

# QUICK REFERENCE INFORMATION GUIDE



## AGENCY INFORMATION



### AGENCY NAME

Richardson & Wrench Bargara Beach

### ADDRESS

Shop 1, Coral Coast Plaza, 20 Bauer Street, Bargara QLD 4670  
(PO Box 8118, Bargara Qld 4670)

### PHONE NUMBER

(07) 4154 7788

### FAX BUMBER

(07) 4154 7744

### EMAIL ADDRESS

bargara@randw.com.au

### WEBSITE

www.rwbargara.com.au

## OFFICE HOURS



**MONDAY TO FRIDAY – 8.30am - 5.00pm**

**SATURDAY & SUNDAY – PROPERTY MANAGEMENT CLOSED**

## PREFERRED METHOD OF CONTACT



### EMAIL

This is the most effective and quickest contact method if you have email access also. Your Property Manager's direct email address appears above or 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



### 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.



### 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.



### EMERGENCY REPAIRS

Emergency repairs include such situations as:

- Burst water service
- Gas leak
- Blocked or broken toilet
- Fault/damage likely to cause injury
- Serious roof leak
- Electrical shock/fault

PHONE (07) 4154 7788 TO REPORT THESE TYPES OF SITUATIONS IMMEDIATELY.

If after hours, leave a detailed message of the situation and refer to the Emergency contact numbers listed on Page 2 of the General Tenancy Agreement as well as refer to the RTA form 17a – Information Statement available in this Tenancy Moving In Kit.



### 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 and can also be downloaded from [www.rwbargara.com.au](http://www.rwbargara.com.au).



### 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  
PRECISION LOCKING – 4155 2962 – 0488 732 873  
ACTIVE SECURITY SOLUTIONS - 41536242



### MOVING OUT

Two (2) weeks' notice in writing is required if you intend to vacate on the lease expiry date or after that date. The prescribed form is provided for you to complete.



### **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.



### **POT PLANTS**

It is recommended that pot plants are raised off the carpet or outside areas to avoid water damage or staining.



### **PROPERTY INSPECTIONS**

The Property is inspected by our Maintenance Inspection Manager 3 or 4 times per year. You will be notified in writing 7 to 14 days prior. For further information please refer to the Property Inspection Information provided.



### **RENT PAYMENTS**

Direct debit is the preferred method of rent payments. Please refer to the information sheet provided.

It is your responsibility as the account holder to increase the amount of the direct debit (if or when necessary) and cancel the direct debit authorisation at the end of your Tenancy. As we are **NOT** the account holder, we **CAN NOT** change any direct debit authorisation.



### **BREAKING A LEASE AGREEMENT**

If you wish to vacate the property **DURING** your Tenancy, please contact your Property Manager immediately and make an appointment at which time the Property Manager will advise you of your obligations during this process.