

Tenant End to End Rental Process

Everything You Need to Know about Renting a Property Managed with Palm Property Management



Renting through Palm Property Management will be one of your smoothest and most enjoyable renting experiences. We put an extremely high priority on prompt communication and responsiveness, and we hope you will see the difference as you rent the properties we manage.

On this page you will walk through the entire rental process, beginning with looking for a property to rent, and ending by departing from the one you have selected and lived in. If we have just taken over the management of your property and you're somewhere in the middle of that process and need help with a specific issue, scroll down until you find what you're looking for.

Some of the information provided on this page applies to all rentals in the area, based on the Residential Tenancies Act. For this reason, we have included relevant information and links from the **Residential Tenancies Authority** website if you want to further understand your rights and responsibilities as a tenant.

[Visit the RTA main page for general information on renting](https://www.rta.qld.gov.au/Renting) [link to: <https://www.rta.qld.gov.au/Renting>]

How to Look for a Property

The site most used by tenants and investors is [realestate.com.au](https://www.realestate.com.au). On that site, you can filter your requirements and get a list of suitable properties you can examine more closely.

Once you find a property you like, ensure that you register for an inspection. Palm Property Management uses Inspect Real Estate, which allows you to book an inspection at a date and time suitable to you. Please remember to cancel the inspection if your plans change.

Our Application Process

Once you have viewed the property and are ready to apply, apply on line using 1form or the application below to complete your application. Remember to only submit your application only once it is complete with all supporting documents as we are unable to process incomplete applications.

You will also need 100 points of ID. [Visit this page to see qualifying documents.](https://www.qld.gov.au/law/births-deaths-marriages-and-divorces/marriage-weddings-and-civil-partnerships/becoming-a-marriage-celebrant/online-marriage-registration-system/lightbox-100-points-of-id?SQ_VARIATION_40104=0) [link to: https://www.qld.gov.au/law/births-deaths-marriages-and-divorces/marriage-weddings-and-civil-partnerships/becoming-a-marriage-celebrant/online-marriage-registration-system/lightbox-100-points-of-id?SQ_VARIATION_40104=0]

We will process your application and keep you updated all the way through. In certain circumstances, you can apply for a property without seeing it. Please call to discuss. We can be reached at (07) 53736539.

After Your Application Is Accepted

You will be required to sign the General Tenancy Agreement via *docuSign* and pay two weeks rent in advance to secure the property. You then must pay a bond amount equivalent to 4 weeks rent in cleared funds by the commencement of your tenancy. Please refer to the email we send through with the lease – all the information you need will be in this email.

We can also help with utility connections and related moving needs through *Connect Now* so that your move can be as stress-free as possible.

Move-In Day

We will meet you at the property in the morning at an agreed time and go through the entry condition report and other relevant documents. You will be given the keys and the entry condition report which you will have three days to check, sign and return to us. If you do not return a signed copy of the entry condition report to us within 3 days, the copy you were given on the day you moved in will be considered final.

During Your Tenancy

We hope you settle in well and have a great experience during your tenancy. Listed below is information that you will find useful during the tenancy.

Payment of Rent

You would already have received all the necessary payment information from us at the start of your application process. The same details are to be used throughout your tenancy.

Please ensure that you rent is paid in advance. Any late rent payments will be recorded automatically against your tenancy ledger and may affect your future rental opportunities.

Payment of Water Usage

If the property you have rented has an individual water meter *and* is water efficient as per legislation, you will be charged either full or a percentage of water usage per quarter. You will receive an invoice for this usage and payment will be expected within 30 days.

Please ensure payment is made on time. Late or non-payments will be recorded automatically against your tenancy ledger and may affect your future rental opportunities.

Routine Inspections

We will carry out a routine inspection at your property on week six of your tenancy and then every 12 to 16 weeks. During these inspections we will be reporting back to the owner on maintenance issues and the general cleanliness and condition of the property. We will also be reporting on the upkeep of the garden/outside spaces (if any). The report will be written and will include photographs of the interior and exterior of the property. It is our recommendation that the property is presented in a clean and neat condition during the routine inspection.

If You Receive a Notice to Remedy Breach

You will receive a notice during your tenancy if you fail to uphold the terms of your lease.

Common reasons other tenants have received such notices in the past include but are not limited to:

- Noise complaints
- Non-payment of water usage invoices
- Non-payment of rent
- Damage to the property
- Unapproved pets or occupants

All breach notices are recorded automatically against your tenancy and may affect your future rental opportunities. Repeated breaches may also result in the legal termination of your tenancy agreement.

A Notice to Remedy Breach can also be issued by a tenant. Please refer to the RTA website ([Link above](#)) to get further information.

If you do receive a Notice to Remedy Breach, be sure to follow the instructions provided or contact us if you have questions. Remedy it as soon as possible to restore your lease to good standing.

How to Report Maintenance Issues

It is essential to report all maintenance issues that arise during your tenancy. **It is our promise to you to act on all reports in a timely manner.** There are two types of maintenance – general and urgent.

Please report general maintenance by email – we ask that you include photos. Report urgent maintenance by phone immediately so that we can ensure that damage is minimised.

Out of hours emergencies can be reported by calling one of our trusted tradespeople. They will discuss the issue with you and ascertain whether a visit to your property is required. You will be provided with the Emergency Out of Office Trades details upon the commencement of your tenancy.

What If Your Circumstances Change?

We recommend that you contact us to discuss any change in your circumstances. Part of our job is to guide you through when life takes an unexpected turn so that a win/win outcome can be achieved for you and the owner of the property.

Can You Break Your Fixed Term Lease?

Yes, but only do so if it is unavoidable as you will be responsible for the costs associated with the re leasing of the property. Circumstances change and this might make breaking your lease unavoidable.

In general, the costs involved in breaking your lease include the cost of the leasing fee + GST, the marketing costs + GST, and the rent until either the property is leased to another tenant, or the termination date of the lease is reached.

You will be required to sign a document accepting the costs prior to Palm Property Management commencing marketing of your property. We recommend that you notify us of this change as soon as possible so that we can work to mitigate your financial loss.

Can You Transfer Your Lease?

If you have multiple occupants / tenants on the same lease, circumstances may change which result in one or more listed tenants wanting to vacate the property.

This change is subject to owner approval and involves the standard application process if you are being replaced on the lease. There will be documentation including a transfer of bond for all parties to sign prior to your name officially being removed from the lease or replaced on the lease. Your bond will also need to be transferred at this point. Please note that you are jointly and severally liable for your tenancy until this process is complete and we notify you of the transfer in writing.

Smoke Alarm Compliance

It is essential that the smoke alarms in the property remain in good working order at all times during the tenancy. Annual and appointed smoke alarm checks will be carried out at your property at no cost to you.

It is YOUR responsibility to report any faulty alarms to us immediately and we will have these repaired or replaced as necessary. You are NOT permitted to tamper with or remove any smoke alarms in the property.

Your responsibilities set out by the Residential Tenancies Authority are as follows:

Tenants must:

- Test and clean (by vacuuming or dusting) smoke alarms at least once every 12 months
- Replace any flat or nearly flat batteries
- Advise the property owner/manager if there is any issue with the alarm (apart from batteries)
- Allow the property owner/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 alarm, e.g. paint or cover it

For further information please refer to the [RTA page on smoke alarms](https://www.rta.qld.gov.au/Renting/During-a-tenancy/Maintenance-and-repairs/Smoke-alarms.aspx) [link to: <https://www.rta.qld.gov.au/Renting/During-a-tenancy/Maintenance-and-repairs/Smoke-alarms.aspx>]

If You Have a Pool

You will be issued with a compliance certificate at the commencement of your tenancy. The owner is generally responsible for the maintenance of the pool and the tenant is generally responsible for the cost of chemicals that are used for the upkeep of the pool water.

The owner is responsible for the safety of the pool and the tenant is responsible to report any issues immediately. [Please refer to this RTA page on pool safety for further information](https://www.rta.qld.gov.au/Newsroom/Jump-into-pool-safety) [link to: <https://www.rta.qld.gov.au/Newsroom/Jump-into-pool-safety>]

Please also refer to the Queensland department of housing and public works for further information: <https://www.hpw.qld.gov.au/construction/BuildingPlumbing/PoolSafety/Pages/default.aspx>

As Your Lease Nears Its End

Upon the owner's instruction, we will contact you **three months prior** to the end of your tenancy to either offer you a new lease or provide a Notice to Leave at the end of the tenancy.

It is at this stage that a rent increase (if any) will be issued so that you have enough notice of the change. In some cases, both a new lease and a Notice to Leave can be issued together so you can choose which one is more suitable for you. We will stay in touch with you during this period to ensure that we are always all on the same page.

If You Intend to Vacate When Your Lease Ends

Here is our process for providing a Notice to Leave / Vacate:

There are different time frames involved in providing a notice to leave. In general, the sooner you can let us know, the better. Please refer to: <https://www.rta.qld.gov.au/Forms-and-publications/Forms/Forms-for-general-tenancies/Notice-of-intention-to-leave-Form-13>

To make it easy, we have also added this form under the Tenants Tab on our website as A notice to Leave is only valid when a Form 13 is used.

Once we receive and accept your Notice to Leave, we will provide you with written acknowledgement and will include information on the matters that need to be addressed before you leave. These include an exit condition report, a checklist of cleaning, as well as information on rent payments, return of keys, and other details.

When Your Tenancy Ends; Getting Your Bond Back

The vacate date is here and you are packed and ready to go. Ensure that all outstanding bills and rent have been paid and all items have been ticked off on the checklist provided.

We will complete your bond inspection within three business days and notify you of issues (if any). Please note that you are not entitled to return to the property to rectify any issues after the keys are returned. Therefore please ensure that all issues are addressed prior to the return of the keys.

All deductions from your bond will need to be mutually agreed to, failing which your bond will be claimed and the dispute will be taken to the RTA through the dispute resolution process followed by a hearing at tribunal (QCAT - if an agreement cannot be reached).

Rental References

We will be happy to provide you with a written rental reference upon the request of the person/company authorised by you. Please note that we are obliged to mention any late payments or breach notices that have occurred during your tenancy.

We hope you enjoy your tenancy and wish you all the very best for the future.

Other Resources – Weather and Natural Disasters

Here are a couple more resources you may find useful in the event of major weather events or other natural disasters.

[For information about what to do in various types of natural disasters](https://getready.qld.gov.au/natural-disasters/)

[link to: <https://getready.qld.gov.au/natural-disasters/>]

[Information about severe weather warnings from the Bureau of Meteorology](http://www.bom.gov.au/qld/warnings/) [link to:

<http://www.bom.gov.au/qld/warnings/>