



**W A L K E R**  
REAL ESTATE INTERNATIONAL

# RENTING WITH **WALKER**


**RENTER PACK**



# MAINTENANCE


Omnichannel Technology powered by

*Easiest way to send a maintenance request*




Scan QR Code

OR




Email your maintenance requests to **[maintenance@bricksandagent.com](mailto:maintenance@bricksandagent.com)**




SMS your maintenance requests to **0480 019 119**  
*MMS is not available with this service*


*Other ways to send maintenance*




**Whatsapp**  
Send a chat message to  
**+61480019292**





**Phone Call**  
Call our automated voice service  
**+61272018303**



**Messenger**  
[Send us a Facebook chat message](#)




**WeChat**  





**Languages Supported**

English, Chinese (Mandarin), Chinese (Cantonese), Hindi, Arabic, Greek, Spanish, Italian, Punjabi, Tagalog, and Vietnamese


*How does it work?*




**01**  
Send an email or SMS & receive a follow-up message.



**02**  
Fill out an online form. Attach images, videos & provide additional info.



**03**  
The details you provided go straight to your Property Manager.



**04**  
Receive updates about the status of your job to your inbox.

There's no need to download an app - just send your maintenance request.

Our system will automatically match the email or phone number you're sending from to the details registered for the property.

If you update your email address or phone number, just let your property manager know.

# URGENT REPAIRS IN RENTAL PROPERTIES



**Under the Residential Tenancies Act 1997,  
urgent repairs in a rental property are:**

- |   |  |
|---|--|
| • | Burst water service  |
| • | Blocked or broken toilet system  |
| • | Serious roof leak  |
| • | Gas leak   |
| • | Dangerous electrical fault   |
| • | Flooding or serious flood damage   |
| • | Serious storm or fire damage   |
| • | Failure or breakdown of any essential service or appliance provided by a landlord or agent for hot water, water, cooking, heating, or laundering |
| • | Failure or breakdown of the gas, electricity or water supply   |
| • | Any fault or damage in the premises that makes the premises unsafe or insecure   |
| • | An appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted                              |
| • | Serious fault in a lift or staircase.  |

If there is a maintenance issue that falls under any of these points please send  
an SMS ONLY to **0480 019 119**

For all other maintenance requests please send an email to: [maintenance@bricksandagent.com](mailto:maintenance@bricksandagent.com)



# VACATE CLEANING GUIDE



## Final inspection guide to tenant cleaning – bond saver!

To avoid cleaning charges and unnecessary deductions from your bond, it would be in your best interest to ensure that following items are attended to, before returning the keys/vacating the property.

### DAMAGE

- Damage that occurs due to the tenants neglect will be rectified at the tenants cost.

### GENERAL – ALL ROOMS

- All exhaust fans throughout the property to be cleaned
- Air vents to be dusted
- Venetians to be washed thoroughly (if applicable)
- Flyscreens to be removed carefully and hosed or brushed to remove dirt/dust (if applicable)
- Windows and windowsills to be cleaned thoroughly
- Doors and doorframes to be left clean and undamaged
- Marks to be removed from walls with sugar soap or eucalyptus oil.
- Cobwebs to be removed from ceiling cornices & walls
- All light fittings to be cleaned and free from insects
- All globes must be in working condition.
- All floors and skirting boards to be free of dust.
- All ceiling fans throughout to be free from dust (if applicable)
- Clean all mirrors throughout including wardrobe door mirrors (if applicable)
- Drapes to be washed or dry-cleaned according to fabric (if applicable)
- All vertical/ holland blinds to be wiped down on both sides.
- All vertical strings to be attached and secure
- All items on inventory to be accounted for (if applicable)

### KITCHEN

- The oven and griller is to be cleaned. Drip trays to be cleaned of all grease
- Range hood to be cleaned including the filters (where applicable)
- All cupboards to be cleaned inside and out
- Sink taps and disposal unit (if applicable) to be cleaned
- Walls and tiled areas to be free from grease
- All benches and floors to be cleaned and free from grease. The dishwasher is to be

left clean. Wipe over internal door and remove debris from bottom drainer.

- Refrigerator to be defrosted and all surfaces to be cleaned, including shelves and crisper drawers, switch appliance off at wall and leave door ajar (if applicable)

### BATHROOM

- Shower, including the screen to be scrubbed free from soap scum
- Grouting to be free of all soap residue or mildew
- Shower curtain (if applicable) to be washed and shower screen to be cleaned
- All plugholes are to be clean and free from debris
- Mirrors to be wiped over
- All drawers and cupboards to be cleaned
- Toilet to be cleaned thoroughly, including bowl, seat & cistern

### LAUNDRY

- Washing machine and clothes dryer filter to be cleaned out
- Clean under laundry tub and clean plughole
- Cupboards to be cleaned thoroughly inside and out

### CARPETS

- Carpets are to be professionally cleaned if soiled or marked and a carpet receipt produced to our office with the return of the keys. Please note: If you choose not to use our offices' recommended carpet cleaner you could be liable to have the carpets re-cleaned should they not meet our standard of cleanliness.

### OUTSIDE AREAS

- Lawns to be mowed and edges trimmed within 2 days of vacating (if applicable) (DO NOT dump grass clippings or tree off cuts in garden beds or behind sheds)
- Flower beds and pebble areas to be weeded (if applicable)
- No rubbish to be left in the gardens or around the property (if applicable)
- All garbage bins to be emptied and washed cleaned- no household effects to be left for collection beside other bins. If rubbish removal is needed please contact the local council for options prior to vacate date

- Driveways, carports, garages and any concrete areas to be free from oil and grease stains
- Garage floor area to be swept and cobwebs removed
- Cobwebs to be removed from outside eaves, awning & ceilings (where applicable)
- Pool and spa to be cleaned, vacuumed and at the correct pH factor (if applicable)
- Pool equipment to be in accordance with in-going inventory and for security reasons must be stored in the garage, at the time of vacating (if applicable)

### PEST CONTROL

- If pets have been kept on the premises, then you must have the property professionally pest controlled for fleas inside and out and a receipt produced to our office.

### IMPORTANT NOTE

- Disconnect the power / electricity (only once vacate is complete and your property manager gives the go ahead)
- If power is needed to rectify damages or re-cleaning, tenant will be liable for this cost
- Disconnect the telephone
- Redirect mail to your new address at least 7 days prior to your vacate date
- Rent is payable by the tenant until all keys are returned to the office

**“The above cleaning is a guide only and additional cleaning may be required!”**



# NOTICE OF INTENTION TO VACATE THE PROPERTY



## PROPERTY \_\_\_\_\_

As per our Residential Tenancy Agreement I/we \_\_\_\_\_

hereby advise that I/we will be vacating the above property on the \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_.

Our Tenancy Agreement has already expired/will expire on the \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_.

- We are aware that this notice must be given 28 days prior to the vacating date and if we fail to do this, rent will be charged up until 28 days after receipt of this notice. We are also aware that this notice does not take effect until received by our real estate office and signed by all tenants.
- We are aware that rent will be charged up to and including the day we return all keys and remotes to the office.
- Keys must be returned to our office on or before 5 P.M. the following day of the above vacating date or you will incur additional rent at a daily rate.
- I/we advise that I/we will hand over on the \_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_ to your office all keys in our possession, including any keys that we may have duplicated.
- We authorise you to erect a To Let Sign and hereby give your office the permission under the Residential Tenancies Act to show prospective tenants the property during the final 14 days of the notice period. We agree to pay the rent up to and including the vacating date and to have the property completely vacated by the above date. We will have the property clean and tidy as per the cleaning guide for your inspection.
- We are aware that our names will be recorded with the National Tenancy Database if we fail to leave the property in good repair or vacate with an outstanding debt to the agent or landlord.

|                          |        |      |
|--------------------------|--------|------|
| Current Home Number      |        |      |
| <b>SIGNED (Tenant 1)</b> |        | Date |
| Forwarding Address       |        |      |
|                          | Mobile | Work |
| <b>SIGNED (Tenant 2)</b> |        | Date |
| Forwarding Address       |        |      |
|                          | Mobile | Work |
| <b>SIGNED (Tenant 3)</b> | :      | Date |
| Forwarding Address       |        |      |
|                          | Mobile | Work |

## REASON FOR VACATING THE PROPERTY

\_\_\_\_\_  
\_\_\_\_\_





# NOTICE OF INTENTION TO BREAK TENANCY AGREEMENT



## PROPERTY \_\_\_\_\_

This is to confirm that I/we \_\_\_\_\_  
hereby advise that I/we wish to break my/our Tenancy Agreement. Could you please list the property for rent and assist in locating a new suitable tenant. For this service I/we agree to pay all reasonable reletting costs, being advertising and a letting fee as stated office in our Residential Tenancy Agreement.

**Letting Fee \$ \_\_\_\_\_ + GST**

**Maximum Advertising Expense \$ \_\_\_\_\_**

**I/we are able to vacate the property with \_\_\_\_\_ days notice.**

- I/we are aware that our Tenancy Agreement does not expire until the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.  
I/we understand that we are responsible for all rental payments until another suitable tenant is found. I/we also understand that a new Tenancy Agreement has to be signed and be legally enforceable with the new incoming tenants for our intention to Break Tenancy Agreement to be granted.
- I/we hereby authorise you to erect a To Let Sign and to show prospective tenants the property.
- I/we agree to pay the rent up to and including the vacating date and to have the property completely vacated by the vacating date. I/we will have the property clean and tidy as per the cleaning guide for your inspection.
- I/we are aware that our names will be recorded with the National Tenancy database if I/we fail to leave the property in good repair or vacate with an outstanding debt to the agent or lessor. As per our hereby advise that I/we will be vacating the above property on the \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

|                          |        |      |
|--------------------------|--------|------|
| Current Home Number      |        |      |
| <b>SIGNED (Tenant 1)</b> |        | Date |
| Forwarding Address       |        |      |
|                          | Mobile | Work |
| <b>SIGNED (Tenant 2)</b> |        | Date |
| Forwarding Address       |        |      |
|                          | Mobile | Work |
| <b>SIGNED (Tenant 3)</b> |        | Date |
| Forwarding Address       |        |      |
|                          | Mobile | Work |

## REASON FOR VACATING THE PROPERTY

\_\_\_\_\_  
\_\_\_\_\_



# MODEL RULES FOR AN OWNERS CORPORATION



## 1 Health, safety and security

- 1.1 Health, safety and security of lot owners, occupiers of lots and others.
- A lot owner or occupier must not use the lot, or permit it to be used, so as to cause a hazard to the health, safety and security of an owner, occupier, or user of another lot.
- 1.2 Storage of flammable liquids and other dangerous substances and materials
- (1) Except with the approval in writing of the owners corporation, an owner or occupier of a lot must not use or store on the lot or on the common property any flammable chemical, liquid or gas or other flammable material.
- (2) This rule does not apply to—
- (a) chemicals, liquids, gases or other material used or intended to be used for domestic purposes;
- or
- (b) any chemical, liquid, gas or other material in a fuel tank of a motor vehicle or internal combustion engine.
- 1.3 Waste disposal
- An owner or occupier must ensure that the disposal of garbage or waste does not adversely affect the health, hygiene or comfort of the occupiers or users of other lots.

## 2 Management and administration

- 2.1 Metering of services and apportionment of costs of services
- (1) The owners corporation must not seek payment or reimbursement for a cost or charge from a lot owner or occupier that is more than the amount that the supplier would have charged the lot owner or occupier for the same goods or services.
- (2) If a supplier has issued an account to the owners corporation, the owners corporation cannot recover from the lot owner or occupier an amount which includes any amount that is able to be claimed as a concession or rebate by or on behalf of the lot owner or occupier from the relevant supplier.
- (3) Subrule (2) does not apply if the concession or rebate—
- (a) must be claimed by the lot owner or occupier and the owners corporation has given the lot owner or occupier an opportunity to claim it and the lot owner or occupier has not done so by the payment date set by the relevant supplier; or
- (b) is paid directly to the lot owner or occupier as a refund.

## 3 Use of common property

- 3.1 Use of common property
- (1) An owner or occupier of a lot must not obstruct the lawful use and enjoyment of the common property by any other person entitled to use the common property.
- (2) An owner or occupier of a lot must not, without the written approval of the owners corporation, use for his or her own purposes as a garden any portion of the common property.
- (3) An approval under subrule (2) may state a

period for which the approval is granted.

(4) If the owners corporation has resolved that an animal is a danger or is causing a nuisance to the common property, it must give reasonable notice of this resolution to the owner or occupier who is keeping the animal.

(5) An owner or occupier of a lot who is keeping an animal that is the subject of a notice under subrule (4) must remove that animal.

(6) Subrules (4) and (5) do not apply to an animal that assists a person with an impairment or disability.

## 3.2 Vehicles and parking on common property

An owner or occupier of a lot must not, unless in the case of an emergency, park or

leave a motor vehicle or other vehicle or permit a motor vehicle or other vehicle—

(a) to be parked or left in parking spaces situated on common property and allocated for other lots; or

(b) on the common property so as to obstruct a driveway, pathway, entrance or exit to a lot; or

(c) in any place other than a parking area situated on common property specified for that purpose by the owners corporation.

## 3.3 Damage to common property

(1) An owner or occupier of a lot must not damage or alter the common property without the written approval of the owners corporation.

(2) An owner or occupier of a lot must not damage or alter a structure that forms part of the common property without the written approval of the owners corporation.

(3) An approval under subrule (1) or (2) may state a period for which the approval is granted, and may specify the works and conditions to which the approval is subject.

(4) An owner or person authorised by an owner may install a locking or safety device to protect the lot against intruders, or a screen or barrier to prevent entry of animals or insects, if the device, screen or barrier is soundly built and is consistent with the colour, style and materials of the building.

(5) The owner or person referred to in subrule

(4) must keep any device, screen or barrier installed in good order and repair.

## 4 Lots

### 4.1 Change of use of lots

An owner or occupier of a lot must give written notification to the owners corporation if the owner or occupier changes the existing use of the lot in a way that will affect the insurance premiums for the owners corporation.

#### Example

If the change of use results in a hazardous activity being carried out on the lot, or results in the lot being used for commercial or industrial purposes rather than residential

## 5 Behaviour of persons

### 5.1 Behaviour of owners, occupiers and invitees on common property

An owner or occupier of a lot must take all reasonable steps to ensure that guests of the owner or occupier do not behave in a manner likely to unreasonably interfere with the peaceful enjoyment of any other person entitled to use the common property.

### 5.2 Noise and other nuisance control

(1) An owner or occupier of a lot, or a guest of an owner or occupier, must not unreasonably create any noise likely to interfere with the peaceful enjoyment of any other person entitled to use the common property.

(2) Subrule (1) does not apply to the making of a noise if the owners corporation has given written permission for the noise to be made.

## 6 Dispute resolution

- (1) The grievance procedure set out in this rule applies to disputes involving a lot owner, manager, or an occupier or the owners corporation.
- (2) The party making the complaint must prepare a written statement in the approved form.
- (3) If there is a grievance committee of the owners corporation, it must be notified of the dispute by the complainant.
- (4) If there is no grievance committee, the owners corporation must be notified of any dispute by the complainant, regardless of whether the owners corporation is an immediate party to the dispute.
- (5) The parties to the dispute must meet and discuss the matter in dispute, along with either the grievance committee or the owners corporation, within 14 working days after the dispute comes to the attention of all the parties.
- (6) A party to the dispute may appoint a person to act or appear on his or her behalf at the meeting.
- (7) If the dispute is not resolved, the grievance committee or owners corporation must notify each party of his or her right to take further action under Part 10 of the Owners Corporations Act 2006.
- (8) This process is separate from and does not limit any further action under Part 10 of the Owners Corporations Act 2006.

