

QUICK REFERENCE GUIDE & INFORMATION ACKNOWLEDGEMENT



AGENCY INFORMATION



AGENCY NAME

Sphere Partners Pty Ltd T/A Sphere Management

ADDRESS

154 Musgrave Ave Southport QLD, 4215

PHONE NUMBER

(07) 5532 3144

EMAIL ADDRESS

info@spheregoldcoast.com.au

WEBSITE

www.spheregoldcoast.com.au

OFFICE HOURS



MONDAY – FRIDAY – 8.30am – 5.00pm

SATURDAY – 9.00am – 12.00pm

SUNDAY - CLOSED

PREFERRED METHOD OF CONTACT



EMAIL

This is the most effective and quickest contact method if you have email access also. Your Property Manager's direct email address appears above or on the business card provided. You may also be given access to your own personalised "Tenant Portal". You can message us directly through your portal as well as log any maintenance issues.



APPOINTMENT

To see your Property Manager in person, please contact the office to make a time that suits you both. The nature of our role takes us out of the office and by making an appointment we can ensure we are there for you.



Like us on Facebook to follow Sphere Updates



RENT PAYMENTS

Direct transfer into our Trust Account is the preferred method of payment using the Reference specified on the Lease Agreement. A scheduled transfer can be set up using your online banking or at your Bank.

Other options for payment are EFTPOS and Credit Card (fee charged)

We do not accept cash.

Rent is due weekly unless otherwise discussed with your property manager. We suggest commencing your weekly rent payments one week after you move in.



BREAKING A LEASE AGREEMENT

If you wish to vacate the property DURING your Tenancy, please contact your Property Manager immediately and make an appointment at which time the Property Manager will advise you of your obligations during this process.



ENTRY CONDITION REPORT

Please complete, sign and return to our office within 3 DAYS OF THE LEASE COMMENCEMENT DATE as required by the Residential Tenancies and Rooming Accommodation Act.



ELECTRONIC TRANSMISSION

It is agreed by signing this document consent is given to receive any documentation relevant to the Tenancy by electronic communication methods such as email or facsimile. Also, the method of receiving advice or notification by SMS is accepted.



EMERGENCY REPAIRS

Emergency repairs include such situations as:

- Burst water service
- Gas leak
- Blocked or broken toilet
- Fault/damage likely to cause injury
- Serious roof leak
- Electrical shock/fault

PHONE (07) 5532 3144 TO REPORT THESE TYPES OF SITUATIONS IMMEDIATELY.

If after hours, at the prompt, press '1' to be put through to the After Hours Manager (EMERGENCIES ONLY).



GENERAL REPAIRS AND MAINTENANCE

All general repairs and maintenance must be forwarded to our Agency **in writing** so we can act accordingly. Provide as much information as possible of the repairs needed as well as access authorisation for the repairs to be done. You can report maintenance via the Repair Request forms, by email or on your Tenant Portal.



INSURANCE

We advise ALL TENANTS to insure their own contents as they are NOT covered under the Lessor's or Body Corporate policies.



KEYS, LOCKED OUT?

Office Hours – you can collect our Management set and return them to our office within the hour. Identification will be required.

After Hours – Contact the night manager – phone 55323144 and press ‘1’

(\$100 call out fee applies)



MOVING OUT

A minimum of Two (2) weeks’ notice in writing is required if you intend to vacate on or after the lease expiry date. The prescribed form is a Notice of Intention to Leave Form 13 and can be obtained from Sphere Reception or emailed to you.



PARKING OF CARS

All cars, motorbikes, trailers, campervans, caravans, boats and trucks are to be parked in designated parking areas ONLY. Do not park on front lawn areas, or on Body Corporate designated common areas (where applicable). It is the Tenants responsibility to repair any damage done when parking cars etc. in such areas.

Oil stains on driveways and in car-spaces is the Tenant’s responsibility to remove before vacating the Property. To avoid such damage we recommend the purchase of a drip tray or mat.



POT PLANTS

It is recommended that pot plants are raised off the carpet or outside areas to avoid water damage, staining or rust. Extra cleaning may be needed upon vacate if pot plants have left staining/rust rings



PARCELS

All mail & parcels (20 kilos or less) will be delivered to our Sphere Management office during business hours. We will send you a courtesy SMS that a parcel has been delivered for you to collect. Any oversized/bulky parcels or deliveries over 20 kilograms such as furniture must be delivered to your unit directly and you must be home to receive it. Our office does not accept these items.



PROPERTY INSPECTIONS

The Property is inspected by our Maintenance Inspection Manager every 3-4 months. You will be notified in writing at least 7 days prior. Due to time restraints, it is difficult to rearrange times however in extreme circumstances, please contact our office.

The inspection’s key purpose is to visually inspect the areas applicable to the Unit and identify any maintenance and repairs needed. Photos are taken and sent to the Property Owner.

ACKNOWLEDGEMENT	Tenant Name	Signature	Date