

HUGO ALEXANDER

PROPERTY GROUP



WELCOME GUIDE

HELLO AND WELCOME

We are thrilled to have you as a client and to look after you throughout your journey with us

If you need our team, we are only ever a phone call, text or message away through our Client Access Portal. Our Welcome Guide is designed to assist you whilst you are a client of Hugo Alexander Property Group and it also let's you know of all your obligations throughout your tenancy.

Our company values are Care, Transparency, and Growth for all our clients and customers. We want your experience with us to be a positive one so please let us know if there is everything you need. If there are ever any issues in your new home, we would love you to message us through the portal or call us and let us know.

YOUR EXPERT PROPERTY MANAGER

Lisa Adaway

0435 788 799

YOUR EXPERT LEASING MANAGER:

Corey Love

0435 768 885

OUR OFFICE LOCATION:

Hugo Alexander Suite 9
204 Oxford Street Bulimba
QLD 4171

OFFICE HOURS:

Monday to Friday
9:30am – 5.30pm





THE MOVE

We understand that moving is a big job. It's more than packing. It's organizing and liaising with your current agent, the property, cleaner, transporting, and more. We are here to help and are only ever a phone call away.

Finding reliable contractors to assist with your move can be hard work, and we've experienced many different levels of quality in that regard. We have always found the following contractors do a great job and are most helpful. We are therefore happy to recommend them:

Removalist:	Mini Movers - 1300 642 900
General and Bond Cleaning:	White Glove Cleaning Services - 0421 075 208
Pest Treatment:	Blast Pest Management – 1300 252 787
Carpet Cleaning:	Chem Pro - 07 3265 2711
Carpet Repairs:	Encore Carpets – 1300 558 794
Gardener:	Infinity Laws & Gardens – 0400 641 231
Locksmith:	Southbank Locksmiths – 07 3844 997

THE AGREEMENT

The signing of the General Tenancy Agreement (or your lease) was most likely completed in the excitement of being approved. We are also excited to have you as a tenant! The Welcome Guide appointment covers everything important and allows us to discuss the agreement in detail. Your Agreement will be a fixed term, which simply means its one date to another date. We start the majority of our leases on a Thursday or Friday and finish them on a Monday or Tuesday.

We've learnt overtime that moving over the weekend, finding the perfect spot for your furniture in your new home whilst having to clean your previous home is stressful, so allowing the extra 2 – 3 days, with overlapping days will give you time to not only relax, enjoy but removes the stress (or reduces it).

BOND

You will have transferred the bond for the property, normally the equivalent of four weeks rent. The bond will be forwarded to the Residential Tenancies Authority within 10 business days for safe keeping during the tenancy. From July 2019, you will receive an email directly from the Queensland Governments new QGOV Site, which requires you to register and complete the 100 points of identification. If you're unable to complete this for any reason, please contact the RTA directly on 1300 366 311.

RENTAL PAYMENTS

You will have received a receipt for the payment of your initial two weeks rent (and bond). If you move into the property on a Friday, rent will be payable in our account every Friday. It's best practice to align the payment of your rent with you pay cycle.

If you're paid calendar monthly (eg. 12 pays per year on 6th of each month, let our team know.

Our team receive many payments, so it's important to remember to include your reference code. This would appear in your welcome letter & your general tenancy agreement and finally in the Hello & Welcome guide below:

HUGO ALEXANDER PROPERTY GROUP

BSB: 184 446

ACC: 3044 81369

If you're paying a water or something else, it's important to include this after your reference. Eg. Additional Key – xxxxxx KEY and our team will be able to allocate against the correct invoice. Failure to provide the reference number, could result in your payments not being allocated to you and could result in a Notice to Remedy Breach.





COMMUNICATION

You have a single point of contact within our office. The Property Manager who completes the tenancy sign up will look after you throughout your tenancy, from start to finish. Operationally from time to time you may hear from another member of our team, rest assured, we all work together and we will be in touch should your point of contact permanently change.

We use the latest in technology and if you've not yet received an invite to our Tenant Portal we will arrange this immediately. The tenant portal is the best way to get in touch for all communication except Emergency Repairs & Maintenance.

ENTRY CONDITION REPORT

Our team take pride in the detailed nature of the Entry Condition Report. This important document is used to compare the condition of the property at the start of your tenancy with the condition at the end of the tenancy. It's a snapshot in time of the property and the condition. In addition to the comprehensive descriptions our team take over 100 photographs, they'll be provided in colour and also be provided online through the tenant portal. The report will be provided when you collect your property keys, the day your tenancy starts. It's important that you return the Entry Condition Report within three business days for your report to be valid. Failure to return the report in time, will make the report invalid and only the comments from Hugo Alexander will be used at the end of the tenancy.

GARDEN MAINTENANCE

Unless specifically outlined in the General Tenancy Agreement, the gardens, shrubs, trees, lawn & garden beds are the responsibility of the tenant(s). This includes mowing, pruning, watering and weeding. If gardening isn't your speciality, please refer to our trusted trade partners section who can assist.

RUBBISH, RECYCLING & GREEN WASTE

If you're in a house or a townhouse, you will immediately have access two bins. The Red lid bin is your standard refuse bin which is collected each week from kerb side and the yellow lid bin the recycle bin collected fortnightly on the same day from the kerb. It's important to remember that the bin must not be placed for collection more than 24 hours prior and must be returned within 24 hours of collection. In addition to the two bins, some houses may have access to a Green Waste Bin. This bin is collected from the kerb on the opposite week to the yellow recycle bin.

For collection dates google – BCC Bin Collection day Or simply ask us and we can tell you.

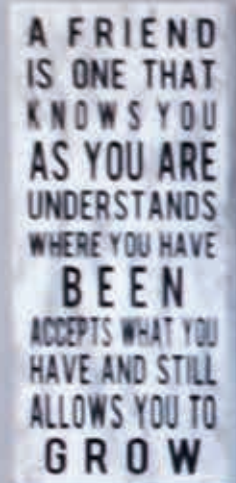
MAIL

If you've not already arranged a redirection from your current property, we suggest organizing this with Australia Post as promptly as possible, it's a great catch all. If you do receive any mail for the previous tenant, please drop it into our office or return to sender.

INSURANCE

Did you know that your contents or personal belongings aren't covered under the owners insurance irrespective of fault? The landlords policy will likely cover the building, fixtured and fittings and additional items like carpets and cabinetry but the items in the cabinetry (owned by the tenant) isn't covered. There are a number of companies that provide insurance for tenants.

EBM TenantCover is a fixed premium and easy to apply online at tenantcover.com.au or call 1800 661 662





SMOKE ALARMS & CORDED WINDOW FURNISHINGS

We take safety seriously. The installation of smoke alarms is required by law in all rental properties in Queensland, with new laws set to take effect by 2022, ensuring Queensland will have some of the strongest and safest legislation in Australia. The smoke alarms will be tested prior to the start of your tenancy with Smoke Alarm Integrity. If your property has corded window furnishings (blinds or curtains) then you'll see a warning tag on each blind.

These must not be removed and should they be removed, our office will be charged \$3 per warning tag. This cost will be on charged to you.

There is never a reason to disengage a smoke alarm. Removing of the battery or disengaging the alarm is not only putting you directly in danger but also a Breach of the terms of your General Tenancy Agreement.

If an alarm sounds or beep occurs, please immediately contact our office to have Smoke Alarm Integrity attend as a matter of urgency.

Smoke Alarm Integrity can also be contacted directly on 1300 974 615.

ROUTINE INSPECTIONS

It will feel like you've just moved into the property when we notify you of your first Routine Inspection. We conduct routine inspections every four months and provide a detailed report for the home owners and you'll also receive a copy.

During the inspection we will take photographs (of the property) to ensure we identify any maintenance items and ensure the home is being cared for. You're more than welcome to be home and we'd love to show you what we do, but it's important to remember that our team methodically work through a check list and disruptions could have our team miss important items.

AIR CONDITIONERS, CEILING FANS & RANGE HOOD

It is the tenant responsibility to ensure these items are kept clean throughout the tenancy. These items should be cleaned every four months, so just before our Routine Inspection is advisable. If you're unsure how to gain access to the air conditioning filters or range hood, please ask our team.





LOCKS & KEYS

You will be provided with a full set of keys for every lock in the property. Where there is more than one tenant, you will be provided with an Entry Set of keys for each additional tenant.

If you find yourself locked out of the property, our team will happily provide a set of keys which must be returned by close of business.

If you'd like to replace any locks or keys, written authority must be given by the home owners prior to any changes to the property. In addition only an authorised locksmith can attend to replace any locks or this may void the owners insurance.

REPAIRS & MAINTENANCE

It is essential that all requests for repairs and maintenance be submitted to our office in writing. If you can please use the tenant portal, this would be appreciated. This way you and us have a place to easily find all correspondence and updates.

There are a number of ways your request can be submitted; Maintenance Request Form, messaging your property manager via the portal, emailing your property manager including the address of your property, detailed description of the concern and any additional information you may have including photographs or delivering in the form person to our office.

EMERGENCY REPAIRS

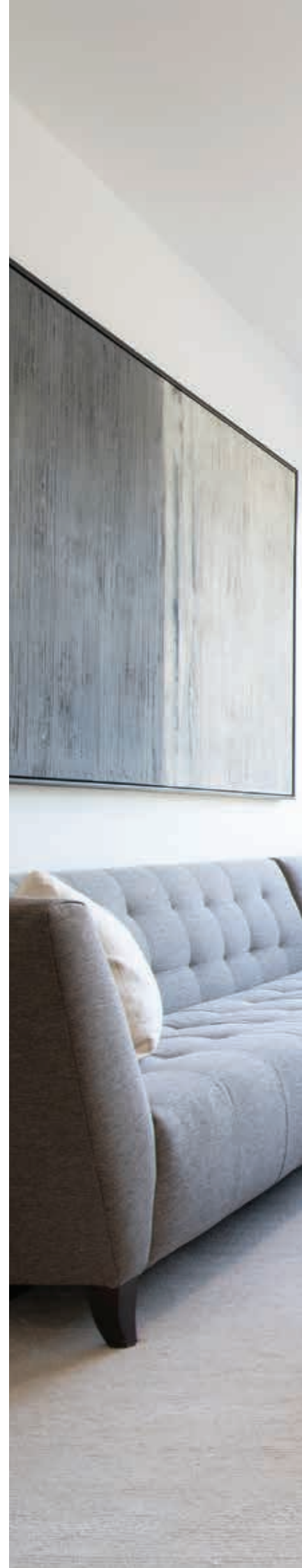
Our team take emergency repairs seriously, simply contact your property manager and advise them of the situation. We will walk you through our trouble shoot guide or arrange one of our trusted trade partners to attend as a matter of urgency. Items considered Emergency are listed below:

- 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
- A serious fault in a lift or staircase

All urgent repairs will be attended to within 24 hours and all non-urgent repairs will be attended to within 14 days, as per the Residential Tenancies Act. If you experience an emergency outside of business hours, please contact our after hours emergency line on 0435 788 799.

If you have made every effort to contact our after hours service and have had no response, please contact the relevant trades person from the list below (please note that you may be liable for the after hours call-out costs where the repair is deemed non urgent or where the Landlord is not responsible for the repair.) In the event of a major flood, storm and/or roof damage, the Queensland State Emergency Service (SES) can be contacted on 13 25 00 for assistance. **If you experience a fire contact 000 immediately.**

PLUMBING:	SJK Collective	3870 9893
ELECTRICAL:	SJK Collective	3870 9893
AIR-CON & GAS:	SJK Collective	3870 9893
HANDYMAN:	Bu Sabang	0432 095 255
LOCKSMITH:	South Bank Locksmiths	3844 9977
GLAZIER:	Rapid Glass:	3256 2020



A modern living room with a grey sofa, white cushions, and a large window looking out onto greenery. The room is bright and airy, with a minimalist aesthetic.

LEASE EXPIRY

Before the end of your tenancy, our team will contact you to advise if the home owner is offering an extension to your fixed term. If you'd like to stay, simply contact our office and we will draft the paperwork for you with the offer.

The offer does have time limits so it's important to sign and return the agreement swiftly as failure to return could result in our office terminating the tenancy.

VACATING

If you're moving on, it's important to contact our office to our vacate information. This information will assist you in not only a smooth vacate process but your bond being returned in the quickest possible time.

TERMINATING THE AGREEMENT

Break lease is the common term for an agreement to terminate a fixed term agreement. If your circumstances change and you need to vacate before the end of your fixed term, please contact your property manager. We are in the business of leasing property and we can assist you throughout the process. You'll need to advise in writing of when you intend to vacate the property so we can start to advertise. There will also be some costs associated with finding a new tenant, advertising online, and you'll be required to pay rent until the day before a new tenant moves in, or the end of your fixed term, whichever ever comes first. We will do everything we can to secure a tenant to replace you and take over your obligations.

NON SMOKING

Under the terms of your agreement, there is no smoking within the property, this also includes balconies, patios or outdoor areas. You are not only responsible to ensure that the property is kept smoke free but also responsible for any visitors that attend your home.

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Your Expert Property Manager:

Corey Love | M 00435 768 885

Suite 9, 204 Oxford Street | Bulimba QLD 4171

Level 1, 82 Vulture Street | West End QLD 4101

82 Boundary Street | Brisbane City QLD 4000