

## *To our Valued Tenant*

### **Welcome to your new home**

---

Thank you for choosing Artation Property Group as managing agents for your new home. On behalf of the owners and our entire team, we extend a warm welcome to you and your family and hope you enjoy living in your new home. Relocating can be both an exciting and stressful time and we ask that you feel free to contact any of our property management staff if we can be of assistance in helping you settle into your new home. We trust the checklist below will be of assistance to you. Again, welcome to Artation Property Group.



### **Moving in checklist**

---

- Arranged rental payment method with your financial institution.
- Arranged electricity, phone and internet connections at the new premises.
- Turned the hot water system on at the switch and filled it.
- Turned the power on at the power box/tested the safety switch.
- Checked gas bottles have been filled.
- Tested the smoke alarms and electrical appliances.
- Completed the tenant's section of the Entry Condition Report and returned a copy to Artation office within 3 working days.
- Perused your copy of the Tenancy Agreement, annexure, special conditions, body corporate by-laws (units and townhouses only) and additional brochures.
- Received your bond lodgment receipt from the Residential Tenancies Authority. (Allow 3 weeks from start of tenancy.)
- Filed all tenancy documents in a secure place for quick reference.
- Redirected mail to your new address.
- Enrolled children in school / child care.
- Registered pets with the local council.
- Transferred vehicle registration (if relocating interstate)
- Registered on the local electoral roll.

## Leasing with Artation

---

### General Expectations

We strive to build friendly and trusting relationships with our tenants, where open communication is welcome and encouraged. We urge you to talk to us regarding any issues or problems that may arise during your tenancy, and we promise to assist as best we can. Whilst we take instruction from our landlords, our role as managing agents is to act as a facilitator between landlord and tenant, aiming to harness a sound tenancy relationship between both parties. It is common when leasing property for issues to arise. It may be a dispute regarding a repair, or a request that is turned down. We ask that our tenants respect our role as facilitators and understand that the landlord is the ultimate decision maker. We request that our tenants respect our staff, our office and the properties they lease, remembering that our team are here to help. Please feel free to contact your Property Manager or any member of our property management team if you have any queries or concerns.



## Payment of rent

---

We are unable to accept cash or cheque payments to our office direct. All monies must be paid direct to our Trust Account via the DEFT payment system.

**Please refer to your Macquarie DEFT brochure,  
visit [www.deft.com.au](http://www.deft.com.au) or call 1800 672 162**

### Rent and Bond

It is a condition of your tenancy agreement that a bond be held by the Residential Tenancies Authority, equivalent to four weeks rental. It is also a condition that rent be paid a minimum of 2 weeks in advance for the duration of the tenancy. 'Rent in advance' is often confused with 'rent in front'. The idea of 'rent in advance' is that you always keep in front of the 'paid to date' - the date which rent falls due. In other words, when you move into a property, you pay two weeks in advance, and rent is due again two weeks from that date. This is known as paying 'in advance'. 'Rent in front' is when rent is paid before the due date falls. **Our office has a zero arrears tolerance.** Our property managers are instructed to adhere to the strict guidelines and procedures according to the Residential Tenancies Act when dealing with non payment of rent or late rental payments. If you cannot make a rental payment on time, we urge you to contact your Property Manager immediately to discuss a solution.

## Repairs, maintenance and general requests

---

Please inform our office immediately in writing should you notice maintenance or a repair requirement at your home. Additionally, if you have a general request relating to the property, or wish to alter the property in any manner, it is essential to put your request in writing to seek the landlord's prior approval. Repair request forms can be downloaded from our website at [www.artation.com.au](http://www.artation.com.au). (Go to Downloads, Leasing forms). Urgent repairs should be telephoned through to our office immediately, or alternatively the necessary tradesperson called. The following may be considered emergency repairs: blocked toilet, any electrical fault, a gas leak, flooding or a serious water leak, a smoke alarm fault, a breakdown of an essential service, a life threatening matter or liability threat.

## Property inspections

---

Our office conducts routine property inspections at approximately 3 month intervals throughout the duration of the tenancy. Tenants are provided with a minimum of 7 days notice prior to our inspection, although we generally book routine inspections one month in advance. The inspection consists of both an inside and outside evaluation of the property. We consider the property's presentation, cleanliness and state of repair when performing an inspection. As an improved service to our landlords, our inspection officers will photograph some areas of the property. We do this as evidence that an inspection was carried out, and to show the state of repair of the property. Please remove any items you do not wish to be photographed prior to the inspection to avoid inconvenience.

## Important contact numbers

Preferred Trades			Helpful Contacts	
<b>House Cleaning</b>	Robyn's Cleaning	0402 572 846	<b>Ambulance, Fire, Police</b> 000	
	Teresa's Cleaning	0402 505 388	<b>Hospital</b> Redcliffe 3883 7777	
<b>Carpet Cleaning</b>	Alligator Carpet Cleaning	5495 7064	Prince Charles 3139 4000	
	<b>Pest Control</b>	Power Pest Control	1300 133 243	<b>Vet</b> North Lakes Veterinary 3886 2077
<b>Handyman</b>	Abbott's Building	0451 533 135	<b>Energex</b> 13 12 53	
	The Good Help	0448 959 771	<b>Telstra</b> 13 22 00	
<b>Key cutting</b>	ABC Locksmiths	3205 4925	<b>Optus</b> 13 39 37	
<b>Appliance Repairs</b>	Brendale Appliance Wizard	3205 5277	<b>Gas</b> Origin Energy 13 24 62	
<b>Smoke Alarms</b>	Smoke Alarms Solutions	1300 852 301	<b>Elgas</b> 13 11 61	
<b>Plumber</b>	Impact Plumbing	0413 690 093	<b>Black &amp; White Taxi's</b> 13 10 08	
			<b>Yellow Cabs</b> 13 19 24	

## Queries or complaints

It is not uncommon for problems to arise in residential leasing. If for some reason you feel your query has not been dealt with adequately, we ask you to contact our Managing Director, Wendy Russell on 3481 2210. Alternatively, you may contact the Residential Tenancies Authority for further advice.

## Vouchers and special offers

<p><b>Complimentary 2 Week Unlimited Boot Camp and Anti Gym Membership</b> (valued at over \$150)</p> <p><b>Contact Artation for further details.</b></p> 	<p><b>Complimentary Coffee or Tea</b></p> <p><b>Contact Artation for further details.</b></p> 
---	---