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Welcome

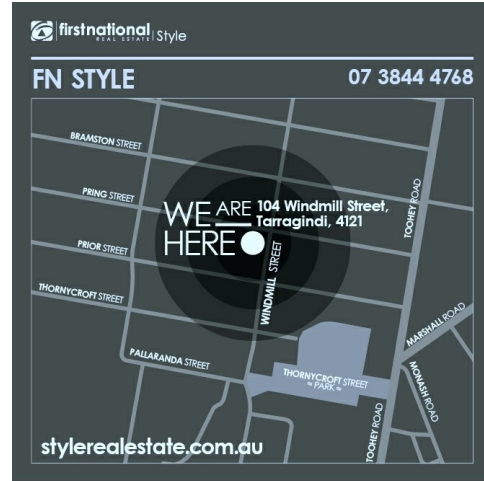


Congratulations and welcome! We are pleased to have assisted you in finding your new home.

We would like to take this opportunity to make you aware of some of our office procedures.

This Tenant Information Guide has been prepared to highlight important matters during your tenancy. Some of the information is also contained in the terms and conditions of the General Tenancy Agreement, which must be read and understood. This Tenant Information Guide has not been written to contract outside of the Residential Tenancies and Rooming Accommodation Act 2008 or the General Tenancy Agreement, nor does it void, modify or change any of the terms and conditions within them.

Our Service Promise



We At First National Believe That Successful real estate agents are good communicators.

Our staff at First National Real Estate Style are friendly, approachable and reliable.

We are experienced negotiators and have the knowledge, expertise and training to handle all property management situations to make your lease term as comfortable as possible.

"We put you first"

A good decision requires good information. We ensure you are well informed throughout the rental process and beyond.

Our People take the time to explain the process of renting in Queensland and through First National Real Estate style, what to expect, and how to maximise your peaceful enjoyment of the property.

At First National we work in a team environment. When you rent with us, the whole team is working with you, not just an office or an individual. We are professionals who pride ourselves on our standards, integrity and work ethic.

Contact Information

Street Address: 104 Windmill Street, Tarragindi QLD 4121

Postal Address: 104 Windmill Street, Tarragindi QLD 4121

Phone: 07 3844 4768

Property Manager: 0450 924 810

Email: rent@stylere.com.au for property maintenance issues and all other enquiries

Website: stylerealestate.com.au

Meet Our Team



Peter Elisseos - Principal

Mobile: 0430 188 188

Email: Peter@stylere.com.au

Peter grew up in the West End/Dutton Park area, and has a genuine passion and enthusiasm for the locale and surrounding suburbs. He has an understanding of its multi-cultural environment and has enjoyed seeing the district flourish into a bustling hub. Against a colourful backdrop of restaurants, cafes and fashion to excite all, it has an authentic cosmopolitan feel. With over 20 year's sales experience, Peter is a dedicated professional who undertakes new and diverse challenges in a strategic way. Peter uses his skills, knowledge and experience to maximise sales growth and build relationships and has an energetic, motivated approach to real estate. His training with the Australian Institute of Management in

'Communication' and 'Leading and Developing People' has enhanced his career, resulting in an improved outcome for his clients. Peter's negotiation skills help create high value results for clients, whilst he builds trust and integrity with purchasers alike. He is a thinker and planner who, because of his analytical perspective, may come up with alternative creative ideas. Peter has excellent client service skills and works effortlessly to ensure their total satisfaction, with a commitment to giving the client feedback throughout the whole sales process, keeping them fully informed and ultimately closing the deal. He is a driven individual who has established a reputation for honesty and integrity.



Jake Redfern - Property Consultant/BDM

Mobile: 0424 942 194

Email: Jake@stylere.com.au

Jake's passion for people and real estate began back at the age of 13 when he volunteered at a real estate agency in his homeland of the United Kingdom. Having completed his Bachelors Degree in Urban Land Economics (Commercial Real Estate) he started to pursue a career in Commercial Sales and Rentals.

Before travelling to Australia and establishing his new home here in the Sunshine State, Jake gained

valuable experience and further insight into the industry whilst being employed at CBRE as an industrial letting as well as assisting in other departments such as Marketing, Sales and Client Relations. Once Jake made his way to Brisbane, he began a career in Residential Property Management whilst also assisting in Sales alongside the Principal. Having over 6 years experience as a property manager, he has a breadth of knowledge which aids him in bringing on board our valued clients for both rentals and sales.

Jake can be best described as enthusiastic, determined, friendly and a reliable team player and has now been with First National Real Estate Style for 7 years. Jake is determined to continue providing valuable information, communication and assisting all of his clients with the best advice for property management and sales.



Marianthi Hlentzos - Property Management Assistant/BDM

Phone: 07 3844 4768

Email: Admin@stylere.com.au

Marianthi's background in Beauty and Hairdressing provide a strong communication and client service skill base for supporting our team. Marianthi's friendly and welcoming nature is a key part of our success.

Paying Rent & Our Arrears Policy

It is the policy of this office that all rent is paid on or before the due date. Under the Residential Tenancies and Rooming Accommodation Act 2008, you are required to pay your rent by the date noted on the schedule in your Tenancy Agreement and it must always be in advance.

Should you have any difficulties in paying your rent, please notify this office immediately so that we can be of assistance to you in resolving this problem.

This agency does have a strict policy on the payment and collection of rent. If your rent is overdue, you will receive a number and variety of reminders which you should not ignore. The reminder notices and frequency are as follows:

Time Frame	Action Taken
1 to 3 Days in Arrears	Tenants will receive a text message and reminder email to advise them their rent is overdue
4 to 7 Days in Arrears	Tenants will receive a phone call from our office to advise them that their rent is still overdue and payment has not yet been received. Tenants will also be notified that if their rent payment falls more than 7 days in arrears they could be issued a Form 11 (Notice To Remedy Breach).
Arrears at 8 days	Our office will contact the tenant to discuss arrears. Generally at this time, the tenant will be issued a Form 11 - Notice to Remedy Breach and will be advised that if payment has not been received within 7 days they could be issued a Form 12 - Notice to Leave.
Expiration of Notice to Remedy Breach (Form 11)	If the tenant has still not paid the rent by the expiry date of the Notice to Remedy Breach and after further consultation with you, the tenant will be issued a Notice To Leave (Form 12), which will direct them to vacate the property within 7 days.

Inspections

Inspections

Routine inspections will be carried out as follows:

Approximately 1 month after you move into the property

Every 4 months after the initial inspection

These inspections are used to determine if any maintenance on the property is required and that you are meeting your obligations under your General Tenancy Agreement. Tenants will receive a RTA Form 9 – Entry Notice providing a minimum seven (7) days notice of the date and time of the inspection. Tenants can elect to be present at the inspection however it is not necessary as we use our office set of keys to gain access.

PLEASE NOTE - As part of our inspection process we will take photographs of the property which will be available for the Owner to view. This ensures the Owner is informed as to the condition of the property and any maintenance that may be required now or in the future.

All Owners are invited to attend the routine inspections and some do choose to attend.

Routine Inspection Fact Sheet

Routine inspections are carried out during the tenancy to determine if the property is being well cared for as well as to check that there are no maintenance or health and safety issues. We also use these inspections to determine if you are meeting your obligations under your General Tenancy Agreement.

Routine inspections are frequently carried out every 3 to 4 months, although this may vary. You will receive an Entry Notice providing at least 7 days notice of the inspection.

We are required under the Residential Tenancy and Rooming Accommodation Act 2008, to provide a two hour timeframe in which we can enter the property. We will always endeavour to keep to these times however please understand that some inspections can take longer than others and there can be unforeseen delays. If this is the case, we will always attempt to contact you and advise we are running late.

You may elect to be present at the inspection however we do understand this is not always possible. If you are not home during the allocated inspection time, we will use our management keys to gain access. Owners of the property are invited to attend routine inspections and some do choose to attend.

You should report any maintenance items as soon as they occur however if there is something to be reported at the time of the inspection, please send an email as soon as possible to rent@stylere.com.au outlining the item that requires attention and photos or videos of the item so that we can commence the process quicker for you.

As a part of the inspection process photos of the property will be taken and provided to the owner of the property. These photos are used to clearly show any maintenance or damage as

well as to show the owner how well you are caring for the property.

The inspection is not a 'housework inspection' however it is important to note that these inspections may help determine whether the owner will renew your lease and subsequent rent increases, as well as providing information required for future rental references. On the next page we have provided a guide that may assist in your preparation for the upcoming inspection.

If you have any questions regarding the routine inspection process, please do not hesitate to contact our office on the details below:

Rentals Team
07 3844 4768
rent@stylere.com.au

Further information can also be found on the RTA website. <http://www.rta.qld.gov.au/>

Routine Inspection Checklist

The following list is not compulsory however it will assist in our office demonstrating to the owner that you are meeting your obligations as a tenant. A list of items you may wish to consider completing prior to our inspection:

Is the property generally clean and tidy? For example make beds, put away items in cupboards and clean the dishes.

Are routine cleaning items attended to? For example dusting, sweeping/vacuuming, kitchen surfaces, bathrooms, oven/grill, toilets, showers etc.

Is there any mould that needs to be removed from surfaces?

Have you cleaned any marks from walls, kitchen units or other surfaces?

Has the grass been mowed, edges trimmed and gardens weeded recently? Is there any garden waste to be disposed of?

Does any other outside areas need attention such as decks and patios?

If applicable, is the pool free of leaves and other debris?

PLEASE NOTE: Whilst we are not checking on your ability to clean the house there are some items that need to be done a regular basis as failure to do so could cause damage to the property. Some of these items include: shower screens and bathroom grout, ovens/stoves/range hoods, dishwashers and mould on walls/ceilings. If we notice these items are not being attended to we will contact you after the inspection as a gentle reminder to attend to them shortly.

Maintenance & Repairs

Maintenance & Repairs

Maintenance & Repairs

It is both a regulation under the Residential Tenancies and Rooming Accommodation Act 2008 and a strict policy of this office that all maintenance requests are presented in writing before they can be acted upon.

Only URGENT matters will be accepted first informally but must be as soon as possible confirmed in writing. Urgent repairs are a specialised form of maintenance and directly related to basic issue of shelter. Some examples are listed below and other examples are contained in General Tenancy Agreement:

A serious gas leak

A burst hot water service

A dangerous electrical fault

Any fault or damage that causes the premises to be unsafe or not secure

For a genuine emergency that requires urgent attention outside of office hours, please contact the emergency number stated in your General Tenancy Agreement.

All maintenance needs to be reported in writing by email to rent@stylere.com.au along with photos of the maintenance item/s. The more detail you provide, the better understanding we will have of the issue and we can therefore have it remedied as quickly as possible.

IMPORTANT NOTES ABOUT MAINTENANCE

If a maintenance request is reported to First National Real Estate Style and it is found there is no fault or repair required, the tenant will be responsible for the payment of the fee charged by the tradesperson within 14 days from the date of invoice.

Similarly if a maintenance request is reported and it is found that the cause of the fault is tenant neglect or as a result of a tenant's action (such as a foreign object blocking the drain/toilet or a faulty appliance causing power failure), the tenant will be responsible for the payment of the fee charged by the tradesperson within 14 days from the date of invoice.

Maintenance should be emailed to rent@stylere.com.au or delivered to our office at 104 Windmill St, Tarragindi.

Smoke Alarms

Smoke Alarms

The Queensland Government has smoke alarm laws that require all tenanted properties throughout Queensland be fitted with smoke alarms.

Smoke alarm laws require that the tenant must:

Test and clean (by vacuuming or dusting) each smoke alarm at least once every twelve months.
Replace any flat or nearly flat batteries.

Advise the Property Manager if there is any issue with the smoke alarm (apart from batteries)

Allow the Property Manager right of entry to install smoke alarms

Not remove a smoke alarm or the battery (other than to replace it), or do anything to reduce the effectiveness of the smoke alarm e.g. paint the smoke alarm, cover it with anything.

Troubleshooting

We have included a link to some troubleshooting information prepared by Smoke Alarms Solutions (SAS) that may be of assistance if the smoke alarms in the property start sounding.

If the smoke alarms at the property are maintained and checked by SAS, the smoke alarm will have an SAS sticker on it with their phone number. If your alarm is sounding after hours and you are unsure what to do, SAS will be able to guide you through what to check, phone 1800 627 385. During office hours, please contact First National Real Estate Style.

If the smoke alarms at the property DO NOT have an SAS sticker on them, please contact First National Real Estate Style with any concerns relating to the smoke alarms.

[Smoke Alarm Troubleshooting Guide](#)

Keys

At the commencement of the tenancy, tenants will be given a full set of keys to the property. These keys are the tenant's responsibility and all keys must be returned at the conclusion of the tenancy.

Keys can be collected from the office should you lock yourself out the property during office hours. We are only able to give keys to tenants listed on the General Tenancy Agreement. If however you lock yourself out of the property outside office hours, please contact a local locksmith. Tenants will be responsible for the cost of the locksmith fee.

If tenants lose the set of keys provided to them or if the keys are stolen, the tenant will be responsible for the cost of replacing all locks at the property and providing a full set of keys to the new locks to our Agency.

Water Usage & Charging

There are two options available for charging for water usage; full usage and excess usage.

There are conditions in place to allow an owner of a residential rental property to charge for full water consumption, which are:

The property must be separately metered; and

The property must be water efficient; and

The Agreement must provide for the tenant to pay for water consumption

All three of these conditions must be met before the tenant is required to pay for full water consumption.

The Owner is responsible for all fixed costs of supply of water and the tenant can only be charged for water consumed. An invoice will be generated based on the information contained in the Urban Utilities Notice and supplied to the tenant. The tenant will be allowed one month to pay the invoice.

If the above conditions are not met, the Owner may only charge the tenant for excess water usage for a consumption rate outlined on the tenancy agreement. An invoice will be generated based on the information contained in the Urban Utilities Notice and supplied to the tenant. The tenant will be allowed one month to pay the invoice.

Updating Personal Contact Information

The majority of communication with tenants is made via email or phone call. If you have updated any contact details that you have previously provided to our office we ask that advise us of this change in order to update our records.

Pets

NO pets are allowed on the property unless you have written approval from the Owner or Agent.

During the tenancy, the tenant agrees that should the Owner or Agent approve pets to be on the premises, it will become a condition of the General Tenancy Agreement that upon vacating the tenant will be responsible for fumigation of the property for fleas inside and outside of the property and repairs to any holes and/or damage to the lawns or property caused by the pet.

The tenant agrees that should there be evidence of pet urine including smells in the property, they will be professionally treated. In extreme cases it may be required for the carpet and underlay to be replaced.

Changes to a General Tenancy Agreement for pets can only be made if pet approval is received in writing by the Owner to the Agent.

If you wish to obtain a pet during your tenancy, this must be approved by the Owner or the Agent prior to getting the pet. A Change to Tenancy Agreement fee in the amount of \$100 is payable.

Contents Insurance

Tenants should have their own Contents Insurance in place from the commencement of the tenancy. It is not the Owner's responsibility or obligation to provide insurance for tenant's possessions. Devastating consequences of a fire, burglary or property damage are compounded if tenants do not have adequate cover for their contents and valuable items.

Changes to Tenants/Permitted Occupants

A General Tenancy Agreement is a legal and binding Contract. When another person wishes to move into the property on a permanent basis, this will requires approval by the Owner. Changes to a General Tenancy Agreement can only be made if a written request made by the tenants is approved in writing by the Owner or the Agent.

An application form will need to be completed and documentation provided to support the application. Once approved, a new Contract will be created and must be signed by all parties noted on the Contract. Tenants are in breach of the Contract if another person moves into the property before the request has been approved.

If one tenant wishes to vacate the property, this must be also be approved by the Owner or the Agent.

A Change of Tenancy fee in the amount of \$165 is payable. The application cannot be processed until the fee is paid in full.

Alterations to the Property

If tenants wish to make any alterations or additions to the property, it will be at their own expense. All requests must be made in writing so they can be forwarded to the Owner for consideration and approval.

Please note that no structural changes to the property can be made without prior approval from this office.

If any changes, additions or alterations are made to the property without approval from the Owner or our office, tenants may be liable for the cost of returning the property to its original condition, even if the tenant believes the change, addition or alteration improves the property.

The tenant agrees that no nails, screws, hooks, blue tac, sticky tape or tacks are to be fixed to the walls or ceilings unless written permission has been approved by the Owner or Agent.

Smoking

The tenant must not, or allow any other person to use or smoke tobacco or other smoke producing substances within the premises at any time. This includes any enclosed area, room or structure but is not limited to any garage, sunroom or enclosed veranda.

Breaking Lease

Should the need arise to vacate prior to your General Tenancy Agreement ending, tenants will be required to pay the required Break Lease Fees to the equivalent of one (1) weeks rent plus GST, advertising costs of \$280 inclusive of GST and admin fee of \$185 inclusive of GST.

Tenants will be responsible for rent at the property until our office is able to find a suitable tenant for the property, the tenant is responsible for rent until the day prior to the new tenancy commencing.

If tenants have any questions regarding a break lease situation, please contact the office immediately to discuss the matter so a mutually suitable arrangement can be made.

Vacating the Property

So you have decided you are going to move

If the tenant wishes to vacate the property at the end of the tenancy, they must complete an RTA Form 13 – Notice of Intention to Leave form and give to the Agent. You can download a Form 13 [here](#).

The notice must be received in writing

There are minimum time frames required and your notice must provide the adequate time frames

You can request a Form 13 be sent to you from the Agent and once the signed form has been returned to the Agent, the tenant will receive a letter confirming receipt of the intention and a Vacating Tenants Checklist which outlines what is required for vacating the property.

The Vacate Process

The tenant agrees to carry out the necessary vacating items as per the vacating checklist and return the keys to the office no later than 5pm of the vacating date. The property should be left in the same condition as noted on the Entry Condition Report, allowing for fair wear and tear. If the property is not cleaned to the Agent's satisfaction, a professional cleaner may be engaged within a reasonable timeframe to clean where required and the cleaning fee will be deducted from the tenant's bond.

If pets have been kept at the property, upon vacating the tenant is to arrange the property be fumigated and deodorized at the tenants' expense and that proof of this treatment supplied to the Agent at the time of returning the keys.

Upon vacating all carpets must be cleaned to the same standard they were in at the commencement of the tenancy, fair wear and tear excepted.

Vacate Checklist

1. RETURNING ALL KEYS - You will receive a copy of the Keys Received Register that shows the keys you were issued with at the commencement of your tenancy. All keys and remotes on this list (including any keys you have had cut) must be returned to our office by 5pm on the vacate date. Please note our office will not cut keys on your behalf. If you do not have all keys/remotes present on this key register, you will be required to obtain a copy of the key and supply this to our office, or replace the particular lock at the property prior to handing over the keys.

2. PEST CONTROL / CARPET CLEANING - If the property has carpet, upon vacating all carpets must be cleaned to the same standard they were in at the commencement of the tenancy, fair wear and tear excepted. If you have a pet at the property, the Tenant is required to fumigate the property for fleas internally and externally at the end of the tenancy to a professional standard and are required to provide proof of this treatment to the Agent. A flea bomb from the supermarket is not acceptable.

3. FORWARDING ADDRESS & BANK ACCOUNT DETAILS - Please ensure you have your forwarding address and bank account details for the bond refund when you return the keys.

4. EXIT CONDITION REPORT RETURNED - You will receive via email a blank Exit Condition Report. As per

section 188(4) of the RTRA Act 2008, you are required to leave the property and inclusions in the same condition as they were at the start of the tenancy, fair wear and tear accepted. It is a requirement of the Act that this form be completed and upon handover of the property. Our agency is to be supplied with a copy signed by ALL tenants. You will also receive a copy of the Entry Condition Report from the commencement of your tenancy.

5. ALL RENT HAS BEEN PAID TO THE VACATE DATE - Rent owing up until the vacate date must be paid upon returning the keys. Please arrange to cancel any regular payments set after your vacating date to avoid overpaying rent.

6. OUTSTANDING INVOICES & FINAL WATER USAGE INVOICE - Outstanding invoices must be paid in order to receive a full bond refund. If applicable, our office will send you a final water usage invoice after you have vacated the property and returned keys. At your exit inspection we will obtain the water meter reading and based on your previous water consumption invoice, calculate the amount to charge.

7. CLEANING & MAINTENANCE - Attached is a suggested cleaning guide which will assist in ensuring the property is left in a satisfactory condition as per the Entry Condition Report. If you are using professional cleaners, please keep the receipt should they need to return. Please ensure all personal items and rubbish is removed, lawns mowed and the gardens are tidy.

[Cleaning Guide](#)

Recommended Tradespeople

Carpet Cleaning / Flea Treatment & General Cleaning: Hao Zhou - 0429 929 429

General Repairs: Peter Sofios - 0411 969 300

Lawns & Gardens: Steve Clarke Mowing & Maintenance - 0414 364 444

Furniture Removals - Brisk Transport - 1300 427 475 - Use code FNRE01 for a discount

Our Privacy Policy

This Privacy Policy applies to personal information collected by First National Real Estate Style. It applies to information we collect about you for purposes relating to real estate.

This policy was last updated on 01/09/2019.

First National Real Estate Style respects your right to privacy. We are bound by the National Privacy Principles contained in the Information Privacy Amendment (enhancing Privacy Protection) Act 2012 and the Privacy Regulation 2013. You may read it and all of its amendments online at <http://www.oaic.gov.au/privacy/privacy-act/privacy-law-reform>

Our Obligations – Collection, Use and Disclosure

In our agency business, we collect, hold, use, and disclose to third parties, personal information for a number of reasons including:

To carry out appointments as sales agents for clients selling their properties;

To carry out appointments as property managers for rental property owners, which includes processing tenancy applications, managing tenancy relationships and managing the tenanted property;

To promote and market our services and the products and services of third parties (we will only use your personal information for this purpose and will not disclose it to third parties);

To provide information on and promote properties for sale and for rent to the market;

To reply to enquiries and information requests made by individuals;

For internal business processes such as market research and billing; and where required by law;

We collect personal information about individuals: from the individuals themselves – through application forms, registration sheets or via electronic database at open inspections.

Appointment forms, agreements, correspondence including emails, our web site, and through verbal communications; from third parties (including from other agents, from operators of tenancy reference databases and other, publicly available databases and from referees) – in the course of verifying and evaluating sale and tenancy applications and managing tenancy arrangements, and in carrying out agency services for a client for sale and marketing along with property management, this may include property searches.

Security of Information

We will take all reasonable steps to ensure that the personal information we hold about you is not subject to loss, misuse or unauthorised access or alteration. We will also take reasonable steps to remove or permanently destroy personal information if it is no longer required.

Personal Information Handling Practices/Collection

We usually collect personal information about individuals directly from those individuals or their authorised representative. We sometimes collect personal information from a third party or from a publicly available source, but only if: The individual has consented to such collection or would reasonably expect us to collect their personal information in this way; or if it is necessary for a specific purpose such as to accurately complete a legal document on the individual's behalf.

Use and Disclosure

We only use personal information for the purposes for which we collect it and which are directly related to buying, selling, letting, renting or appraising real estate. These purposes can include direct marketing, calling and/or emailing you about real estate, and completing documents on your behalf.

We may also divulge relevant aspects of your personal information to one or more of the following:

3rd party –real estate agents working within our office; or other real estate agents external to our office for the purpose of conjunction agreements, potential sellers, potential buyers, potential tenants, potential landlords and to;

Financial and/or credit institutions for the purposes of finance applications and/or credit checks
Government organisations including Federal, State and Local Governments and their related agencies for the purposes of assessment of stamp duty, calculation and/or payment of rates, compliance issues and to register the transfer of real estate

Solicitors/Lawyers or legal representatives – Valuers, Surveyors

Solicitors/Lawyers or legal representatives for drafting or discussing any aspect of a contract or proposed contract and or agreement that you may have entered into with our office or upon your authority to directly discuss an aspect to do with a transaction that you are having with our office and/or conveyancers for the purpose of effecting a transfer of real estate;

Building, pest, pool, soil and other inspectors for the purposes of establishing suitability for sale, purchase or letting In the case of tenants, to potential purchasers for due diligence;

Tradesmen for the purposes of repair and maintenance

TICA / Utility Connection Services

Utility providers for the purposes of connection, disconnection or repair and photographers for the purposes of marketing photography

Storage & Data Security

We store your personal information electronically in our database. We take steps to protect that information against loss, unauthorised access, use, modification or disclosure, and against other misuse. We do not store your data in the cloud. Only employees and sales agents in our organisation have access to your electronic information. When information is no longer required for the purpose for which it was obtained we may delete it from our database. We conduct an annual review of all data in our database.

Paper based information, such as draft or not proceeding contracts, tenancy applications, lapsed leases, rental references, “100 points” proof of identification and similar documents are physically destroyed when no longer required via secure shredding.

Your Choices

You may ask us to show you the personal information that we hold about you (electronic or physical), and you can ask us to correct the personal information that we hold about you.

If you receive automated emails or texts from us, you can opt out at any time by using the “unsubscribe” option or contacting us directly and or responding to text messages.

Consequences

You may choose to not share your personal information with us, which may mean we are unable to deal with you in relation to renting, letting, buying or selling real estate.

More Information

You may read more information about your rights and our obligations at the website of the Australian Government Office of the Australian Information Commission, where you may download and read a copy of the Australian Privacy Principles (APPs): <http://www.oaic.gov.au/privacy/applying-privacy-law/app-guidelines/>.

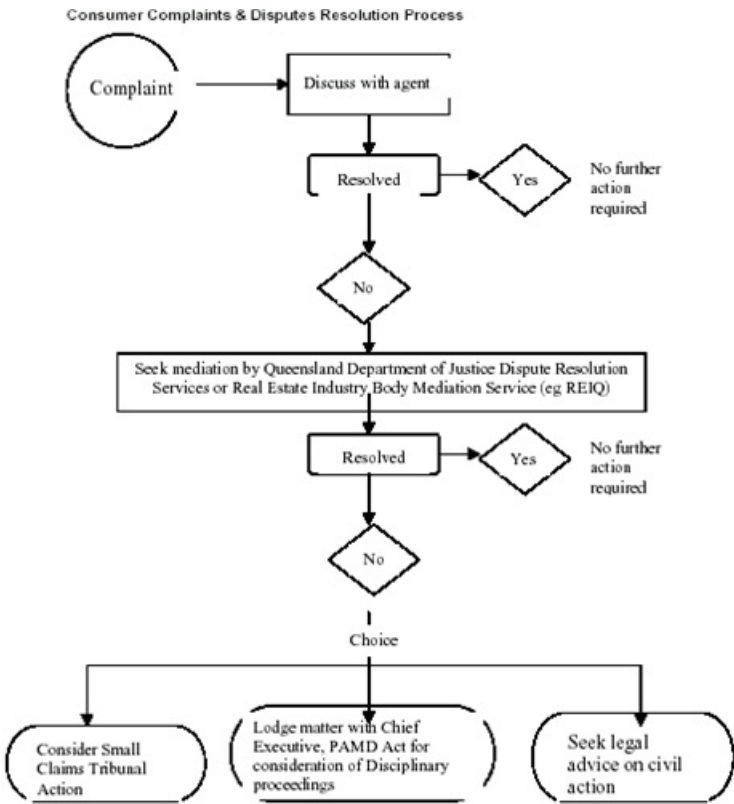
You may lodge a formal complaint with the Office of the Australian Information Commissioner online at <http://www.oaic.gov.au/privacy/making-a-privacy-complaint> ; or by telephone on 1300 363 992.

How to Contact Us

To enquire about your personal information or to make a complaint about how we handle your personal information, telephone us on 07 3844 4768; or email to admin@stylerealestate.com.au. Any complaint we receive relating to the handling of personal data will be acknowledged within 5 working days and a formal response will be provided within 21 working days.

Complaints Policy

If any issues arise during your tenancy, please discuss these with the office as soon you become aware of the problem so that it can be resolved quickly. Please see below our consumer complaints policy.



Tenant's Guide to Preventing Mould

What is Mould? Mould is one of the most primitive organisms that inhabit this world. Responsible for decomposing organic matter, mould is vital to the maintenance of the world we live in. Although this isn't a problem in the outdoors, it becomes a serious problem when mould begins to contaminate the indoor environment we live in. Mould can be hard to identify as it can look like dust or dirt. Mould can range in colour from thick black/green to yellow or can be a very subtle, white powdery coat. It is important to ensure you are taking all the necessary steps to prevent mould growth inside the home.

Follow these simple guidelines:

Bathroom

Always turn the exhaust fan on during a hot shower/bath and for 30 minutes after.
Always open windows during and after showers to allow moisture to exit.
Perform regular checks on the exhaust fan for any blockages and keep the fan dust free.

Laundry

Dry clothes outdoors to prevent moisture build up inside the home.
If you use a clothes dryer, ensure windows/doors are open to allow moisture to exit.
Always turn the exhaust fan on when the clothes dryer is in use if an exhaust fan is provided.

Kitchen

Always turn the range hood or exhaust fan on when cooking.
Keep the range hood filters clean at all times.
Perform regular checks on the exhaust fan for any blockages and keep dust free.
Always open the windows while cooking if possible to allow steam to exit.

Living Areas and Bedrooms

Open windows and blinds/curtains to increase ventilation and sunlight.
Close windows when raining.
Keep indoor plants to a minimum.

General

Ventilate rooms by opening windows and doors regularly.
Place furniture away from the walls and reduce clutter.
Report faulty or broken exhaust fan, range hood & AC units to your Property Manager immediately.
If you do find mould, report it immediately to your Property Manager.
Keep gardens well maintained. Trim trees and shrubs that grow close to the house.
Use a dehumidifier to draw moisture from rooms or run AC units on dry cycle.

Storm Season

During Storm Season - Be Prepared

Severe storms can strike at any time. Storms are often unpredictable and can cause major damage to property as well as personal injury. It is best to have an action plan in place in case the worst happens.

What to do if your property is damaged due to a storm or flash flooding.

1. Before any bad weather appears, prepare yourself. The SES website has information on things you can prepare beforehand such as having an emergency kit and ensuring all items outside are secured.

Visit their website - www.emergency.qld.gov.au

2. If the worst does happen, the best thing you can do is remain calm. If you can logically think through what you need to do, you may be able to minimise the damage.

3. For serious issues such as fallen trees on the roof, part of the roof has come off or your house is flooding, the first people to call are the SES on 132 500. For a serious life threatening emergency call 000. If a storm hits in the middle of the night, our office may not be able to assist at that moment, so please call the SES and contact office as soon as possible.

4. It is important you do whatever you can in these situations providing you are not at risk. Common sense is critical. For example, don't walk on a metal roof during an electrical storm. If your roof is leaking, move your items away from the leak and try and contain the water in a bucket.

5. Following a storm, if there is damage to the property please email rent@stylere.com.au reporting the damage sustained in as much as detail and attach photos if possible. This will speed up the process in arranging for the correct contractors to attend. We will acknowledge receipt of your email and arrange for repairs. It is important to understand that there may be delays with tradespeople and insurance companies during a major event.