



## **OWNER INFORMATION – Q AND A**

### **WHAT IF THE APPLICANT DOES NOT MEET OUR STANDARDS?**

We question, we make a decision. And if necessary, we refuse to rent them the property

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### **WHAT IF THE TENANT DOES NOT PAY RENT?**

We

- produce an arrears list each day
  - phone the tenant & sms daily
  - discuss the arrears at our weekly management meeting
  - give the tenant a deadline to pay
  - issue a notice to remedy to breach by the 8th day and notice to leave by the 16th day
  - apply to Court for a Warrant of Possession of the dwelling house, and summons for outstanding rent,
  - and liaise with police to evict tenant
  - have property cleaned and ready for re-renting
  - apportion the Bond and make any further claim to the Small Claims Tribunal
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### **WHAT IF THE TENANT CAUSES DAMAGE?**

- The combination of the original Entry Condition Report, the Exit Condition Report, and three monthly checks are all instruments in providing proof of the state of repair.
- The Bond will safeguard repairs and some rent until re-rented.
- The question of minor damage is subjective (i.e. is it wear and tear, accidental damage or malicious damage?).
- Renting does cause a higher degree of wear and tear.
- If damage occurs, the options are:
  - have tenant repair damage at their cost, under our supervision;
  - organise repair at tenants cost;
  - summons tenant for damage and obtain judgement;



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### **WHAT IF I REQUIRE AN INSPECTION?**

Phone us with a request as we must provide the tenant with 7 days notice in writing. We will attempt to arrange a mutually convenient time, and if not, you may inspect the property using a security coded set of keys (with agreement of tenant).

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### **WHAT IF I REQUIRE THE RENT TO BE INCREASED?**

We issue the relevant Notice, however the rent cannot be increased during a fixed period of tenancy.

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### **WHAT IF THE TENANT WON'T SIGN A RENEWAL OF LEASE AGREEMENT?**

We discuss the matter with tenant, find the reason, discuss with you and provide a recommendation. FIXED term leases are to your benefit for security.

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### **WHAT IF I WANT VACANT POSSESSION?**

If it is a fixed term agreement – we negotiate with the tenant to try to gain early departure. This often means incentives such as removal fees, abatement of rent, etc.

If it is a periodical agreement – provide formal notice without grounds that requires 2 months in written notice.

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### **WHAT IF TRADESPEOPLE REQUIRE ENTRY?**

We provide the tenant with 24 hours notice in writing or make direct arrangements for urgent works.

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### **WHAT IF I WANT TO CANCEL THE MANAGEMENT AGREEMENT?**

Provide 3 months notice in writing and the agency shall effect a



smooth transfer, and willingly handle all communication and documentation.

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### **WHAT IF I AM UNHAPPY WITH ANY ASPECT OF AGENCY SERVICE?**

The recommended steps are:

- write a private and confidential note to Tania Waterman for investigation and correction ([tania@watermansproperty.com.au](mailto:tania@watermansproperty.com.au) or via. Mail).
  - lodge a formal complaint to Real Estate Institute of Queensland for investigation and decision
  - lodge a formal complaint with Queensland Department of
  - contact the Office of Fair Trading
- Consumer Affairs and or civil action by legal process