

RAINE & HORNE CALOUNDRA

THE SENSIBLE SOLUTION TO PROPERTY MANAGEMENT



RE: **Permanent Rental:**

Thank you for contacting us regarding the leasing and management of your investment property.

I have enclosed a copy of our property management proposal for your perusal. This will provide you with a good understanding of how we operate and our commitment to quality service and communication.

Our service philosophy is simple – *to look after your property as if it were our own.*

This means always selecting the best quality tenants, achieving the highest possible market rent, ensuring that your property is maintained in excellent condition and providing you with prompt, personalised service at all times.

Our comprehensive service takes the day-to-day running of your property investment off your shoulders. We deal directly with the tenants on your behalf. In essence we make owning an investment property a simple, painless and profitable experience.

The legislation governing property management is ever changing and we make it our priority to ensure our staff are trained in the latest techniques to minimise your liability and meet all legal requirements.

I hope this information provides you with a clearer picture of the experience you will have as a **RAINE AND HORNE** client.

I look forward to doing business with you

Kind regards



Sandra Conradi
On behalf of the
Raine & Horne Caloundra
Property Management Division

Service, Excellence, Standards and Guarantees

Marketing your Property for Lease.

- ✓ We erect a "For Rent" sign on our property within 2 days of listing (if signs are permitted).
- ✓ We will place a listing for your property on all the real estate websites that we subscribe to and each listing will include at least 3 photographic images of the property.
- ✓ Your property will be accurately described and advertised in the newspapers (as mutually agreed between us).
- ✓ We will conduct an unlimited number of inspections of your property (subject to access provided to us by any existing tenant) and at least 1 weekly Open for Inspection until the property is leased.
- ✓ All property inspections will be carried out by our representative :we do not give out keys to prospective tenants.
- ✓ We will update you on the status of your available property twice weekly and provide you with a weekly marketing report until such time as the property is leased.

Leasing your Property

- ✓ All information and references provided by tenancy applicants will be verified by us within 1 working day of receipt.
- ✓ All tenancy applicants will be screened on the national tenancy database that we subscribe to.
- ✓ Unless you instruct otherwise, all potentially suitable tenancy applications will be referred to you for a decision.
- ✓ Subject to the tenancy commencement date and the tenant's availability, we will prepare the tenancy documentation within 2 working days of tenancy approval.

Rent Collection

- ✓ We have a zero tolerance rent arrears policy.
- ✓ Rent must be paid to Raine & Horne by direct debit or direct credit
- ✓ We will follow up all rent payments in accordance with:
 - our fully documented arrears process, and
 - the requirements of the relevant legislation
- ✓ Should your tenant get to 14 days in arrears, we will contact you to seek your instructions regarding possible termination of the tenancy.
- ✓ Should termination of the tenancy be necessary, we will keep you informed throughout the legal process.
- ✓ You will be advised within 1 working day of outstanding rent (arrears) having been paid by the tenant – in this case we can do a special disbursement to you if instructed.

Rent Monies

- ✓ All monies received by us will be banked into your nominated bank account, within 2 working days of our rent statement close off date.
- ✓ We can provide you with 2 rent payments per month (15th and 30th) if required.

Repairs and Maintenance

- ✓ All non urgent repair requests from tenants will be attended to within 2 working days of receipt.
- ✓ We will not arrange any repairs to your property without your knowledge and approval (unless the repair is defined as 'urgent' under the Residential Tenancies Act or you have nominated otherwise).
- ✓ We will attend to any 'urgent' repair request within 4 hours of receipt.
- ✓ All reasonable steps will be taken to obtain the best pricing for your repairs and maintenance.
- ✓ We will only use appropriately licensed and insured tradespeople for any repairs or maintenance work to your property.
- ✓ We will provide you with a copy of invoices for all work arranged on your behalf for the property.

Tenancy Agreement Renewals

- ✓ We will review the tenancy agreement for your property 90 days prior to it's expiry.
- ✓ Unless you instruct otherwise, we will offer the tenant a renewal of tenancy agreement for the same period as the initial agreement at the same rent (or a higher rent if the market justifies it).
- ✓ When tenant advises us of their intentions of renewal/or not - You will be advised

Periodic Inspections

- ✓ We will carry out at least 4 periodic inspections of your property each year and provide you with a detailed report each time – the first being within 6 weeks after the tenant moves in.

Vacating

- ✓ On receipt of a vacating notice by a tenant , we will:
 - advise you by phone, fax or email
 - confirm the details in writing to both you and the tenant
 - list the property on our website and put the agreed advertising plan into effect within 1 working day
 - prepare all necessary vacating documentation
 - Arrange access for viewings by prospective tenants.

After the tenant vacates the property:-

- process the tenant's rental bond refund within 2 working days of agreement being reached

- if deductions from the rental bond are considered necessary, full details will be provided to both you and the tenant
- Complete all necessary documentation to finalise the rental bond within a further 2 working days.

Property Outgoings and Rent Statements

- ✓ All agreed property outgoings will be paid on your behalf prior to the due date (subject to the availability of funds).
- ✓ Your Rental Statement will be sent to you within 2 working days of our monthly close off date or 15th Month for mid month disbursement.
- ✓ Your Rental Statement will be personally checked by The Principal prior to being forwarded to you.
- ✓ We will provide you with an accurate Annual Income and Expenditure Statement at the end of the Financial Year **at no charge**

General Communication

- ✓ Our office hours are 8.30am – 5.00pm Mon to Thurs
8.30am - 4.30pm Friday
8.30am – 4.00pm Sat
- ✓ During office hours - we will respond to:
 - telephone messages within 4 hours
 - email within 24 hours
 - fax within 24 hours
 - mail within 48 hours

We will promptly advise you of any pertinent matters affecting your property or the tenancy.

Complaints

- ✓ Tenant's complaints received in writing (i.e. fax, letter, email) will be acknowledged within 1 working day
- ✓ All complaints will be formally recorded and responded to within 2 working days

Documentation

- ✓ We will ensure that all documentation is accurate and complete.
- ✓ All property condition reports will be comprehensively and accurately completed – including photos
- ✓ Copies of all relevant documents that we sign on your behalf as agent will be forwarded to you (unless you instruct otherwise).

Personal Information

The highest standards of honesty, integrity and professional practice will be conducted in compliance with the **Property Agents & Motor Dealers Real Estate Practice Code of Conduct**.

- ❖ Our fee for Management Service
- ❖ We charge 8% + GST Which is comprised of:
 - ❖ Rent Collection....5% of total rent + GST
 - ❖ Management Fee....3% of total rent + GST
 - ❖ Account fee \$5 per month +GST (same for multiple properties)
 - ❖ Let Fee – equivalent to one weeks rent (rollover tenancies have no let fee – no lease renewal fee)
 - ❖ Owner incentives – Owner referral – free management for 3 months for each 12 month management.
- ❖ Multiple properties – 7.5%+ GST permanent property
- ❖ management

The Team that delivers Results:

Paula Christiansen – A 10 year legal background sees Paula responsible for preparation of leases, negotiations with tenants on renewals and tenancy matters. Her diligent and stern approach to rent arrears combines with a pleasant but firm approach to tenant/owner tenancy matters. A client orientated focus sees Paula take charge of all the R & H rental department administration tasks. Her attention to detail ensures that no stone is left unturned when attending to insurance claims and court appearances to maximise the chance of a positive result on your behalf. Paula has been with Raine & Horne for nearly 6 years and is part of the success and guaranteed service of our team .

Sandra Conradi – Brings a comprehensive knowledge of property management to the team, with 6 years experience in the industry, and 7 years experience in retail customer service. Sandra's main focus in the team is marketing and new business and is responsible for advertising and marketing properties, gaining new business and ultimately putting tenants in your property. Experience in the real estate industry is paramount to delivering a service that will give you the lessor the confidence that one of your major investments is being managed properly.

"Property Management is not just a job for me it's a career. If you are a first time investor or seasoned landlord, do you feel satisfied your rental property is been maintained to an acceptable standard by tenants? I pride myself on finding suitable tenants for your investment. Our landlords sleep easy every night with property management services available 7 days a week. If you're looking for Premium Property Management please do not hesitate in contacting me anytime. I will ensure your needs are catered for."

Anthea Cush - Anthea has 6 years experience in property management having completed her Certificate IV in Real Estate (Property Management) through the REIQ. She has worked in a number of different property management businesses on the Sunshine Coast and as such is able to bring a wealth of experience to Raine and Horne. Her role is to ensure that each property is inspected every three months to make sure they are being well maintained. She will also look after any maintenance issues which arise at these inspections or when a tenant reports any issues between inspections.

She will liaise between the landlords, tenants and tradespeople to ensure that the work is completed professionally and cost effectively. She also assists in the payment of accounts and oversees some compliance aspects of the business in order to minimise risk and loss to owners.

Anthea prides herself in her attention to detail and customer service and she has an excellent manner in dealing with tenants and owners will find her a professional and knowledgeable person to deal with.

Samantha Johnston- Samantha has been with Raine and Horne on a traineeship for 14 months and has just completed her course in Property Management. Samantha assists the property management department with filing, administration tasks and general duties. She is a bright girl with ambition and initiative who is working under the supervision of more experienced staff to back them up and help where necessary.

R & H Caloundra Permanent Rental Service Guarantee:

Permanent Property:

Date:

The client upon entering into a "Permanent" agency agreement with R&H Caloundra will expect the following service guarantee from "Date of Agreement":

Principal thank you call:	24 hrs	y/n
Corflute Rental sign:	48 hrs	y/n
Photos:	2 days	y/n
Front counter rental list:	1 days	y/n
Entry Condition Report (<i>prior to tenancy</i>):	1 days	y/n
Property listed on Wesite:	3 days	y/n
Owner sent marketing for approval:	3 days	y/n
Ist inspection: (From Lease date)	35 days	y/n
Routine inspection report:	13 weekly	y/n
Rent arrears notification	8 days	y/n
Response to maintenance requests:	24 hrs	y/n
EOM disbursement to owners within:	48 hrs	y/n

The client has the right to issue a "show cause" notice to the agency if the agent has not completed "any" allotted action within 24 hours of the allotted time. The Agency has 24hours to address any outstanding action. The client may terminate the appointment by giving 24 hours notice in writing if the outstanding action still has not been completed within 24 hours of the show cause notice. This agreement is subject to weather, access to the property.

Property manager: _____

Signature: _____

Principal: _____

Testimonials – A Guarantee of Service

To Paula,

My heartfelt thanks to you for a job well done. It was a great relief to find my home had been so well cared for in my absence. It was good to get positive feed back while I was travelling and know the management, I had chosen were very capable.

Owner - left her own home fully furnished in Aroona while travelling around Australia

Best ever. Thanks for managing the property for us. Seems we have got the tenants from heaven!!

Family –currently living in UK- left the family home for a couple of years

Dear Sandra& Paula

Thank you for your Routine Condition Report on our property at the above address. Your property management is really first class & makes up for the many years of passive management by former owners/ managers . Thank you for your ongoing support.

Owners living in (Brisbane) - Currimundi investment property –

Raine & Horne – Sandra and Paula

Since acquiring our property in Caloundra in November 2004, we have found Raine & Horne very helpful in the management of that property.

We engaged Raine & Horne to undertake the management role in the rental of the property. They interviewed, screened and provided a short list of tenants for our final approval.

Having established the appropriate people to occupy the premises, Raine & Horne have successfully managed the ongoing rental and maintenance requirements that are necessary for an uncomplicated and mutually beneficial tenancy relationship. They have provided regular reports on the condition of the premises together with effective management of maintenance contractors.

We have been quite pleased with their performance

Regards

Rene & Margaret Govers (Victoria)

DRESS YOUR PROPERTY FOR MAXIMUM RETURN



First impressions really do count. When properties are listed for rent prospects will often do a drive by prior to booking an inspection. Exterior and Interior presentation is important in a market where there is choice. Listed below are a few practical ways in which you can make instant, positive impressions which go a long way towards ensuring a maximum return for your investment. An impeccable presentation at the onset of a tenancy ensures the property being returned in the same condition at the completion of a tenancy.

Exterior presentation:

- Low maintenance lawns /gardens- mulched/rocks limited amount of trees.
- Pathway/tiles/pavers clean and weed free
- Fences/Gates – repaired and in good condition
- Pools – ensuring pool meets council compliancy and regulations
- Suggest monthly pool maintenance included in rent(tenant pays for chemicals)
- Kreepy Krawly and pool cleaning equip. eg. Scoop, pole and brush included with pool

Inside Presentation:

- If Fully Furnished – remove clutter – only basics – remove bed covers and pillows- simple furniture all in working order – mattress protectors included
- Clean to include windows/tracks/screens – carpet cleaned
- Curtains clean – no missing hooks – verticals clean chains and wands intact
- Bathrooms – grout clean mould free- silicone intact- shower screens working and scale free
- Supply picture hooks in each room eg. One or two in each room – no others can be installed.

Maintenance:

- Tap/shower washes all working
- TV antennae in good working order
- Sliding glass/screen doors rollers in good working order
- Screen mesh intact
- Lights – all bulbs in working order
- Safety switch and smoke alarms installed
- All lockable doors – keys and locks in working order

Landlord Preferred Policy



terri scheer

The Terri Scheer Landlord Preferred Policy is specifically designed for landlords and provides extra cover for your property including:

Loss of rent

- Premises left untenable due to malicious damage to the building and contents for a minimum of 7 days - Up to 52 weeks rent
- Prevention of access - Up to 52 weeks rent
- Absconding tenants - Up to 6 weeks rent
- Defaulting payments resulting in eviction of your tenant by Court Order - Up to 15 weeks rent
- Failure to give Vacant Possession following the issue of a court order - Up to 28 weeks rent
- Death of a Tenant (under a sole tenancy) - Up to 15 weeks rent
- Tenant Hardship (when Court awards a tenant a release from a lease obligation due to hardship) - Up to 4 weeks rent

Legal Expenses - Up to \$5,000

Representation Costs - Up to \$500

The policy provides financial security so you still have income from your property to meet your expenses. NB: Weekly rent is limited to \$1,000 unless previously agreed.

Loss or damage – Building (limited cover)[†]

- Accidental loss or damage (see policy wording for full details)
- Malicious damage to the structure of the building by tenants, their family and/or invitees
- Theft, or damage due to theft, to the structure of the building by tenants, their family and/or invitees.

Tax Audit: The policy pays professional fees incurred in response to an investigation or audit of your financial or taxation affairs initiated by an authorised government authority in relation to your rental property, and following the lodgement of a return.

- Professional fees: up to \$1,000 per audit.

Loss or damage – Contents[†]

- The policy covers general household contents owned by you or for which you are legally responsible and that you provide for use by your tenants including curtains, carpets, blinds, light fittings and furniture. These items are covered against loss resulting from:
 - Accidental loss or damage
 - Malicious damage by all persons, including tenants
 - Theft, riot and civil commotion
 - Fire, explosion, lightning and earthquake
 - Breakage of fixed glass in freestanding furniture
 - Storm and rainwater
 - Water damage (excluding flood)
 - Impact damage, leakage of oil
 - Fusion to electric motors - limit \$2,000

[†]The policy will repair or replace damaged items under the Building (limited cover) or Contents section of the Policy to a maximum combined amount of \$45,000 unless otherwise agreed.

Legal liability

- This policy will cover your legal liability as a landlord for an occurrence which causes:
 - Damage to other people's property
 - Death or bodily injury to other people

Limit of indemnity \$20,000,000

Domestic Workers Compensation (WA only):

The policy covers your exposure to provide workers compensation cover if you employ a domestic worker on the rented property.

Excess Chart

Region where claim is made

Type of claim	SA / WA / VIC / ACT / TAS / NSW	NT	QLD
Loss of rent	No Excess	No Excess	\$180*
Malicious damage	\$350	\$600	\$250
Accidental loss or damage	\$350	\$600	\$250
Earthquake	\$200	\$200	\$200
Other claims	\$100	\$100	\$100

*Absconding and defaulting tenants only.

Policy Premiums*

Region	Premium	Region	Premium
South Australia	\$234	Tasmania	\$205
Western Australia	\$234	New South Wales	\$325
Victoria	\$256	Northern Territory	\$255
ACT	\$285	Queensland	\$255

*Price subject to change.

Before you apply, it is important that you read and consider the Product Disclosure Statement (PDS) and Policy Wording carefully, to make sure that you are aware of your contractual rights and obligations, the limitations on cover, and that the policy gives you the cover that you need. The Product disclosure statement can be obtained by calling Terri Sheer Insurance Pty Ltd on 08 8132 3100 or visiting www.terrischeer.com.au.

This policy is underwritten by Vero Insurance Limited
ABN 48 005 297 807 AFS Licence No: 230859



terri scheer

insurance pty ltd

ABN 76 070 874 798 AFS Licence No. 218585
www.terrischeer.com.au

sa, nt, tas
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Level 1 159a Glenferrie Road, Malvern VIC 3144
PO Box 5319, Chatswood West, NSW 1515
PO Box 1775, Sunnybank Hills QLD 4109

t 08 8132 3100 f 08 8363 3811
t 08 9361 6822 f 08 9361 7608
t 03 9576 2533 f 03 9576 2544
t 02 9978 9477 f 02 9978 9577
t 07 3216 9555 f 07 3216 9500



Fact sheet



Residential Tenancies Act 1994

Smoke Alarms

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.

(see easy reference table overleaf for specific details)

Background:

Laws about smoke alarms, passed by Parliament in November 2006, are covered by amendments to the *Fire and Rescue Service Act 1990* and came into effect on 1 July 2007. Tenants and lessors have obligations in relation to:

- installation of smoke alarms
- responsibility for testing and cleaning
- responsibility for replacing batteries.

The *Residential Tenancies Act 1994* has also been amended to allow grounds for entry to the rental premises by the lessor to install and maintain smoke alarms. These amendments fall under entry provisions (s109 of the *Residential Tenancies Act 1994*) allowing lessors to give a 24 hour entry notice for the purposes of entry to comply with the *Fire and Rescue Service Act 1990* in relation to smoke alarms.

For more information about the obligations for the installation and maintenance of smoke alarms in rental premises visit the Queensland Fire and Rescue Service website www.fire.qld.gov.au or call their Information Hotline on 1300 369 003.

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.

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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 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 amendments to 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

Residential Tenancies Act 1994

Water Charging

New laws allow lessors (landlords) to pass on the full water consumption costs to tenants provided ALL the minimum criteria have been met.

What are the minimum criteria for water charging?

Lessors will be able to pass on the full water consumption costs 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.

What is a water efficient rental premises?

Water efficient rental premises are where required internal cold water taps, showerheads and toilets meet the performance standards for a *3 star WELS rating or higher. These water efficiency levels may be achieved through installing 3 star WELS rated products or through the use of 'add on' devices, such as aerators or flow restrictors.

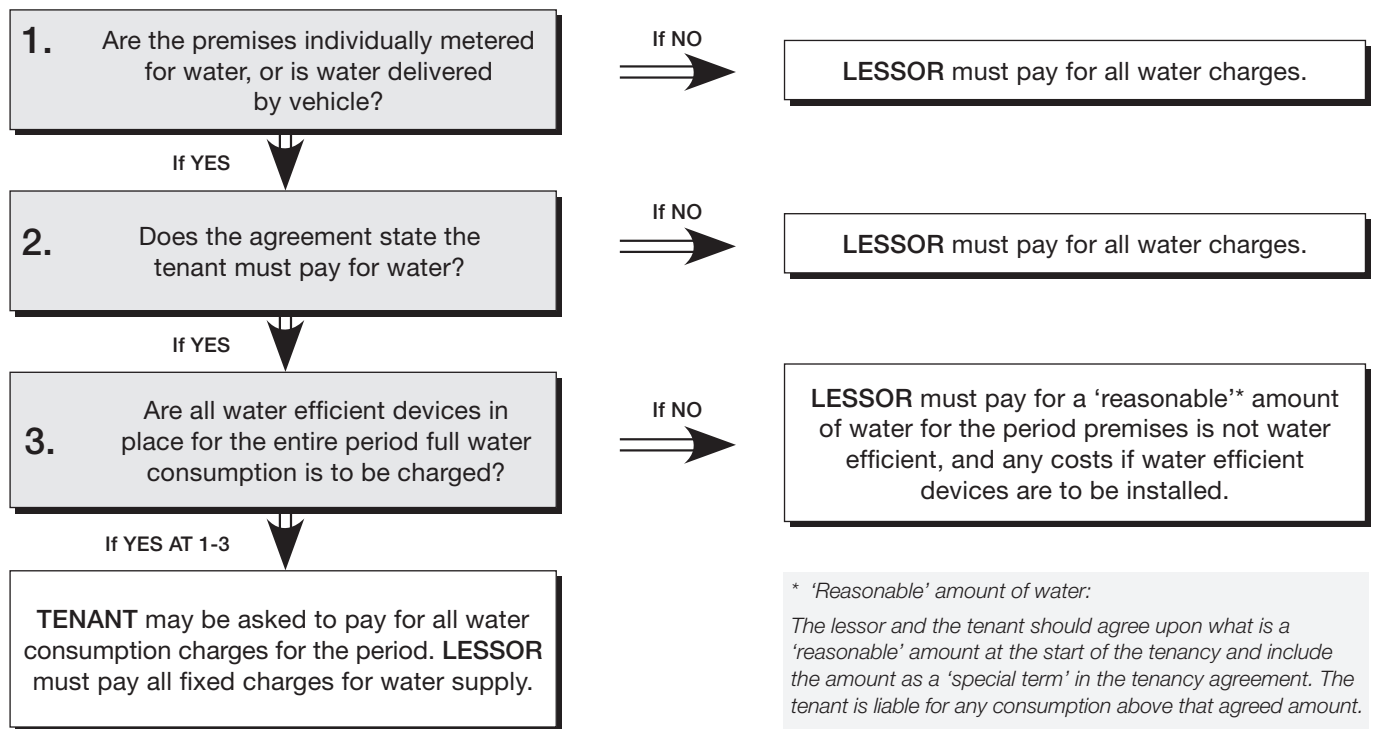
Water efficient devices	* Minimum water efficient standard required
• Internal cold water taps and single mixer taps (excluding bathtub taps and taps for appliances)	Must have a maximum flow rate of 9 litres per minute.
• Showerheads	Must have a maximum flow rate of 9 litres per minute.
• Toilets	Must have a dual flush function that does not exceed 6.5 litres on full flush and 3.5 litres on half flush and has a maximum average flush volume of 4 litres (based on the average of 1 full flush and 4 half flushes).

*For more information about the WELS scheme visit www.waterrating.gov.au

When can a lessor start charging tenants once these criteria are met?

From 1 April 2008	<ul style="list-style-type: none">• if tenants are currently on a periodic agreement.• if tenants sign a new agreement (fixed or periodic) on or after 1 April 2008. <p>Note: If the periodic agreement doesn't say the tenants are to pay for the water consumption, the lessor/agent cannot require the tenant to pay unless both parties sign any changes to the existing agreement or enter into a new agreement.</p>
From 1 April 2009 OR the expiry of the agreement, whichever occurs first	<ul style="list-style-type: none">• if tenants are currently on a fixed term agreement signed before 1 April 2008. <p>Note: If the fixed term tenancy starts before 1 April 2008 lessors/agents cannot include a 'special term' to allow tenants to be charged for water from 1 April 2008. A new agreement will need to be made on or after 1 April 2008.</p>

Who pays for water in a rental premises?



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 the local government (council) about average water consumption in the local area.
- Water billing periods are unlikely to align with tenancy agreements. It's important that both the tenant and the lessor/agent make a note of the water meter readings at the start and end of the tenancy (on the Entry and Exit Condition Reports) to help calculate water consumption.
- Tenants will not be billed directly by water supply authorities for water.
- Lessors will receive the water bill, pay for the full amount and should provide their tenants with a copy of any water bills or evidence of water consumption figures to verify the amount the tenant is to be charged.
- Tenants have one month in which to pay the agreed amount for water consumption after the lessor provides evidence of the costs to the tenant. The lessor/agent cannot 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.

Lessors can access the Home Water Wise Service (SEQ only) www.homewaterwise.com, or Home and Garden Water Wise Rebates Scheme www.nrw.qld.gov.au. Water saving tips can be found on the Queensland Water Commission website www.qwc.qld.gov.au.

The *Residential Tenancies Act 1994* is the primary source material on the law and takes precedence over this Fact Sheet should there be any inconsistency between the Act and this Fact Sheet.

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

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