



Tenant Handbook

Infinity Property Solutions

WELCOME TO INFINITY PROPERTY SOLUTIONS

Infinity Property Solutions would like to welcome you and we sincerely trust that your tenancy with us will prove to be an enjoyable experience. If you have any concerns or queries in relation to your Tenancy, please do not hesitate to contact us anytime on **1800 056 426**.

Be sure to read your copy of your Tenancy Agreement carefully so that you are fully aware of your rights and obligations. Managing your tenancy agreement should be a straightforward, simple process. We have developed this guide to assist you in settling into your new home and throughout your tenancy. The following information is provided to ensure you have a trouble free tenancy with Infinity Property Solutions.

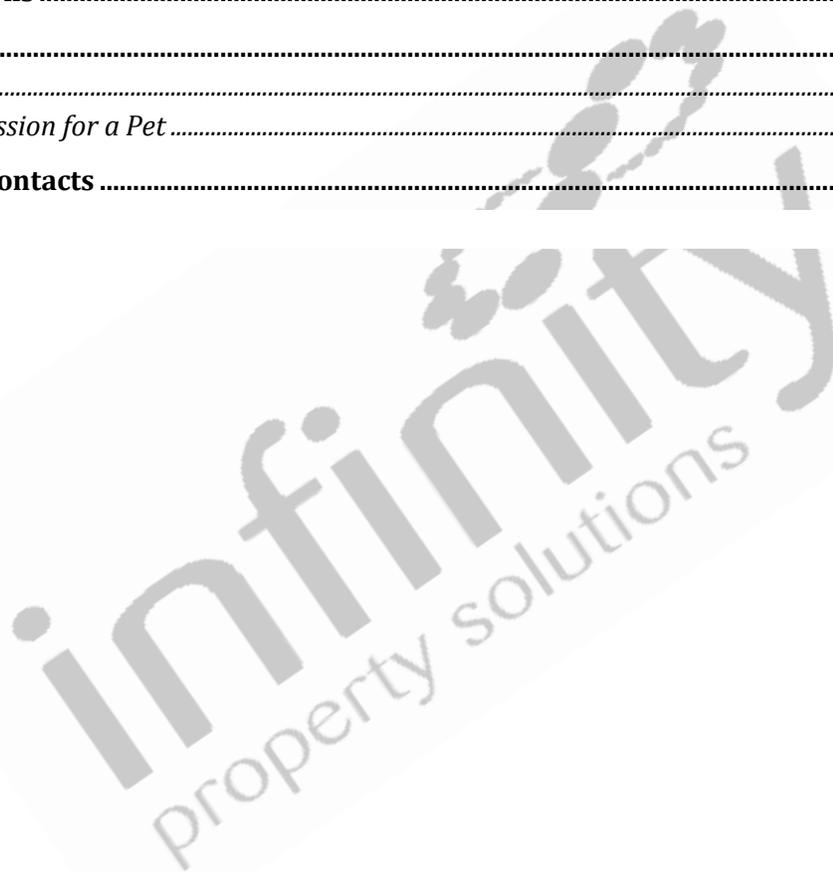


TABLE OF CONTENTS

You can double-click the page number to skip to that section.

Welcome to Infinity Property Solutions	2
Table of Contents	3
Contact Us	5
<i>Office Hours</i>	5
<i>Methods</i>	5
Rental Payments	5
Bond	6
Repairs & Maintenance	6
<i>Notifying the Agent</i>	6
<i>Attendance by Tradespersons</i>	6
<i>Emergency Repairs</i>	6
<i>Damage</i>	6
<i>Improvements</i>	7
Tenants Responsibility	7
Utilities	8
<i>S-E QLD Utility Providers</i>	8
Connecting a Brand New Telephone Line	8
Water Consumption	9
<i>Water Charges are Payable by Tenants</i>	9
<i>Reading your Water Meter</i>	9
About your water meter	9
How to read your water meter	10
Calculate your average daily consumption	11
How to test for a leak	12
What if I think my water meter is faulty?	12
How to calculate your water consumption per person	12
Keys & Remotes	13
<i>Changing Locks</i>	13
What if I lock myself out?	13

Insurance	13
Rental Increases	13
Privacy & Access	14
Renewing your Lease	14
Termination of Tenancy	15
<i>Giving Notice</i>	15
<i>Breaking a Lease</i>	15
<i>How to provide notice</i>	15
Vacating The Premises	16
Routine Inspections	16
Pets	16
<i>Approved Pets</i>	16
<i>Obtaining Permission for a Pet</i>	17
Helpful Links & Contacts	17



Tenant Handbook



CONTACT US

OFFICE HOURS

Monday – Friday 8.30am - 6.00pm

Weekends By appointment

METHODS

Phone: 1800 056 426 (free call)
0408 735 515 (Lynette Hughes)
0402 119 917 (Simone Gillies)

Fax: 07 3200 0048

Email: propertymanager@infinityproperties.com.au

Website: www.infinityproperties.com.au

On leasing your new home from us you will be provided with a phone number for 24 hour emergency contact with our property management team in the event of a household emergency.

RENTAL PAYMENTS

Rent is to be paid on the due date at all times. Infinity Property Solutions takes a very hard line with rental arrears. If at any time you are unable to make a rental payment on time or are delayed, please make immediate contact with us.

Payment methods available to you:

- Direct Deposit
- Automatic Direct Debit
- Electronic Funds Transfer

You can request a ledger of your rental payments (which shows your payment history) at any time. Ledgers are always provided at quarterly routine inspections too.

BOND

The Residential Tenancies Authority hold bonds. Note that your bond cannot be used as rent towards the end of a tenancy and the bond will not be released until after your property has been vacated and inspected by Infinity Property Solutions. If a Change of Shared Tenancy occurs during your Tenancy, new signatures will need to be lodged via a Form 6 to the Residential Tenancies Authority. Please contact our office should you require information regarding this.

REPAIRS & MAINTENANCE

All repairs are attended to as promptly as possible; however, it is often necessary to obtain the Landlord's approval and/or quotes before any work can begin so, on occasion, a delay is sometimes unavoidable. We will keep in constant communication with you, so that you are aware of pending timelines.

NOTIFYING THE AGENT

Should you require repairs or maintenance at your rental property you can:

- Submit an [online Maintenance Request Form](#), or
- Fax or post a request in writing using the Maintenance Request Form provided in your Tenancy Folder

Tenants should advise the Agency of repair requirements in a timely manner, especially if the disrepair or delay in attending to the issue will cause damage or excessive wear to the property.

ATTENDANCE BY TRADESPERSONS

If firm arrangements regarding access for any trades people are not kept by you, the service charge for calling the tradesperson will be automatically passed on to you for payment.

EMERGENCY REPAIRS

Only emergency repairs, such as a burst pipe or failure of an essential service will be verbally accepted.

DAMAGE

Tenants must notify Infinity Property Solutions of any damage to the premises as soon as possible, preferably in writing. Tenants are responsible for the damage caused by occupants or visitors to the premises.

IMPROVEMENTS

Tenants must not carry out any improvements to the property without prior written permission from the landlord's agent. This includes installing window air conditioning units, garden beds, wall mounts, shelving, etc. Permission sought must be received in writing.

TENANTS RESPONSIBILITY

Tenants must keep their rental premises in a reasonable state of cleanliness. Lawns and gardens must also be kept neat and tidy.

A tenant cannot, except with the written permission from, Infinity Property Solutions attach any fixture or make any renovation, alteration or addition to the premises. This can range from small changes like picture hooks in walls, adding locks or having a telephone installed, to larger items such as painting the premises.



UTILITIES

Upon taking up a lease, it is the tenant's responsibility to connect the necessary utilities and services. Generally this is done over the phone, but some major companies provide the option to update your details online through their websites.

S-E QLD UTILITY PROVIDERS

This list is not exhaustive, but merely lists some providers.

Electricity and/or Gas (Or compare providers here.)	AGL (Electricity & Gas)	Monday – Friday (8.30am – 5pm) Tel: 131 245 www.agl.com.au
	Origin Energy (Electricity & Gas)	Monday – Friday (8am – 5.30pm) Tel: 13 24 61 www.originenergy.com.au
	Energex (Electricity only)	Monday – Friday (8am - 6.30pm) Tel: 13 12 53 www.energex.com.au
Phone / Internet	Telstra	Tel: 13 22 00 www.telstra.com.au
	Optus	Tel: 13 39 37 www.optus.com.au
Pay TV	Foxtel	Tel: 13 19 99 www.foxtel.com.au
	Optus Vision	Tel: 13 39 37 www.optus.com.au
	Austar	Tel: 132 342 www.austar.com.au

CONNECTING A BRAND NEW TELEPHONE LINE

The landlord of the property will reimburse the installation cost of the first telephone connection at a brand new property to the value of \$240. The additional connection cost, presently \$59, and is payable by the tenant. The total cost charged by the service provider usually appears on your first phone account.

To receive a payment in reimbursement from the landlord, please forward to us the original telephone account.

WATER CONSUMPTION

WATER CHARGES ARE PAYABLE BY TENANTS

The full cost of water consumption is able to be passed onto tenants by landlords provided that the property is individually metered, the property is water efficient, and the tenancy agreement states the tenant must pay for water consumption.

Tenants are invoiced on a quarterly basis for water consumption and payment is requested in a timely manner. Costs are oncharged as per the relevant council charges, with no surcharges applied for the agency or landlord's benefit.

READING YOUR WATER METER

Taken from Queensland Urban Utilities Fact Sheet "Reading your water meter",
http://www.urbanutilities.com.au/Your_business/Water_meters_and_Leaks/Reading_your_water_meter/, accessed 1/05/2014.

ABOUT YOUR WATER METER

Reading your water meter can help you to:

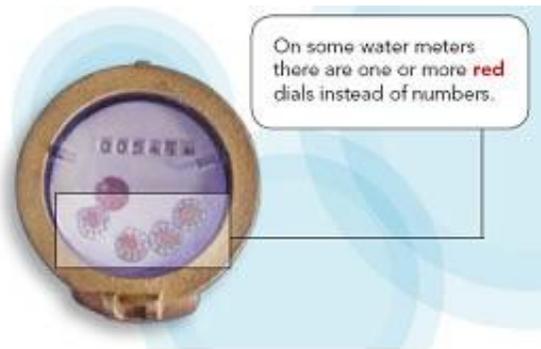
- monitor your water consumption
- test for a leak
- calculate your water consumption per person.

Your water meter is generally located on the nature strip outside your boundary line and set in the ground in a black or blue meter box.

Please note that if you live in an apartment or unit block there may not be individual water meters for each residence.

HOW TO READ YOUR WATER METER

Each water meter contains **black** and **red** numbers. **Black** numbers refer to the kilolitres* of water used and **red** numbers refer to the litres of water used.



On some water meters there are one or more **red** dials instead of numbers.

***1 kilolitre = 1000 litres**

Open the lid on your water meter and read the meter from left to right. Your meter will have either:

- black numbers on a white background or white numbers on a black background. These numbers register your consumption in kilolitres (thousands of litres)
- red numbers or small dials (the dials display fractions of a kilolitre).

NUMBERS ONLY ☐ kilolitres ☐ litres

4 BLACK NUMBERS AND 3 RED NUMBERS **4 BLACK NUMBERS AND 4 RED NUMBERS**

When reading these water meters **record all numbers** OR Record all **black numbers** and the first **three of the four red numbers**

This is the correct reading on this water meter: This is the correct reading on this water meter:

0	0	0	2	9	3	3
---	---	---	---	---	---	---

0	0	0	2	9	3	3
---	---	---	---	---	---	---

✗ Do not record the last red number

Please note that not all water meters look the same. If your water meter has:

- four black numbers and three red numbers – record all these numbers
- four black numbers and four red numbers – record all the black numbers and only the first three red numbers

- numbers and one dial – record all the numbers. Do not record the dial
- numbers and two dials – record all the numbers first and only the smaller dial
- numbers and four dials – record all the numbers first then record the first three dials from right to left.

2 NUMBERS AND DIALS □ kilolitres □ litres

When reading water meters with dials record the numbers first then the dials from right to left

NUMBERS AND 1 DIAL



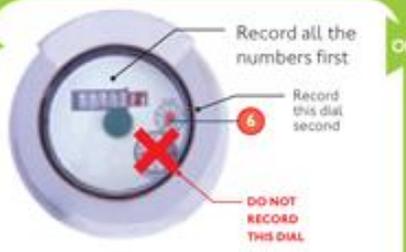
Record all the numbers

DO NOT RECORD THIS DIAL

This is the correct reading on this water meter:

0	0	0	0	1	0	1
---	---	---	---	---	---	---

NUMBERS AND 2 DIALS



Record all the numbers first

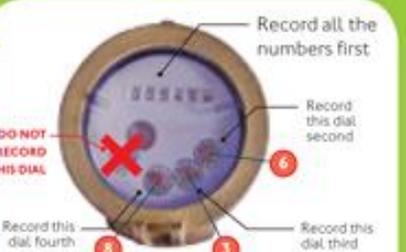
Record this dial second

DO NOT RECORD THIS DIAL

This is the correct reading on this water meter:

0	0	0	0	2	8	6
---	---	---	---	---	---	---

NUMBERS AND 4 DIALS



Record all the numbers first

Record this dial second

Record this dial third

Record this dial fourth

DO NOT RECORD THIS DIAL

This is the correct reading on this water meter:

0	5	4	7	6	3	8
---	---	---	---	---	---	---

CALCULATE YOUR AVERAGE DAILY CONSUMPTION

Use the guide above to take a reading from your water meter, noting the day and time you took the reading.

Two weeks later take another reading from your water meter on the same day of the week and the same time as the previous reading.

Subtract the first reading from your second reading.

Divide the result by the number of days between your readings.

HOW TO TEST FOR A LEAK

1. Turn off all your taps and record the reading from your water meter.
2. Do not use any water for at least one hour. This includes not flushing the toilet.
3. Record another reading from your water meter. Any significant change in the reading is a good indication that you may have a leaking pipe, fixture or fitting.
4. If you think there is a leak then contact a private licensed plumber to investigate further.
5. It is important to remember that property owners are responsible for monitoring, maintaining and repairing all plumbing fixtures and fittings on their property.

WHAT IF I THINK MY WATER METER IS FAULTY?

You should first test for leaks as described above. If there is no leak and you think your meter is faulty, you can contact Queensland Urban Utilities and ask for your meter to be tested. If the water meter is found to be faulty, Queensland Urban Utilities will replace the water meter, refund the test charge and review the water consumption charges for the property.

HOW TO CALCULATE YOUR WATER CONSUMPTION PER PERSON

1. Use the 'Average Daily Consumption' figure from the personalised Water Advice that accompanies your Water and Sewerage Account, and
2. Divide this figure by the number of permanent residents in your household to calculate individual water consumption.

KEYS & REMOTES

A copy of keys to all properties is retained by Infinity Property Solutions for emergency access.

CHANGING LOCKS

Locks may only be changed after first obtaining permission from the landlord, doing so through Infinity Property Solutions. Any approval will be on the strict understanding that you supply the Agency with a spare set of keys. Remember, it is in your best interests to ensure that we have access to your property.

WHAT IF I LOCK MYSELF OUT?

Under special circumstances, and on producing identification proving you are a leasing occupant, the Agent's duplicate set of keys can be borrowed during office hours. However, they must be returned within twenty-four (24) hours. This facility is not available out of office hours or on public holidays.

It would therefore be advisable that you also make private arrangements regarding the location of a spare key, should you inadvertently lock yourself out.

INSURANCE

Your landlord is not obligated to insure your personal belongings as part of their building/landlord insurance. It is strongly recommended that you sufficiently insure your personal belongings against any loss, damage or theft.

RENTAL INCREASES

Rental appraisals are conducted by Infinity Property Solutions on a six (6) monthly basis as a service to the landlord. The appraisal takes into account similar properties in your area, the general condition and maintenance of the property and local vacancy rates.

An increase would only occur once the fixed period of your tenancy agreement has expired and we have given you one months notice.

PRIVACY & ACCESS

Tenants have a basic right to privacy and quiet enjoyment of the premises during the tenancy period and this must be respected by the landlord/agent, who may not intentionally interrupt this.

We will only enter your premises under the following circumstances:

- To carry out a general inspection of the premises if you have been given at least 7 days notice. There can be no more than 4 inspections in any 12 month period.
- To carry out necessary repairs or maintenance work where you have been given 2 days notice, or otherwise agree to earlier entrance.
- To show the premises to prospective tenants on a reasonable number of occasions if you are given reasonable notice (no less than 24 hours) on each occasion. This type of access is only permitted during the final 14 days of tenancy.
- To show the premises to prospective buyers, on a reasonable number of occasions if you get given reasonable notice (no less than 24 hours) on each occasion. Access to show buyers can occur at any stage during the tenancy but must be accompanied with the correct forms notifying you of your landlord's intention to sell.
- If you agree. Unless you agree, access is not permitted on Sundays, public holidays or outside the hours of 8am to 8pm.
- If there is good reason for Infinity Property Solutions to believe that your premises have been abandoned.
- In an emergency.
- If a Court of Law or Tribunal orders that access be allowed.

RENEWING YOUR LEASE

Your landlord may offer a lease extension towards the end of your original lease. This may, or may not, involve a rent increase.

If you know in advance that you wish to renew your lease, you can let the landlord know by completing our online form found here: [Request to Renew Lease](#)

TERMINATION OF TENANCY

GIVING NOTICE

Your General Tenancy Agreement is a legal and binding contract, providing protection for both you and your Landlord. You can terminate the agreement in the following way:

- If you intend to vacate at the end of the lease period you are required to give fourteen (14) days written notice prior to the expiry of the fixed term of your agreement using either [Tenant Vacating Notice - Lease Expired/Expiring](#) or [RTA Form 13 Notice of Intention to Leave](#).

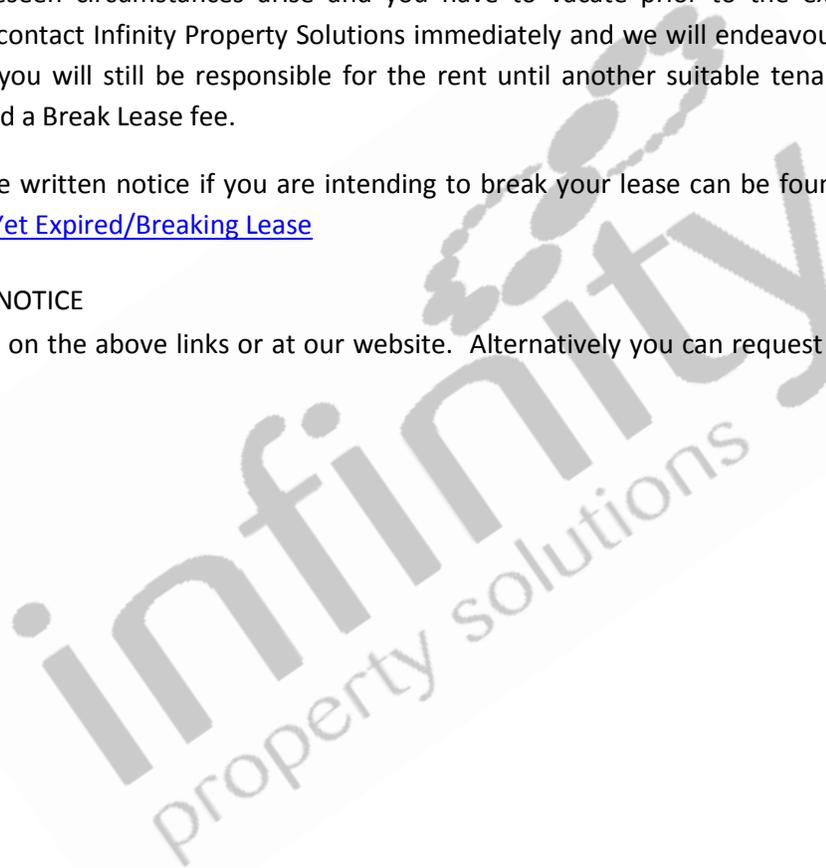
BREAKING A LEASE

If, however, unforeseen circumstances arise and you have to vacate prior to the expiration of your tenancy agreement, please contact Infinity Property Solutions immediately and we will endeavour to find another suitable tenant. However, you will still be responsible for the rent until another suitable tenant is found, as well as all advertising costs and a Break Lease fee.

The form to provide written notice if you are intending to break your lease can be found here: [Tenant Vacating Notice - Lease Not Yet Expired/Breaking Lease](#)

HOW TO PROVIDE NOTICE

Forms are available on the above links or at our website. Alternatively you can request them from your property manager.



VACATING THE PREMISES

You are obliged to leave the premises as near as possible to the same condition in which you entered them, allowing for fair wear and tear, as set out in your Entry Condition Report (RTA Form 1a). If you misplace your copy of this document at any stage during your tenancy, please contact us for a copy.

If you fail to leave the premises as you found them, you could lose all or a portion of your bond in order to cover any costs incurred by the landlord to restore the property to its original condition.

To help assist you to get your bond back, please refer to our [Cleaning Guide for Final Inspection - Bond Saver!](#).

The vacating inspection will be carried out by Infinity Property Solutions, and where possible, with the tenant/s present. If the results of the inspection are found to be unsatisfactory, you will be required to return to the property to rectify any outstanding cleaning or maintenance. Failure to do so will result in Infinity Property Solutions engaging relevant tradespersons to rectify the matters and as such, associated costs will be at the tenants' expense.

ROUTINE INSPECTIONS

Periodic Routine Inspections are carried out so that landlords can be informed as to the condition of their property. Prior notice (by way of a Form 9 – Notice of Entry), will be forwarded stating that an inspection is due and the date of Entry. Flexibility is generally not available, however if you require the inspection to be conducted in the afternoon, this can be arranged by an appointment.

PETS

APPROVED PETS

If you have been approved a pet, or pets, at the property, please ensure you have familiarised yourself with the responsibilities outlined in the Pet Annexure. This includes preventing and/or repairing any damage caused to the structure or cosmetic features of the home (including lawns), registering your pet with the appropriate local council and applying with relevant bylaws and removing droppings on a regular basis.

OBTAINING PERMISSION FOR A PET

If you have not been approved to have any pets at the property but wish to get one, please do not obtain the animal until you have received written permission from us. To make a request to be allowed a pet, please do so in writing to our office. If you obtain a pet without permission, you may be asked to remove the animal from the property permanently.

If you are unsure whether the type of pet you wish to obtain requires approval (eg. a goldfish), please contact our office to discuss.

HELPFUL LINKS & CONTACTS

Police	For Emergency Only, dial 000 For non-Emergency, dial 131 444
Fire Department	Dial 000
Crime Stoppers	1800 333 000
Waste Disposal	Green bins (general waste) – collected weekly by local council Yellow bins (recyclables) – collected fortnightly by local council
Local Councils	Brisbane City Council – 3403 8888 Gold Coast City Council – 3287 2344 Ipswich City Council – 3810 6666 Logan City Council – 3826 5555 Moreton Bay (Caboolture) Regional Council – 3205 0555 Noosa Shire Council – 5329 6500 Pine Rivers Shire Council – 3480 6776 Sunshine Coast Regional Council – 5475 7272
Residential Tenancies Authority	Phone – 1300 366 311 www.rta.qld.gov.au

In conclusion, we hope that you will enjoy your time with us as our valued tenant.

Please do not hesitate to contact the office if you have any cause of concern with respect to your Tenancy.

Yours sincerely,

The Team @

INFINITY PROPERTY SOLUTIONS