

We are happy to welcome you to MPM as a new and valued Tenant.

Moving can be an exhausting and stressful time! We hope that the relocation and unpacking process is as quick and easy as possible so you can relax and enjoy your new home.

On behalf of the Lessor, our office is keen to ensure the Property is maintained throughout your tenancy, so please don't hesitate to advise us of any problem so we can be of assistance or quickly remedy the situation.

We are here to help!

Your selected Property Manager can be contacted on ph. 1300 985 852 or emailed on the below:

- Patrick Kelly** | Senior Property Manager – pkelly@mosaicproperty.com.au
- Rachel Morgan** | Senior Property Manager – rmorgan@mosaicproperty.com.au
- Amanda Dunn** | Property Manager – adunn@mosaicproperty.com.au
- Jessica Baker** | Property Manager – jbaker@mosaicproperty.com.au

MPM OFFICE HOURS & PREFERRED METHOD OF CONTACT

- Monday to Friday from 8.30am to 5.00pm
- CLOSED Saturday and Sunday
- **Email** is the most effective and quickest contact method.
- **Telephone** – please feel free to contact our office and any left messages will be returned when available.
- Please contact our office to **arrange an appointment** time should you wish to see a Property Manager.

MPM EMERGENCY REPAIRS AND GENERAL MAINTENANCE

Please be advised that all maintenance must be logged through our maintenance managing platform (Maintenance Manager).

Here's a few of the benefits of using the FREE App and/or Web Portal

- ✓ After the first login you don't need to remember your password
- ✓ You can log and check the status of any maintenance task 24/7 on your Smart Phone, Tablet or Computer
- ✓ You will save time logging requests and can attach photos or files to make it easier for us to assess the issue
- ✓ You can type in a description (or speak it in, if your device has voice recognition)
- ✓ You can add notes anytime to a request simply and easily
- ✓ You can use the App on more than one device

EMERGENCY REPAIRS – Emergency repairs include such situations as (ph. 1300 985 852 to report immediately or log via your FREE App):

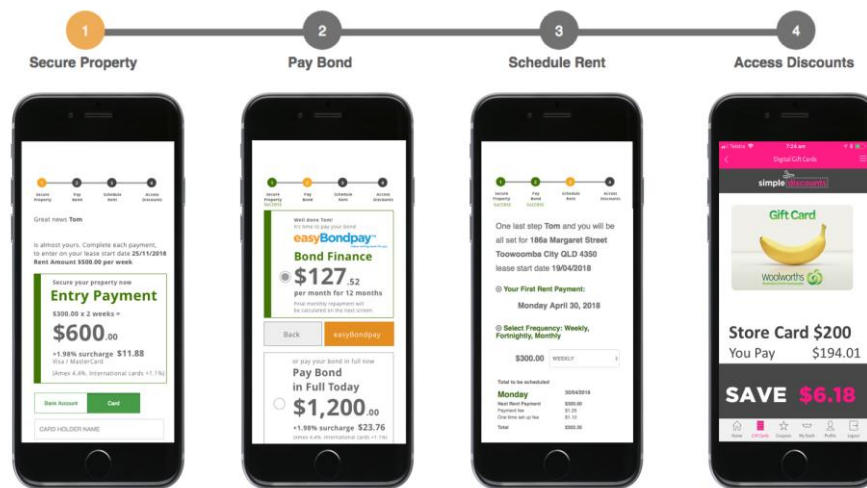
- Blocked or broken toilet
- Fault/damage likely to cause injury
- Burst water service
- Gas leak
- Serious roof leak
- Electrical shock/fault



GENERAL TENANCY INFORMATION

- **ENTRY CONDITION REPORT (paperless report via Inspection Express)** – Please review, electronically sign all pages including the photographs and digitally return to our office within 3 days of the lease start date.
- **ROUTINE INSPECTIONS** are completed by the Property Managers 2 or 3 times per year. You will be notified in writing with a Form 9 Entry Notice a minimum of 7 days prior. Photographs will be taken for preventative maintenance purposes during these inspections and will not be used for advertising.
- **LOCKED OUT OFFICE HOURS** you can collect our office set of keys during office hours and return them within the hour.
- **LOCKED OUT AFTER HOURS** you can go to our website and find your property address – please contact the registered locksmith to gain access – www.mosaicproperty.com.au/maintenance-request/
- **MPM STAFF TO PROVIDE ACCESS** if a staff member must leave the office during business hours to provide access to property, there is a \$50.00 + GST charge that will be invoiced accordingly.
- **MOVING OUT** Two (2) weeks' notice in writing is required if you intend to vacate on the lease expiry date or after that date. RTA Form 13 Notice of Intention to Leave can be emailed to you by your Property Manager.
- **BREAKING A TENANCY AGREEMENT** if you wish to vacate the property DURING your Tenancy, please contact the Property Managers. You will then be advised of your obligations for this process.
- **INSURANCE** our office advises ALL TENANTS to insure their own contents as they are not covered under the Lessor's policies.
- **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. Also, the method of receiving advice or notification by SMS is accepted.

HOW TO PAY RENT & ARREARS MANAGEMENT



We love looking after our tenants, that's why we choose to give you a simple online payment process via SimpleRent, that gives you access to the SimpleDiscounts program when you pay by direct debit.

Follow the link in the SMS or email we have already sent to you to pay for your Entry Payment, Bond and Rent.

1. Secure your property. Entry Payment covers the 1st 2 weeks of rent. Visa MasterCard 1.98% or bank account direct debit \$1.25
2. Bond Finance option will be offered to eligible tenants at the bond payment step. Easy monthly payments available.
3. Set up your rent payments, weekly, fortnightly or monthly and select the best day of the week for regular payments. Bank account direct debit \$1.25 per transaction. One time set up of \$1.10
4. Receive access to SimpleDiscounts and save money on everyday purchases, grocery, petrol, chemist and more...

HOW TO PAY RENT & ARREARS MANAGEMENT

At MPM, we understand that sometimes there are unforeseen circumstances that result in delayed rental payments. Although the situation may never apply to you.

Tenants pay rent on time, it is important we advise you of the process involved. Although we will endeavour to accommodate any extraordinary situations resulting in late rental payments, there is a strict arrears management procedure that will be maintained, regardless of the reason. This is to ensure effective management of arrears and to protect the Lessor's investment.

If you happen to fall into arrears or know that you will be unable to make a rental payment, please contact the office and discuss the situation with your Property Manager.

These actions form our arrears management procedure and occur at the time specified:

▪ 2+ days in arrears	Reminder Phone Call or SMS message or letter
▪ 8 days in arrears	Notice to Remedy issued with 7 days to remedy breach
▪ 17 days in arrears	Notice to Leave issued with 7 days' notice to vacate

Tenants who have not remedied their rent arrears by the expiry date on the Notice to Leave will be expected to have vacated the rental Property by that same date. If after vacating the premises there are monies owed in excess of the Bond, the Tenants named on the Tenancy Agreement may be listed with a Tenancy Database i.e. TICA – Tenancy Information Centre of Australia. Tenants will have the opportunity to pay all monies owed as well as being consulted before their details are listed.

GENERAL PROPERTY / COMPLEX INFORMATION

- **PARKING OF CARS** All cars, motorbikes, trailers, campervans, caravans, boats and trucks are to be parked in designated numbered 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 and in designated numbered parking spaces are the Tenant's responsibility to remove before vacating. To avoid such damage, we recommend the purchase of a drip tray.
 - **VISITOR PARKING** all residents are notified that the visitor parking spaces are for visitors to the complex ONLY. No residents are permitted to use these spaces. Any vehicles noticed on a regular occasion will be photographed and issued with a Breach Notice.
 - Please note some complexes have a Towing Agreement in place in which offending vehicle's will be towed at the vehicle owner's expense.
- **RUBBISH** is to be placed IN the bins or bin chutes provided located on common property. No rubbish is to be left outside unit doors or in the bin area. All boxes are to be broken down and placed inside the bins.
 - No furniture or building materials permitted – general waste and recycling only
- **STORAGE IN CARSPACES** is not permitted unless stored in a Body Corporate approved lockable storage unit.
- **POT PLANTS** are recommended to be raised off carpet or outside tiled areas to avoid water damage or staining.
- **POOLS AND POOL FENCING** PLEASE DO NOT ASSUME 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.
- **POOL SAFETY LAWS AND TENANT RESPONSIBILITY** If the Property has an existing pool and / or spa, the Tenant is responsible for ensuring that the pool gate is not kept open and that there are no objects that would allow children to access the pool.
 - If the Tenant buys or acquires a pool and, or, spa, by any other means, the Tenant is responsible to ensure the pool and spa complies with current pool safety laws, including that if the pool and spa requires pool fencing around it, the pool owner must ensure the pool has a compliant fence around it.
- **SMOKE ALARMS - To comply with Queensland Fire and Rescue Services Legislation the following are responsibilities of the Tenant during the tenancy:**
 1. The Tenant/s will notify the Agent when a smoke alarm has failed or is about to fail, other than because the battery is flat or almost flat.
 2. The Tenant/s will not remove, dispose of, or otherwise tamper with to cease its effectiveness, the smoke alarms installed at the premises unless it is to clean or change the battery.
 3. The Tenant/s will ensure that all exits from the property are maintained as clearways so they can be safely and effectively used for escape in the event of a fire.
 4. The Tenant/s agree to arrange for the cleaning and testing of each smoke alarm in the dwelling at least once every 12 months where the Fixed Term Tenancy is 12 months or longer or a Periodic Tenancy.
 5. The Tenant/s agree to arrange for the replacement of each battery that is spent or nearly spent during the Tenancy in accordance with the Information Statement (RTA Form 17a).
- **SAFETY SWITCH FOR POWER CIRCUIT** - The Tenant/s agree to test the Safety Switch if installed for the Power Circuit on the Power Board every 3 months. Instructions and information details:

- **What is a safety switch?**

Safety switches are an insurance against electric shock and are designed to prevent injury or death.

They monitor the flow of electricity through a circuit. They automatically shut off the electricity supply when current is detected leaking from faulty switches, wiring or electrical appliances. This stops the chance of current flowing to earth, through a person, electrocuting them.

Installing a safety switch is an inexpensive safety measure that protects everyone.

- **Are safety switches failsafe?**

Nothing is failsafe. Safety switches should be regularly checked. Just like a smoke alarm or other safety device, if it is not working properly, it cannot protect.

It is also important to make sure electrical appliances, electrical wiring, extension leads and other electrical equipment are regularly checked and kept in good working order.

- **How do I know if a safety switch is installed?**

Check by looking at the switchboard for a TEST/RESET button. That tells you if there is a safety switch installed. When you open the switchboard you should see something like this:



Typical switchboard – this shows the main switch, safety switch with test button, and four circuit breakers. All homes have circuit breakers or fuses. These are designed to protect the wiring and appliances within the premises. Only safety switches are designed to protect people.

- **Testing a safety switch**
 - To test a safety switch, simply press the TEST button.
 - This should automatically trip the switch to the 'off' position.

GENERAL PROPERTY / COMPLEX INFORMATION

- **PROPERTIES WITH FLOORBOARDS** it is recommended by our office to have floor protectors on the base of ALL furniture located/used on the floorboards. These can be purchased from most supermarkets and all hardware stores. Any damage caused to the boards in your Tenancy will be required to be rectified upon vacating the property.
 - Doormats at each entrance can help reduce dirt build up on the floor
- **CLEANING FLOORBOARDS** is best with an anti-static mop for surface dirt and dust and a well rung out mop that is damp rather than wet for cleaning. Be careful not to use excessive amounts of water as this can cause water damage to the boards requiring replacement.
 - Never use corrosive cleaning chemicals
 - Never use steel wool
 - Never use polish
 - Always use a soft broom or recommended timber floor broom
- **PLUMBING AND TOILETS** it is recommended by our office report any visible leaks as soon as they become apparent – if a Tenant is found to be at fault for a blockage, the cost will be directed to the Tenant.
 - **DRAINS** never tip oil/fat down your drain as this can cause a build-up of grease and leads to blockages
 - **TOILETS** only toilet paper should be flushed – NO nappies, wipes, sanitary napkins, paper towels, cotton buds, contraceptive items (for example but no exclusive to)
 - Drain cleaning products such as Draino are recommended to be used quarterly (3 months) in all frequently used areas (kitchen sink, bathroom basin and shower drains) – this will assist in keeping the drains clear of hair, soap scum and grease build up.
 - **Bidet Toilet Hoses are not to be installed to the toilets – this is an illegal practice in Australia.**
- **STONE BENCHTOPS** it is recommended that a cream cleanser is used on all stone benchtops like Jif or Gumption. These products are available from all leading supermarkets and hardware stores.

- **TELEVISION WALL MOUNTS** any requests to mount a television wall mount bracket will need to be submitted to the Property Managers in writing. This request will be directed to the Lessor for their consideration and approval.
- **HANGING PICTURES ON WALLS** stick on hooks (3M/Command) are permitted to be used by Tenants. Installation of nails/hooks are not permitted and will be requested to be removed upon vacating. Any damage caused from hooks will be required to be rectified upon vacating.
- **CHANGE OF TENANTS** any change of Tenants in place at the property will need to be discussed with our office PRIOR to any Tenants moving in or out of the property. Applications can be found on our website.
- **REQUESTS FOR PETS** will need to be submitted to our office in writing PRIOR to purchasing. Applications can be found on our website.
- **INTERNET CONNECTIONS** are tenant responsibility to arrange. If access is needed to the MDF/Communications area, please feel free to contact our office during business hours (Monday to Friday 8.30am to 5.00pm) when your provider is at your property completing the connection. Our office will direct them to the MDF/Communications area location and advise how to gain access.
- **REQUESTS FOR ADDITIONAL REGISTERED KEYS, SWIPE ACCESS CARDS AND REMOTES** will need to be submitted to our office in writing. If additional items are available, an invoice will be issued to Tenants for payment. Once monies have been received, the requested item can be ordered by the registered locksmith.

ACKNOWLEDGEMENT AND CONFIRMATION

By completing this confirmation, the Tenant/s acknowledge having received the Tenancy documents and items details in this Tenant Information Booklet or before the commencement of the General Tenancy Agreement and acknowledge the responsibilities as the Tenant.

PROPERTY ADDRESS:	
Tenant 1 Name & Signature	
Tenant 2 Name & Signature	
Tenant 3 Name & Signature	
Tenant 4 Name & Signature	
Company Name	MOSAIC PROPERTY MANAGEMENT PTY LTD
Property Manager Name	
Property Manager Signature	
Date and Time	