



Property Owners Handbook



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M E E T Y O U R T E A M



Sandy Lower

Agency Owner ~ Principal Licensee

✉ sandy@qstateproperties.com.au

Our unique advantage stems from being led by a Property Management Principal, This leadership prioritises both property owners and tenants, setting us apart from the conventional real estate agency.

Kim Voigt

Office Manager and Sandy's Executive Assistant

✉ admin@qstateproperties.com.au

Kim is a vital link for our agency, offering reliable support and guidance. Her exceptional organisational skills ensure our office operates seamlessly, enhancing service efficiency and client satisfaction.



Sheridan Dunmore

Property Management

✉ support@qstateproperties.com.au

Sheridan plays a crucial role in managing our properties. Conducting comprehensive Property Health Checks, maintenance, and handling numerous daily operational tasks including leasing.

Joanne Uppington

Property Management

✉ Jo@qstateproperties.com.au

Jo plays an integral role in our letting and leasing operations, facilitating open houses and providing robust support across all office functions.



RECOMMENDATIONS TO PREPARE YOUR PROPERTY FOR LEASE

Prior to a Tenancy:

- The premises and inclusions are to be clean and well presented.
- Buildings must comply with local and state authority building regulations to ensure the property is safe and fit to live in.
- A Safety Switch must be installed.
- All windows and doors including internal doors open and close easily.
- All doors and windows lock securely and operate effectively with keys.
- Full set of keys to be provided – one set for the managing Agent and one full set and access keys if applicable for each Tenant/s named as the lease holder/s under the lease agreement.
- The Property provides adequate security to enable Tenant/s to obtain contents insurance for personal items
- All corded internal window coverings comply with Trade Practices (Consumer Product Safety Standard - Corded Internal Window Coverings) Regulations 2010.
- Carpets are professionally steam cleaned with evidence of a receipt if possible.
- Pest control is current – annual service is a requirement.
- All houses and units in QLD must have installed in all bedrooms. A smoke alarm must be installed on or near the ceiling on any storey: Between any area containing bedrooms and the rest of the house or unit eg hallways and on a storey not containing bedrooms on the most likely evacuation route from the storey. Recommendations are hard wired or 10 year lithium battery smoke alarms for cost effectiveness and reliability. See further details in the handbook.

RECOMMENDATIONS TO PREPARE YOUR PROPERTY FOR LEASE

- Telephone line installation approval has been given. (Tenant is responsible for the connection) ~ I/We understand that if a telephone connection is not currently installed in the Property then I/We authorise the Agent to give permission to the Tenant to have one installed and further authorise the Agent to reimburse the Tenant installation costs applicable at time of commencement of tenancy.

If it is your own home being rented out, then we suggest the following:

- Re-direct mail via Australia Post
- Notify the Council of your forwarding address for Rates Notices if you have not instructed our Agency to pay the rates on your behalf
- Notify your Electricity Provider, gas, phone and other utility companies to finalize accounts if applicable, and provide your forwarding address details
- Notify your Insurance Company and Mortgagee Holder of the change of occupancy status
- If water consumption charges are to be passed onto the Tenant ALL the minimum criteria is to be met as Legislation requires. Our Agency can arrange a Contractor to ensure the premises meet 'water efficiency' standards if required.
- If water consumption costs are to be passed onto the Tenant ALL the minimum criteria is to be met as legislation requires. (Fact sheets available upon request on How to be Water Wise and Water Wise Rebates)

PHOTOGRAPHY CHECKLIST

Before your photography appointment, to help present your property in the best possible way, follow this simple checklist by photographic company.

GENERAL

- Remove all clutter and excess ornaments throughout the property and store items
- Ensure all globes in lights and lamps are working and switched on
- Remove any personal item or photos which you do not want to appear in photography

STREET FRONT AND GARDEN

- Mow lawns, trim trees and shrubs
- Remove bins, garden tools, hoses, toys
- Remove cars from driveway
- Ensure exterior lighting is working

LOUNGE AND LIVING SPACES

- Remove all unnecessary furniture and clutter
- Turn on lamps and lights
- Clear coffee tables and side tables of remotes and magazines
- Open curtains and blinds
- Remove toys and pet items

KITCHEN AND DINING

- Clear benches, window sills and sink
- Remove dishes, drying racks, cleaning products
- Remove kitchen towels
- Remove fridge magnets, kids artwork and bins
- Turn on overhead, range hood and cabinet lights

PHOTOGRAPHY CHECKLIST

CONTINUED...

BEDROOMS

- Make bed and clear beside tables and dressers
- Turn on all lights and lamps and open curtains and blinds
- Tidy and place clothing and shoes away
- Remove floor items
- Clear items under bed if applicable

BATHROOMS

- Clean shower screens, basins and mirrors
- Remove bath toys and washer items
- Remove personal cleaning items and products from bath and shower
- Remove bath mats, clothes hampers, scales and bins from room
- Display coordinated clean towels or remove towels entirely

ENTERTAINING AREAS / YARD

- Clear off outdoor settings and clean
- Remove pet items and bedding
- Clean and sweep the decking and paving
- Remove washing from line
- Remove any portable hanging rack or temporary lines strung up

POOL

- If applicable, ensure pool is filled and clean
- Remove pool equipment and hoses
- Remove pool toys

WHY USE PROFESSIONAL PHOTOGRAPHY



Here is an example of the property taken over from another agent and the photograph's used to advertise the property for lease in an local well known acreage estate near Jimboomba



Marketing

These photos from our professional photographer helps to create emotion and attachment before the prospective tenants steps foot into the property at the open home.

This helps to lease the properties quicker often at above market value



SMOKE ALARMS - UPDATED LEGISLATION

Smoke alarm legislation for houses, townhouses, units and apartments is administered by the Queensland Fire and Emergency Services, under the:

- Fire and Emergency Services Act 1990
 - Fire and Emergency Services (Domestic Smoke Alarms) Amendment Act 2016 (Qld).
- Building Fire Safety Regulation 2008.

From 1 January 2022:

- Smoke alarms in all dwellings must:
 - be photoelectric (AS 3786-2014); and
 - not also contain an ionisation sensor; and
 - be less than 10 years old; and
 - operate when tested; and
 - be interconnected so all other smoke alarms in the dwelling activate together; and
 - be either hardwired or powered by a non-removable 10-year battery; and
 - be installed on each story:
 - in each bedroom; and
 - in hallways which connect bedrooms and the rest of the dwelling; or
 - if there is no hallway, between the bedrooms and other parts of the storey; and
 - if there are no bedrooms on a storey, at least one smoke alarm must be installed in the most likely path of travel to exit the dwelling.
- Property managers/owners must:
 - ensure rental premises meet all health and safety requirements, including the installation of smoke alarms
 - test and clean smoke alarms within 30 days before the start of a tenancy. This also includes a renewed tenancy
 - not remove a smoke alarm or a battery (other than to replace it), or do anything to reduce the effectiveness of an alarm e.g. paint it.

SMOKE ALARMS - UPDATED LEGISLATION

NEW SMOKE ALARM LEGISLATION

In addition to the above, tenants must:

- test and clean (by vacuuming or dusting) smoke alarms at least once every 12 months
- advise the property manager/owner if there is any issue with an alarm and allow the property manager/owner right of entry to install smoke alarms
- not remove a smoke alarm or do anything to reduce the effectiveness of an alarm e.g. paint or cover it.
- For more information, including details of where smoke alarms must be placed in a property, visit the [Queensland Fire and Emergency Services website](#) or contact [QFES](#).
- Testing smoke alarms and entry
- Smoke alarms are listed as a reportable item in the Entry Condition Report (Form 1a), which records the condition of all Queensland rental properties at the start of a tenancy.
- Tenancy rules permit entry for the purposes of complying with smoke alarm legislation. The managing party must give the tenant a 24 hour entry notice to install, maintain or test smoke alarms.
- Repairs relating to a non-functioning smoke alarm may be considered [emergency repairs](#).
- Tenants are encouraged to report any faults or repairs as soon as possible to their property owner/manager to carry out within a reasonable timeframe.

SOLAR ELECTRICITY

RTA ~ SOLAR ADVICE

If a property has solar power, it is best for the tenant and property manager/owner to negotiate how electricity will be charged before the start of the tenancy to ensure they are clear about the arrangements. Owners should consider their arrangement carefully before making any changes. Some accounts have lower tariffs that only remain in place if the account continues as it was first arranged.

Being clear about the rebate at the start of the tenancy will avoid disputes later on. These details should be written into the tenancy agreement.

Options include:

1. Tenant has the electricity account in their name. They pay the supply authority and receive any rebate (i.e. the solar bonus).
2. Property owner has the electricity account in their name. They pay the bill, receive the rebate, and ask the tenant to reimburse them the full amount.
3. Property owner has the electricity account in their name. They pay the bill and ask the tenant to reimburse them the full amount minus the rebate (e.g. \$400 bill, minus \$150 rebate = \$250 payable by the tenant).
4. Property owner has the electricity account in their name. They pay the bill and agree to pass on part of the rebate to the tenant (e.g. \$400 bill, \$150 rebate, the property owner agrees to pass on 50 per cent of the rebate = \$325 payable by the tenant).
5. Property owner has the electricity account in their name. They pay the account and receive the rebate. The cost of the electricity service is included in the rent.

SOLAR ELECTRICITY

Continued RTA ~ SOLAR ADVICE

While the Act does not specifically refer to the solar bonus scheme, it does provide guidelines for service charging.

If a service is in the property owner's name they cannot ask the tenant to pay more than the 'amount charged' by the supply authority. The Act does not specify if the 'amount charged' is the total cost of the service or the total cost, less the solar bonus, nor does it make specific reference to the scheme.

If you cannot agree about the electricity bill by talking with each other, you may apply for dispute resolution assistance.

Solar bonus scheme

The Queensland Solar Bonus Scheme pays eligible customers for the surplus electricity, generated from solar photovoltaic systems, exported to the electricity grid.

The scheme is designed to make solar power more affordable and encourage energy efficiency.

The Electricity Act 1994 states the person who has the electricity account in their name is entitled to the bonus.

Example: If the account is in the tenant's name the tenant can claim the bonus; if the account is in the property owner's name they can claim it.

For more information, visit the Queensland Government's [Solar Bonus Scheme webpage](#).

CLEANING CHECKLIST

When preparing the property for handover it is advisable to ensure the property is at a standard which we require the tenants to return at the end of their tenancy. The following cleaning and supplier checklist is supplied to the tenants when vacating and can be used by property owners preparing their homes.

GENERAL

- Vacuum and clean all sliding doors and window tracks.
- Sweep and/or mop all non carpeted floors, removing any marks.
- Carpets are to be left in the same condition as marked on the original Residential Condition Report allowing for fair wear and tear. If required, carpets are to be cleaned.
- Carpets to be professionally cleaned and fumigate for fleas – by registered Pest Company, if pets were kept at Property. Supply paid invoice copy which specifies service details.
- Clean light fittings – gently remove light fittings and clean.
- Clean marks off walls, ceilings and light switches.
- Clean skirting boards, windows including frames, sills and tracks, above cupboards, picture rails, architraves and both sides of all doors, all other fittings, and insect/security screens etc.
- Clean curtains and blinds. Refer to Agent for method advice.
- Clean in wardrobes, shelves, drawers and mirrored doors. Remove scuff marks.
- Remove all cobwebs and insect marks and nests.

KITCHEN

- Clean inside and outside of all cupboards and doors.
- Clean inside, outside and around stove.
- Clean inside and outside of oven, griller, doors, trays, racks, glass.
- Clean inside, outside and behind refrigerator and dishwasher and microwave space.

CLEANING CHECKLIST

KITCHEN cont

- Clean sink, especially drain holes, drainers and tap ware.
- Range hood exhaust and filter- filter can be removed and cleaned

BATHROOM

- Clean all walls, floors, mirrors and windows and window tracks.
- Clean inside and outside all cupboards and drawers.
- Clean toilet, bath, shower recess, remove built up soap residue on tiles and shower screens, clean sink and all tapware, towel rails.
- Clean water outlet in shower and bath of hair and soap build up.
- Shower curtain washed with bleach or replace if applicable.

LAUNDRY

- Clean behind, inside and around washing machine space. Clean equipment and filters if applicable.
- Clean inside, outside and behind dryer. Remove lint.
- Clean inside, outside and around laundry tub, cabinets, shelves, drawers, tap ware.

AIR-CONDITIONERS

- Clean all air conditioner units and filters.

VERANDAH, DECKS, OUTDOOR AREAS

- Sweep and mop, clean railings, glass and light fittings.
- Remove all cobwebs etc.

GARAGE, CARPORT, DRIVEWAY

- Sweep out and remove any oil residue from concrete, pavers, paths, driveways.
- Ensure Council bins are empty OR place bins out on footpath for next collection
- Close and lock garage door, if applicable.

CLEANING & TRADE SERVICES LIST

The following is a list of Suppliers/Contractors who are recommended by our Agency. These Suppliers are approved and guaranteed to meet our service standard

Exit Clean

CMS Cleaning Services 0488 941 644 stafford_cherie@yahoo.com

Eureka Clean & more 0475 147 153 eurekacleanmore@gmail.com

Garden/Lawn Maintenance

Jump Property Services 0403 952 000 info@jumppropertyservice.com

Jims Mowing Park Ridge 0407 354 711 justin.dyball@jimsmowing.net

Eureka Clean & more 0475 147 153 eurekacleanmore@gmail.com

Carpet Cleaning

Eureka Clean & more 0475 147 153 eurekacleanmore@gmail.com

General Handyman & Bulb Replacement

EZPZ Property Maintenance 07 3063 0633 sales@ezpzpm.com.au

Jump Property Services 0403 952 000 info@jumppropertyservice.com

Pest Control Internal & External

Checkmate Pest Control 0435 748 668 contact@checkmatepestcontrol.com.au

The Village Pest Control 0408 883 051 thevillagepestcontrol@gmail.com

CONTACT US



Principal Licensee
Property Management Director

Sandy Lower
0438 762 163



Ph: 1300 QSTATE

Email: sandy@qstateproperties.com.au

Web: www.qstateproperties.com.au

Office: 6 Davis Street Beaudesert

Lower Property Management Trust AFT Kattay P/L t/as

Q State Properties

ABN: 16 748 397156

ACN: 847960576

LIC: 3696871