as this will stop the build up of soap scum on the screens (if it is left and is unable to be removed then you will be responsible for the payment of replacement glass).
- Remove mould from the grout by using Exit Mould or other recommended bathroom products. Make sure that you use in a well-ventilated room as these products give off a powerful odour.
- ORANGE POWER can also be used on the tiles in your bathroom for a sparkling finish.
- Keep the shower drain and floor drain free of hair.
- Be careful not to put Curling or Straightening tongs on to the vanity basin as they could leave a burnt mark
- Shower curtain (if applicable) may be washed either by hand or gentle machine wash. Remove shower curtain hooks before washing.

### KITCHEN:

- Clean Stovetop, Griller and Oven using suitable oven cleaning product. This stops minor stains becoming permanent.
- Always keep the cupboards clean - wipe them down regularly.
- DISHWASHER - it is always a good idea to use a Dishwasher cleaning product approximately every 30 washes, as this keeps the dishwasher clean & fresh smelling and removes residue from your clean dishes.
- Be careful what you put down the sink - for example, NO oil or cooking fats.
- Range-hood and filter or Exhaust fan should be cleaned regularly to reduce fire hazard. The filter can be removed and cleaned.

**LAUNDRY:**

- Clean laundry tub and remove lint from drain hole.
- Washing Machine (if applicable) - rinse out filter. A cycle with white vinegar helps keep the hoses clear.
- Dryer (if applicable) - always remove lint from filter, so you reduce the risk of fire.

**OUTSIDE:**

- Remove all cobwebs, etc.
- Keep yard clear of any rubbish.
- Mow lawns, whipper snip edges, trim shrubs, weed all garden beds and generally tidy up.

**GARAGE/CARPORT:**

- Clean oil residue from concrete.

**ALTHOUGH YOU MAY FEEL THAT YOUR CURRENT PROPERTY IS YOUR FOREVER HOME, CIRCUMSTANCES CHANGE. WE HIGHLY RECOMMEND GIVING A GOOD IMPRESSION AT YOUR ROUTINE INSPECTION AS THIS GOES TOWARDS YOUR FUTURE RENTAL APPLICATIONS.**