

Tenant Information

In Queensland, people who rent housing are covered by the law – the Residential Tenancies and Rooming Accommodation Act 2008 (The Act). The Act sets out the rights and responsibilities of tenants and lessors. It describes what you and the lessor/agent can and can't do, how to address issues that may arise during the tenancy, and explains what happens if the lessor/agent or tenant breaks the law. At Dowling Neylan Real Estate, we are educated in all of the relevant legislation, so you don't have to worry.

General Advice

We want to find you a home. At Dowling Neylan Real Estate our dedicated team is focused on finding you a property. All our properties can be seen on our website or realestate.com.au

Once you have found the home

It is essential that each person who wishes to reside in the property complete an application form in full. (See our application form available on our website).

Securing your Tenancy

Once the application has been approved, you will need to come into the office within 24 hours and sign your tenancy agreement as well as pay your first two weeks rent. Prior to moving in you will be required to pay a full bond of 4 times the weekly rental (paid in the same method as your first two weeks rent).

Condition Report

This is a very important form when you are moving into a rental property. It must be filled out by both the tenant and agent to ensure both parties agree to the condition of the property. Please return the completed condition report to us within 3 days of moving in.

Occupancy

Only the people originally included on your application and approved by the owner can reside at the property permanently. If a new tenant wishes to replace an existing tenant or be added to the lease, they are required to go through the same tenant approval process. Tenancy applications forms are available from our website, please have them fill this out and submit to our office. They are fully subject to the owner's decision to approve or decline.

Office Hours

Our office is open weekdays 8.30am – 5.00pm. Should you wish to see your property manager, please contact our office to make an appointment time that is suitable for both parties on 07 54473855.

Paying rent

We have a few options to pay rent, however we do not accept cash at our office for security reasons. Rent is payable in advance and should reach our office on or before the due date.

Repairs and requests

We ask that you report any matters requiring repairs or requests immediately to avoid the risk of injury or damage to the rented property. Notification of any maintenance needs to be in writing. Any maintenance problem arranged by the tenant outside our normal business hours will be at the tenant's cost unless it is proven to be an emergency. Please complete the repair request form found on our website or email us to report a maintenance problem.

Contents Insurance

Please be aware that the lessor's property insurance does not cover your personal belongings and it is in your interest to obtain contents insurance in case of damage or theft.

Pets

Unless a pet is specifically approved on your lease, pets will not be allowed at the property without prior approval in writing.

Gardens

As stated in your Tenancy Agreement, you are responsible for the lawns and gardens unless specified beforehand in writing. This means watering, weeding, trimming and mowing. Seek advice from your property manager before removing any plants or pruning large bushes/trees, and take note of relevant water restrictions. We are happy to recommend a garden maintenance tradesperson if you would like to accept responsibility for costs.

Routine Inspections

We carry out routine inspections on all our properties every four months and will advise you in writing prior to the inspection date. General photos will be taken of both the inside and outside of the property to be kept in our office file. The inspections are always a good opportunity to point out any maintenance problems or other concerns you may have. If you are not present, we can access the property with our spare keys.

Breaking of tenancy agreement

If circumstances occur where you need to break your tenancy agreement the following conditions will apply:

- The tenant is responsible for and must pay rent until the property is re-let to a suitable tenant through our normal office procedures for re-letting; or until the end of the tenancy agreement, whichever is the sooner.
- The tenant must pay for reasonable re-letting fees being equal to the first weeks rent + GST.
- It is best to be upfront with your property manager and give as much notice as possible.

Giving Notice

The tenant agrees that when giving notice it must be in writing on the prescribed form (RTA Form 13 – Notice of Intention to Vacate) and handed or emailed to our office. Two weeks written notice is required.

For further advice we recommend contacting the below tenancy services and authorities.

Residential Tenancies Authority (RTA)

Phone: 1300 366 311

Website: www.rta.qld.gov.au