

WELCOME TO RENTING WITH HARCOURTS REDCLIFFE

QUICK REFERENCE GUIDE & INFORMATION ACKNOWLEDGEMENT

OFFICE HOURS



MONDAY - FRIDAY

8.30am-5pm

SATURDAY

Rentals Dept is closed on Saturdays, although the office is open 8.30am-

12pm

SUNDAY

CLOSED

PREFERRED METHOD OF CONTACT



EMAIL

This is the most effective and quickest contact method if you have email access also. The reception email address appears above or your property manager's email address appears on the business card provided.



APPOINTMENT

To see your Property Manager in person, **please contact 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 there for you.



TELEPHONE

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

OTHER INFORMATION



ELECTRONIC TRANSMISSION

It is agreed by signing this document consent is given to receive any documentation relevant to the Tenancy by electronic communication methods such as email or facsimile. Also, the method of receiving advice or notification by SMS is accepted.



GENERAL REPAIRS AND MAINTENANCE

All general repairs and maintenance must be forwarded to our Agency in writing so we can act accordingly. Provide as much information as possible of the repairs needed as well as access authorisation for the repairs to be done. Repair Advice Forms are included in this folder.



INSURANCE

We advise ALL TENANTS to insure their own contents as they are NOT covered under the Lessor's policies.



KEYS, LOCKED OUT?

Office Hours – you can collect our Management set and return them to our office within the hour. Identification will be required.

After Hours – contact a Locksmith at your cost. We recommended the following Locksmith

Peninsula Lock & Key- 07 3284 3928



PARKING OF CARS

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

Oil stains on driveways is the Tenant's responsibility to remove before vacating the Property. To avoid such damage we recommend the purchase of a drip tray.



POOLS AND POOL FENCING

PLEASE DO NOT MAKE THE ASSUMPTION THAT YOU ARE ABLE TO INSTALL / ERECT A POOL OF ANY TYPE AT THE PROPERTY. If you wish to have a pool of any size, it may require fencing due to Legislation. You must first seek permission from the Lessor in writing for the pool. If permission is granted, it is then the responsibility of the Tenant to ensure that ALL fencing requirements are met in accordance with relevant legislation. We recommend you contact the Queensland Government and your local Council for further information.

EMERGENCY MAINTENANCE

EMERGENCY MAINTENANCE

Emergency maintenance must be reported immediately. All emergencies must be phoned through to the Agency as soon as possible and then formalised in writing.

GENERAL REPAIRS

All general maintenance must be put in writing using the repair/request forms that are available from our Agency.

EMERGENCY PHONE 000

In the event that **URGENT** or **LIFE THREATENING** (i.e.: wiring burning, hot water cylinder bursting) repairs are needed on the property:

Electrical: Switch off power at mains.

Water Leaks: Turn off water at mains.

After Hours:

Plumbing – Simpsons Plumbing 0418 726 447

Electrical – Voltora Industries 1300 799 430

Other – Please text details to 0407 408 579

Should these problems or repairs occur during office hours, please email your property manager directly or send an email to our reception (rentals.reception@harcourtsredcliffe.com.au), alternatively you can fax the office attention to your property manager on **07 3883 3460**. A maintenance request sheet is included in your Tenant pack.

Other Local Contacts

State Emergency Service	132 500
Police Link (non urgent assistance)	131 444
Redcliffe Hospital	07 3883 7777
Poisons Info Line	13 1126
Energex (Loss of Power)	13 62 62
Unity Water	07 5495 3333
Moreton Bay Regional Council	07 3205 0555

SUGGESTED TRADES PEOPLE

YOU MAY LIKE TO USE WHEN VACATING THE PROPERTY

CLEANERS	Ausgem Pty Ltd Wayne – 0403 211 120 MileyInc Cleaning Services Craig - 0422 039 544
CARPET CLEANERS & PEST CONTROL	Protector Pest Control & Carpet Cleaning Danny - 0411 424 818 Sun Dry Carpet Steam Cleaning Pest Control Office - 07 3889 0300
LAWNS & GARDENS	Hi Tech Cleaning & Mowing Services Vicky - 0447 425 444 Affordable Mowing Dean - 0417 010 314
GENERAL HANDYMAN	Mates Building Services Wayne – 0412 551 520

Should you require the service of any other Tradesperson please do not hesitate to contact our office on **07 3883 3155**.

TROUBLE SHOOTING GUIDE

PLUMBING LEAKS	<p>The most common problem in properties is water leaking from wet areas eg 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. Advise our Agency if there is a problem.</p> <p>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.</p>
FAULTY SWITCHES OR FANS	<p>Do not attempt to fix it yourself. Do not use switches. Contact our Agency as soon as possible.</p>
HOT PLATES	<p>Check if power is connected or check power box for tripped switch or blown fuse. Contact us to arrange for professional help.</p>
HOT WATER SYSTEMS	<p>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 the switch or blown a fuse; or 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 the water will cool quicker.</p> <p>Note: Please follow the above procedure before requesting maintenance. If this does not rectify the problem please complete a repair advice form. Remember a leaking hot water tap will cause poor supply of hot water and high electricity accounts.</p>
LEAKING FROM TOILET	<p>Regular mopping and turning off the tap between uses is adequate until the tradesperson arrives. Please complete the repair advice form and send to our Agency to arrange for a tradesperson.</p>
LIGHTS	<p>Check power or fuse box. Ensure the power is on and the switch has not tripped. If problem not remedied contact your property manager.</p>
POOL PROBLEMS	<ul style="list-style-type: none"> • Water level is a priority and must be kept at a level to allow water to flow through the skimmer boxes at all times. Failure to do this could result in enormous expenditure to you. • No metal objects are to be allowed in the pool as it could cause corrosion marks • No animals allowed in the pool as this creates a huge chemical imbalance. • Ensure regular water testing for correct PH level to prevent mould/fungus forming in the pool. • Vacuum at least once a week to keep pool clear of debris. • Regular checks of the pump to ensure the motor is working correctly and efficiently (making funny noises could be a forerunner to a problem). Leaking or pooling water at the pump could mean a cracked casing and will need attention. • Even if a pool is maintained for you, it is your responsibility to alert if any problems.
POWER	<p>If your neighbours have also lost power contact your Electricity Supplier. Otherwise check if you have a Safety Switch, which may have tripped. If so, reset the switch. If it trips again unplug all appliances from power points. Reset Safety Switch and plug in appliances one at a time until faulty appliance is located. If you have a fuse box check this for a blown fuse.</p> <p>Note: If this does not rectify the problem please notify our Agency. Tenants will be required to pay for callouts where a faulty appliance belonging to them has caused the problem.</p>
WATER ERUPTION	<p>Water bubbling out of the ground could be a serious problem and could lead to further complications. Phone our Agency immediately as this is an 'emergency' matter.</p>

HOW TO EFFECTIVELY REPORT MAINTENANCE & REPAIRS

In an effort to manage your occupancy with minimal intrusions to your privacy and comfort, we have prepared this information leaflet to ensure when you have any maintenance or repair issues, it can be dealt with efficiently and effectively.

To assist us in this process, please ensure the below steps are followed;

- Advise your Property Manager/Agency immediately of all maintenance, this must be reported in writing to the office, whether via email or a hand delivered maintenance request form
- Be sure to clearly advise the office of your Name, Rental Property Address and Your Contact Details
- Tenants have a responsibility to mitigate loss; therefore failure to report maintenance that results in further damage may render the tenant responsible for payment of maintenance and/or repairs.
- Write down the name, brand/type & serial number of the appliance (if applicable). This is particularly important when reporting problems with Hot Water Systems, Ovens, Hotplates, Toilets, Air Conditioners and other appliances.
- Clearly state what the problem is and where the problem is located. For example, if it is a fault with an electrical switch advise what room it is in, what it operates (i.e. light switch), what happens when you turn it on and is there a noise or smell (i.e. spark in switch and makes crackling sound or burning smell when turned on). The more specific you can be the sooner we can assess the matter and send the appropriate qualified tradesperson to attend to the item.
- Notify your property manager of your access instructions and the most reliable and suitable contact details for the tradesperson and your property manager to get in contact with you if necessary.

PLEASE NOTE - If there is any urgent or emergency maintenance or repairs required, please contact our office immediately. Urgent maintenance is defined as maintenance or repair/s required to avoid the risk of injury to a person or serious damage to a property or makes the premises unsafe or insecure. You are required under your General Tenancy Agreement to report urgent maintenance immediately.

Emergency repairs defined by the *Residential Tenancies and Rooming Accommodation Act 2008* (the Act) are;

- a burst water service or a serious water service leak
- a blocked or broken lavatory service
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm, fire or impact damage
- a failure or breakdown of the gas, electricity or water supply to the property
- a failure or breakdown of an essential service or hot water, cooking or heating appliance
- a fault or damage that makes the property unsafe or insecure
- a fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the property
- a serious fault in a staircase, lift or other common area or premises that unduly inconveniences a resident in gaining access to, or using, the property

All other repairs are considered to be routine repairs.

ROUTINE INSPECTION INFORMATION

GENERAL INFORMATION	<p>The information provided is a guide to the regular inspections which occur at the Property leased. As part of our management responsibilities our agency conducts regular Property Maintenance Inspections.</p>				
WHEN WE INSPECT	<ul style="list-style-type: none"> • Every 3 – 4 months. • First inspection will be carried out within the first 60 days. • A day and approximate entry time within a two hour timeframe is provided to you via RTA Form 9 Entry Notice. • Due to time restraints allocated for Property inspections, it is difficult to rearrange times, however, in extreme circumstances, please contact our office, to request a change of entry. <p>Your presence at the inspection is welcome, but not necessary, as the staff member conducting the inspection will use our Agency key set.</p>				
WHAT WE INSPECT	<p>The inspection's key purpose is to <u>visually inspect</u> the areas applicable to the property as listed below, and identify repairs and maintenance needed. A report is prepared using an iPad/iphone and forwarded to the Lessor for instructions if repairs or maintenance work is required or recommended.</p> <table border="0" style="width: 100%;"> <thead> <tr> <th style="text-align: center; width: 50%;">INTERIOR</th> <th style="text-align: center; width: 50%;">EXTERIOR</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> • Floor Coverings • Walls • Doors and Locks including Front and Rear • Ceiling / and Fans if applicable • Smoke Alarms if applicable • Light Fittings • Power Points • Built in cupboards – shelving and rails • Curtains, blinds • Whitegoods if included in tenancy • Fixtures eg: oven, hotplates • Hot water system • Furniture if included in tenancy • All wet areas – taps, pipes below sink & basins </td> <td> <ul style="list-style-type: none"> • Garage / carport • Gardens and lawns • Paintwork • Guttering and downpipes • Steps – structure and paint • Balcony and decks • Stumps, if applicable • Driveway, paths, courtyard • Clothes Line • Pool / spa, if applicable • Fencing • Taps • Safety Switch • External Light Fittings </td> </tr> </tbody> </table>	INTERIOR	EXTERIOR	<ul style="list-style-type: none"> • Floor Coverings • Walls • Doors and Locks including Front and Rear • Ceiling / and Fans if applicable • Smoke Alarms if applicable • Light Fittings • Power Points • Built in cupboards – shelving and rails • Curtains, blinds • Whitegoods if included in tenancy • Fixtures eg: oven, hotplates • Hot water system • Furniture if included in tenancy • All wet areas – taps, pipes below sink & basins 	<ul style="list-style-type: none"> • Garage / carport • Gardens and lawns • Paintwork • Guttering and downpipes • Steps – structure and paint • Balcony and decks • Stumps, if applicable • Driveway, paths, courtyard • Clothes Line • Pool / spa, if applicable • Fencing • Taps • Safety Switch • External Light Fittings
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Fact sheet

Ending a tenancy agreement

Tenancy agreements can only be ended in accordance with the *Residential Tenancies and Rooming Accommodation Act 2008* (the Act). There are processes that must be followed to correctly end an agreement, including using the approved form and allowing the right amount of time for the notice period.

Some ways a tenancy agreement can be ended:

- the lessor/agent and tenant both agree, in writing, for the agreement to end
- the lessor/agent gives the tenant a *Notice to leave* (Form 12) or *Abandonment termination notice* (Form 15) to the tenant
- the tenant gives the lessor/agent a *Notice of intention to leave* (Form 13)
- the tenant is given a *Notice to vacate from mortgagee to tenant/s* (Form 19) from a mortgagee (e.g. a bank) who is entitled to take possession of the premises
- the sole tenant has died and the tenancy must be ended, or
- the Tribunal makes an order.

Even fixed term agreements must be formally ended by giving a written notice, otherwise they continue as a periodic agreement.

For more information about correct notice periods, refer to the *Allowing time when serving notices* fact sheet. There is one for general tenancies (houses and units) and one for moveable dwellings.

Reasons for ending an agreement

Agreements can be ended for one of the following reasons:

- Without grounds (no reason given)
 - Either party can end an agreement (a fixed term or a periodic), without giving a reason. However, a fixed term agreement cannot be ended before the agreement's end date, unless both parties agree.
 - The lessor/agent must give the tenant two months notice. The tenant must give the lessor/agent two weeks notice.
- Non-liveability
 - Either party can end the agreement if the premises are partly or wholly destroyed or if they can no longer be used legally as a dwelling. This does not apply if the non-liveability is caused by one of the parties breaking the agreement e.g. by causing extensive damage.
 - The notice must be given within one month of the premises becoming non-liveable and the agreement ends on the day the notice is given.
- Employment, or entitlement to occupy under employment, ended
 - The lessor/agent may end a tenancy that arises under the tenant's terms of employment, subject to any relevant industrial award or agreement.
 - The lessor/agent must give four weeks notice.
- Abandoned premises
 - The lessor/agent can either give a notice to the tenant or apply to the Tribunal to end the agreement if they believe, on reasonable grounds, the premises have been abandoned.
 - The lessor/agent must give seven days notice or the Tribunal can determine the end date.
- Sale of premises
 - The lessor/agent can end a periodic agreement if the lessor has entered into a contract to sell the premises with vacant possession. However, they can not end a fixed term agreement before the end date, unless the tenant agrees.
 - The tenant can end the agreement if the premises are for sale within the first two months of the tenancy starting and they had not been informed in writing at the time they signed the agreement. The tenant has until two weeks after the first two months of the tenancy to advise they want to leave.
- Breach of agreement
 - Either party can end the agreement if the other party does not remedy a breach after the *Notice to remedy breach* (Form 11) process has been followed.
 - The lessor/agent must give seven days notice to leave for rent arrears, or 14 days notice to leave for general breaches. The tenant must give seven days notice of their intention to leave.
- Mortgagees in possession
 - A mortgagee, such as a bank or financial institution that is entitled to take possession of the premises, can give the tenant at least two months notice and end a periodic or fixed term agreement if it has not agreed to the tenancy. If it has agreed, it can end a periodic agreement with two months notice, but can not end a fixed term agreement earlier than the end date unless the tenant agrees.
- Death of a sole tenant
 - If a sole tenant dies, the tenant's personal representative or relative can negotiate with the lessor/agent to end the tenancy. The date the agreement ends depends on the action taken. If a written notice is used, the tenancy ends two weeks after the notice is received. If the parties agree on another end date, the tenancy will end on that date. If no notice is given or no agreement made, the tenancy ends one month after the tenant's death. The Tribunal can determine the end date if required.

Terminations by Tribunal

The lessor, agent or tenant can apply straight to the Tribunal for a decision about when a tenancy agreement should end, but only for certain reasons, and only after correct processes have been followed. These are called urgent applications and reasons include:

- failure to leave – if the tenant hasn't left the property by the due date on the notice
- hardship – if either party believes they would suffer excessive hardship
- damage or injury – if the tenant has damaged the premises or injured people
- objectionable behaviour – if the tenant uses verbal abuse, harassment or causes a serious nuisance, and
- repeated breaches – for repeating a serious breach more than twice in a one year period, even though the breach was fixed each time.

Retaliatory terminations prohibited

The lessor/agent must not end an agreement by giving the tenant a *Notice to leave* (Form 12) without grounds because the tenant has exercised their lawful rights. In this case, the tenant may apply to the Tribunal within four weeks of receiving the notice.

Disputes about ending agreements

The RTA encourages self-resolution of disputes about ending agreements that are not classified as urgent applications. Parties should attempt to resolve the dispute themselves by talking to each other and finding out about their rights and responsibilities. If they can not reach an agreement, the parties may get assistance by lodging a *Dispute resolution request* (Form 16) with the RTA's dispute resolution service. If no agreement is reached, the RTA will issue a *Notice of unresolved dispute*. At this point, either party can apply to the Tribunal for a decision. Compensation

A person may apply to the Tribunal for compensation to cover damage or loss caused by the other party breaching the terms of the agreement. Persons seeking compensation must try to avoid or minimise their own loss. Applications to the Tribunal must be made within six months of becoming aware of the breach occurring. This is not an urgent application, so parties must go through the RTA's dispute resolution service before applying to the Tribunal.

- v6 Oct12

Fact sheet

Smoke alarms

Under the *Fire and Rescue Service Act 1990*, administered by Queensland Fire and Rescue Service, both tenants and lessors have responsibilities for smoke alarms in their rental properties.

Tenants:	Have obligations for cleaning, testing and replacing batteries for alarms during a tenancy.
Lessors:	Have obligations for installing, cleaning and testing smoke alarms and replacing batteries before the start or renewal of a tenancy.
	<i>See easy reference table overleaf for specific details.</i>

The *Residential Tenancies and Rooming Accommodation Act 2008* (the Act) allows entry to the rental premises by the lessor to install and maintain smoke alarms. These amendments fall under entry provisions (s192 of the Act) allowing lessors to give a 24 hour *Entry notice* (Form 9) for the purposes of entry to comply with the *Fire and Rescue Service Act 1990* in relation to smoke alarms.


Quick tips

- It is good practice for the lessor to give their tenants the manufacturer's instructions on how to clean, test and replace batteries for smoke alarms.
- A smoke alarm is required to emit a warning signal before the battery fails, usually a chirping sound.
- Changing batteries in smoke alarms on an anniversary such as a birthday will act as a reminder to change them once a year.
- Cleaning a smoke alarm usually involves an external clean to remove dust and debris with a broom or a vacuum cleaner.
- Smoke alarms are required to have a minimum service life of at least 10 years.

A lessor must not pass on their obligations to the tenant to act on their behalf such as asking the tenant to replace batteries at the beginning of the tenancy.

Disclaimer: This fact sheet is prepared for information only. The *Fire and Rescue Act 1990* is the primary source on the law and takes precedence over this information should there be any inconsistency between the Act and this fact sheet.

Easy reference table for tenants and lessors – find out your responsibilities for smoke alarms

Tenant's obligations for smoke alarms	During the tenancy	Lessor's obligations for smoke alarms	Start of the tenancy	During the tenancy
		Installing alarms (penalties apply)*	Smoke alarms complying with Australian Standards must be fitted in all rental properties and in accordance with the Building Code of Australia.	Lessors must give tenants 24 hours notice for entry to install smoke alarms.
Testing alarms (penalties apply)*	At least once every 12 months and according to manufacturer's instructions (for tenancies 12 months or longer).	Testing alarms (penalties apply)*	Within 30 days before the start or renewal of the tenancy and according to manufacturer's instructions.	
Replacing batteries in alarms (penalties apply)*	When batteries are flat or nearly flat.	Replacing batteries in alarms (penalties apply)*	Within 30 days before the start or renewal of the tenancy if batteries are flat or nearly flat.	
Cleaning alarms (penalties apply)*	At least once every 12 months (for tenancies 12 months or longer).	Cleaning alarms (penalties apply)*	Within 30 days before the start or renewal of the tenancy and as specified by manufacturer's instructions.	
Advising lessor of any failing smoke alarms (penalties apply)*	As soon as possible when an alarm fails or is about to fail and/or needs replacing for a reason other than batteries failing.	Replacing failing smoke alarms (penalties apply)*	Smoke alarms must be replaced before the end of their service life.	Smoke alarms must be replaced before the end of their service life. Lessors must give tenants 24 hours notice for entry for the purposes of maintaining smoke alarms.
Not interfering with smoke alarms (penalties apply)*	At no time can a tenant remove or relocate the smoke alarm or do anything to interfere with the alarm's warning sound. At no time can the tenant remove the batteries unless they are replacing them.	Not interfering with smoke alarms (penalties apply)*	At no time can the lessor remove or relocate the smoke alarm unless it is being replaced or maintained. At no time can the lessor do anything to interfere with the alarm's warning sound. At no time can the lessor remove the batteries unless they are replacing them.	At no time can the lessor remove or relocate the smoke alarm unless it is being replaced or maintained. At no time can the lessor do anything to interfere with the alarm's warning sound. At no time can the lessor remove the batteries.

* Penalties apply to both lessors and tenants under the *Fire and Rescue Service Act 1990*. For further information, the RTA strongly advises you to contact the Queensland Fire and Rescue Service by telephone on 1300 369 003 or visit their website at www.fire.qld.gov.au

Fact sheet

Water charging

Lessors are allowed to pass on the full water consumption charges (including bulk water charges) to tenants provided all the minimum criteria have been met.

What are the minimum criteria for water charging?

Lessors are able to pass on the full water consumption charges to tenants if:

- the rental premises are individually metered (or water is delivered by vehicle), and
- the rental premises are water efficient, and
- the tenancy agreement states the tenant must pay for water consumption.

Items a tenant can be charged

A breakdown of water charges is shown below.

Charge as shown on water bill	Can tenant be charged?
State Bulk Water Charge	Yes, tenant can be charged*
Water Usage Charges	Yes, tenant can be charged*
Sewerage Usage Charge (may appear on the bill as fixed or variable)	No, tenant cannot be charged Sewerage is not a service charge as defined by the Act and cannot be passed onto the tenant.
Fixed Access Charges (including Water Access Charge and Sewerage Access Charge)	No, tenant cannot be charged. The lessor must pay all fixed charges for water supply.

*if the above criteria are met

What are water efficient rental premises?

A rental premises is considered water efficient if certain water fixtures meet the standards listed in the table below.

Water efficient devices	Minimum water efficient standard required
Internal cold water taps and single mixer taps (excluding bathtub taps and taps for appliances)	A maximum flow rate of nine litres per minute.
Showerheads	A maximum flow rate of nine litres per minute.
Toilets	A dual flush function not exceeding six point five (6.5) litres on full flush and three point five (3.5) litres on half flush and a maximum average flush volume of four litres (based on the average of one full flush and four half flushes).

The requirement for taps applies only to internal cold water taps that are installed over a hand basin, kitchen sink or laundry trough (including single mixer taps). The requirement does not apply to other taps in the premises such as bath tub taps, outside taps for the garden, or taps which supply washing machines or dishwashers. These taps are not required to be water efficient.

How can the lessor/agent prove the premises are water efficient?

At the start of the tenancy agreement, the lessor/agent and tenant should negotiate arrangements for water charging and the frequency of charges. The presence of water efficient devices should be noted on the *Entry condition report* (Form 1a).

Lessors/agents should be able to demonstrate the presence of water efficient devices where it may be unclear, such as by providing copies of:

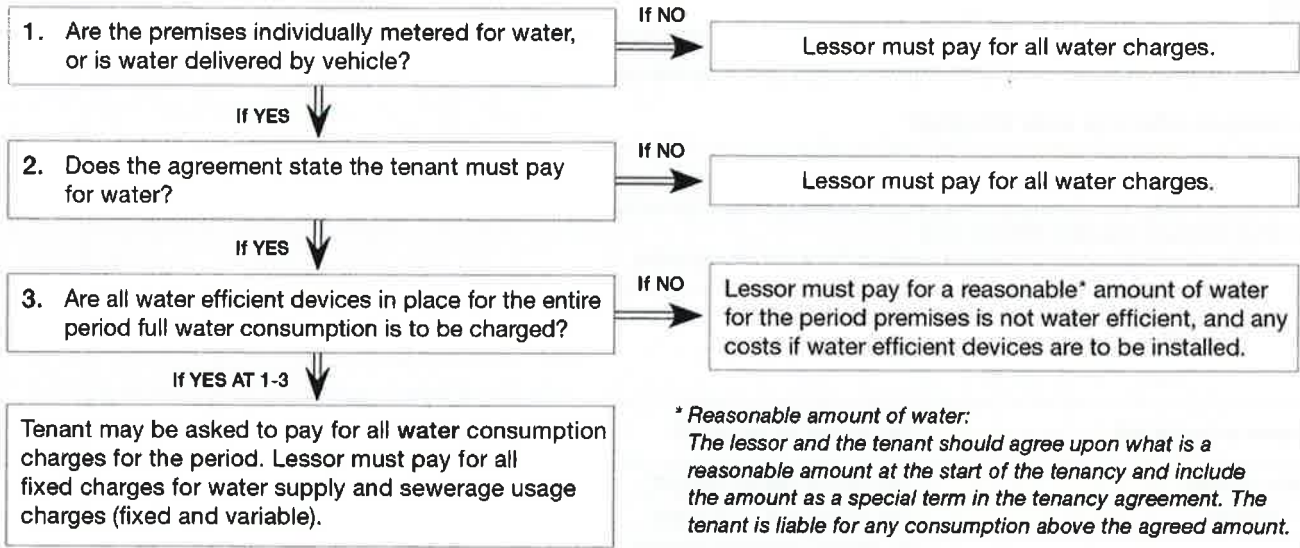
- plumbing reports
- receipts
- packaging
- warranties or instruction manuals for taps and showerheads, etc.

For any water fixtures produced from 2005 onwards, the easiest way to check if they meet the required efficiency standard is to look for products with a WELS rating of three stars or higher. WELS is Australia's water efficiency labelling scheme which rates fixtures including taps, showerheads and toilets according to water efficiency – the more stars the better. To find out more about the scheme or search the registered product database, visit www.waterrating.gov.au.

Important points to note:

- tenants and lessors/agents should negotiate obligations at the start of the tenancy and put these in the tenancy agreement, for example, if the lessor is to contribute to water costs.
- it may be helpful to contact your local water provider about average local water consumption. You can find the correct contact details on your latest water bill.
- water billing periods are unlikely to align with tenancy agreements. It's important that both the tenant and the lessor/agent make note of the water meter readings on the condition reports at the start and end of the tenancy to calculate water consumption.
- lessors will receive the water bill, pay the full amount and provide their tenants with a copy of any water bills or evidence of water consumption to verify the amount to be charged. Tenants will not be billed directly by water supply authorities.
- tenants have one month to pay the agreed amount for water consumption after the lessor provides evidence of the costs to the tenant. The lessor/agent can not require the tenant to pay more than the billable amount, or charge tenants late fees.
- if the tenant and lessor/agent cannot agree about water charges, the RTA's dispute resolution service may be able to assist.

Who pays for water in a rental premises?



Further information

For more information contact the Residential Tenancies Authority on 1300 366 311.

Accessing RTA forms

The RTA's forms can be obtained electronically or in person by:

- rta.qld.gov.au
- 1300 366 311
- Level 23, 179 Turbot St Brisbane



If you need interpreting assistance to help you understand this information, contact TIS on 13 14 50 (for the cost of a local call) and ask to speak to the Residential Tenancies Authority (RTA).