



AGENCY 168

TENANT HANDBOOK

BUY | SELL | RENT





Contact Us



PHONE

0433-512-875



ADDRESS

Unit 12A/4 Queen St, Bentley
WA 6102



WEBSITE

www.agency168.com.au



EMAIL

shirley@agency168.com.au



GETTING STARTED

Welcome to your new home. We have included a few phone numbers of people that you will need to contact at the beginning or the end of your tenancy.

SYNERGY – 13 13 53

Contact Synergy to open your account for your new home. (If STRATA property please contact property manager first).

ALINTA GAS – 13 13 58

For homes that have gas available – please call for connection. (If STRATA property please contact property manager first).

AUSTRALIA POST

You should visit your local post office to arrange for re-direction of your mail from your old address to your new address.

INTERNET

Call your service provider to advise them of your move in/out date. It is recommended you book this before you move in. You can check your internet connection type here:

<https://www.nbnco.com.au/connect-home-or-business/check-your-address>

WATER USAGE – NO CHANGES REQUIRED

We will organize a reading of the meter by the Water Corporation. It is recommended you read the meter yourself upon moving in to confirm the Water Corporation is correct. Water usage is to be paid directly to Agency 168 once we have invoiced you.

We recommend contacting your service providers (gas, electrical, internet etc) a few days before you start your tenancy to ensure you have these services ready for your first day of your lease.

UPON ARRIVAL AT YOUR NEW HOME

Hot water system is working

If it is gas, you will find the instructions on the inside of the unit, which is found outside. If it is a large unit, over a meter high, you will find this is a storage system. If you run out of water, you will need to wait for this to fill up. If it is smaller, this will be an instantaneous system. If it is electric, this unit is generally found inside a cupboard in the home.

Security

Security of the home is very important. Please check all locks upon arriving. If there is an alarm system please ask the property manager for the code.

Electricity is connected.

The meter box is generally found close to the front door. If the power goes out at any stage, it is quite often a circuit breaker/RCD safety switch which has blown from an appliance.

You can try flicking the switch back up and it will start working again. Do not use the appliance which triggered the switch, as it is usually faulty. Contact your Asset Manager to discuss further.

Oven and Stove

Confirm your oven and stove tops are in working order.

PROPERTY CONDITION REPORT

Please find in your lease pack your copy of the property condition report.

You need to fill in any additional comments in the space provided and return the **original** to our office within **SEVEN DAYS** of the date stated on the form for the report to be valid and used in the final inspection.

It is for your benefit that you be very thorough and mark down everything onto the inspection report. This report is what we check against when you vacate, and you will be accountable for anything that is found and not marked on the condition report.

If something is not noted down and it is found/noted on the final inspection, you will be held accountable for the price of fixing.

If your copy of the condition report is not returned within SEVEN DAYS of being issued, you hereby understand that we will not accept your condition report for the final inspection and our original copy will be used.

INSURANCE

ALL TENANTS SHOULD HAVE THEIR OWN CONTENTS INSURANCE.

You should arrange contents insurance to protect your valuables from theft or damage.

THE LANDLORD IS NOT RESPONSIBLE FOR YOUR CONTENTS.

An accident caused by a burst water pipe for example, which damages your furniture and/or clothes, is not recoverable from the owner or under the owners' insurance policy. You may request the owner claim it under their policy, but it is not a given that they will accept to do this for you.

PETS AT THE PREMISES

NO PETS of any kind are allowed on the premises, **including visiting pets** without **prior written permission**.

If you have received written permission to have a pet on the premises, you will be required, as a condition of consent, to have the carpets professionally cleaned and after this, professionally sprayed for fleas inside and out.

Copies of receipts will be requested. This will be required even if you believe your pet has no fleas and/or were kept outside.

MAKING RENT PAYMENTS

Rental payments must be paid a minimum of 1 week in advance or as per the lease agreement.

Please remember if you are using any kind of electronic transfer to allow 3 - 4 days to reach us prior to your paid to date.

It is highly recommended you setup direct debit to pay your rent from the first day of your lease.

Making Additional Rent Payments

You are required to continue making your rent payments in accordance with your lease agreement until you vacate the premises.

Please note that if you fall behind in your rent in your notice to vacate period and monies are not forthcoming, you will be listed on the defaulting tenant database – NTD

THE BOND CANNOT BE USED AS RENT, UNDER ANY CIRCUMSTANCES. THERE IS A \$5,000 FINE THAT CAN BE IMPOSED FOR DOING SO.

WHAT HAPPENS IF YOUR RENT FALLS BEHIND?

If the rent falls behind, the following action is taken:

1st Day Arrears: Courtesy SMS/Email that your rent is in arrears to please pay asap

2nd Day Arrears: Auto email and phone call advising rent arrears need to be paid

3rd Day Arrears: Breach Notice or TERMINATION is sent.

Please contact us immediately if you receive an arrears notice and are unable to pay.

If you have made payment and have received a breach notice please contact us ASAP.

Every letter sent due to late payment of your account is permanently marked on your ledger (even after one day). We request that if you are having problems, you contact us immediately for discussion.

It is important to make sure that your rental payments are made BEFORE the paid to date.

Your ledger, which is created through your payment history, is used in many applications. Other agencies can contact us for your ledger/payment history when requesting a rental reference or financial institutions if you are applying for a loan.

Breach of your Tenancy Agreement can also result in lodgement on NTD (defaulting tenant database).

PLEASE NOTE: we are required to state exactly what is on the ledger – if your payments show constant default, your reference will reflect this.

PAYING YOUR RENT

WHEN PAYING YOUR RENT INTO OUR TRUST ACCOUNT, PLEASE ENSURE YOUR PAYMENT REFERENCE NUMBER IS CLEARLY STATED.

BANK ACCOUNT DETAILS

BANK ACCOUNT DETAILS TO SEND YOUR RENT ARE ON PAGE 2 OF YOUR LEASE.

REF: PAYMENT REFERENCE NUMBER (LOCATED ON PAGE 2 OF LEASE BOTTOM RIGHT CORNER)

payment reference: 123456789

WATER CONSUMPTION PAYMENTS

If the property is separately metered, a meter reading will be taken at the beginning of the tenancy.

We will send you our invoice and a copy of the Water Corporation account so you can see how the payment was calculated. You are required to pay the amount on the invoice to "Agency168" within 7 days of receiving the invoice. **DO NOT PAY AT THE POST OFFICE OR DIRECT TO WATER CORPORATION.**

We require that you make a separate entry with your direct transfer so that your payment can be easily identified as a water payment and not a rental payment.

DO NOT PAY THE WATER CORPORATION UNDER ANY CIRCUMSTANCES.

Slow or non-payment of a water/sewer usage invoice will be treated in the same manner as rental arrears with a Breach letter and/or Termination Notice issued.

ROUTINE / GENERAL INSPECTIONS

Under the Residential Tenancy Agreement, we are allowed to conduct 4 general inspections per year. The first inspection will be carried out approximately 6 weeks after your lease commences, then every 3 months after that.

You will be notified of our inspection in writing, at least 7 days prior. If you cannot attend, we will use our keys and leave a copy of the inspection report for your record to indicate to you we have been. Please be aware that digital photos of the interior and exterior may be taken for the purposes of informing owners of the property condition.

If you have an **alarm, or if you have a dog** that will be at the premises unsupervised, you need to contact the office prior to the inspection.

On our routine report, we note down everything - how the property is presented, how the lawns and gardens look. This report is then passed onto the owner and also kept on our records for the purposes of future rental references. For this reason, we request that you make an effort to have the property looking as good as it can.

Please pay particular attention to washing up, putting clothes and toys away, make beds, mow lawns, weed gardens and remove excess rubbish.

STRATA BY-LAWS

If you have moved into a complex of apartments or townhouses, please make sure you abide by the common strata by-laws which will be supplied by your Property Manager.

This may include restrictions on use of common areas and access times for areas such as pools and gyms.

Please follow the parking rules for your complex and ensure any guests park in allocated visitor bays and not in parking bays allocated to other properties.

LAWNS, GARDENS & RUBBISH REMOVAL

The tenant agrees (where lawn mowing is applicable) that they will mow the lawn on a regular basis reducing over growth. You are required to attend to lawns regularly, without fail, if you have a problem completing this, we suggest you pay a professional. A list of recommended trades and services can be found on the last page.

The condition of the bins is to be maintained, kept in a provided area or safe place and not to be left kerb side for extended periods of time after collection.

If a reticulation system has been provided with the premises, you are responsible for advising our office immediately if the system is not working. Result in failing to advise our office of a fault could result in you being made responsible for any damage to lawns and plants.

You are only allowed to water the garden on your allocated days, **either BEFORE 9am or AFTER 6pm.**

**Last digit
of your
house #**

1. Wednesday & Saturday
2. Thursday & Sunday
3. Friday & Monday
4. Saturday & Tuesday
5. Sunday & Wednesday
6. Monday & Thursday
7. Tuesday & Friday
8. Wednesday & Saturday
9. Thursday & Sunday
10. Friday & Monday

MINOR MODIFICATIONS

Alterations (attached or detached) to the premises are not permitted without prior written permission from our office. This includes picture hooks, adhesive hooks, nails, screws, blue tack being driven or attached to the walls, doors or ceilings.

If you wish to make an alteration you will need to submit the 'Minor Modification Request Form' to your property manager for owner approval.

Please do not make any modification without approval.

THE PREVIOUS TENANT'S MAIL

Please direct the previous tenants' mail as "RTS, no longer at address". Any arrangements you make with the outgoing tenant/s regarding mail and/or forwarding address is between you and the outgoing tenant.

Any official letters for the owner ie. Shire or Water, Insurance etc. please direct to our office.

PROBLEMS WITH PESTS

If you have a problem with pests, we request that you first take suitable action (like surface spray) as a first option.

If you continue to have a problem and you have tried all options, you will need to contact us within the first 3 months of your tenancy.

After this time, it is classified as a condition of living by REBA and therefore a tenant responsibility.

SHARED TENANCIES – ONE TENANT LEAVING

Once this is completed, we will then forward you a “Variation of Bond” form for all parties to sign to agree to the change.

BREAKING THE LEASE AGREEMENT

If you are currently within the fixed term of a lease agreement and you wish to break your lease, please contact the office.

As a tenant breaking a lease agreement you are responsible for all costs associated that a landlord would normally incur to relet the premises whilst within the fixed term.

These costs are: – Advertising, Signage, New PCR, rent up until a new tenant is found or the lease expires (whichever comes first) if rent is reduced to secure a new tenant you are liable for the difference in rent up to the end of your lease date and the break lease fee charge.

NOTIFICATION of breaking your lease must be given to us **IN WRITING**. We require that you contact the office to discuss.

SECURITY & LOCKS

At the end of each tenancy, we ensure that all keys signed out are returned by the previous occupants.

If you make your own copies of the keys these must be provided to Agency 168 under the terms and conditions at the end of the lease agreement.

GETTING LOCKED OUT

We usually have a copy of your keys in our office. You can contact us to come and collect the keys if in working hours. These keys must be returned to our office within 24 hours.

If you are locked out of your property outside of office hours. You will need to contact a locksmith at you own expense.

VACATING REQUIREMENTS

Your Vacating Notice

Please find attached "30 Day Vacating Notice" for you to hand in, fax or email into the office. Please note the 30 days, commences from the day received by the office.

Once your vacating notice is received, we commence marketing for a new tenant. In many cases new tenants are found to move in the NEXT DAY after your vacating date. It is therefore extremely important that you immediately advise us of any delay in your vacating plans.

For the same reason, it is crucial that the premises are left in good order on your vacating date, so as not to disrupt the new tenancy.

Prospective Tenants to view your premises.

If we are releasing the property on behalf of the owner, we may also be in contact with you to see if you will allow us access for prospective tenants to view as per your Residential Tenancy Agreement.

We will organize with you a suitable time for us to attend and we require that you lock away all small items of value prior to us bringing people through. We will work with you in any way possible and would like to thank you in anticipation of your co-operation.

RETURNING KEYS

All of the keys to the premises, and remote controls card, must be returned to the office of Agency 168 on the day you will be vacating. If any keys (to doors, garages or letterboxes) have been lost these will still be required, we suggest you arrange for new locks to be installed and new keys to be supplied before the final inspection.

Missing keys can lead to inspection and bond refund delays. Please **DO NOT LEAVE ANY KEYS OR REMOTES ON THE PROPERTY.**

PLEASE NOTE: You may be held responsible for further rent if the keys are not returned on your vacate day.

CARPET CLEANING

As part of your tenancy agreement you are required to have all the carpets professionally cleaned upon vacating your rental.

This is to be completed by a licensed professional carpet cleaning business. You must provide the receipt to your property manager.

Carpet cleaning **DOES NOT** include hiring a carpet cleaner and cleaning it yourself.

CLOSING ACCOUNTS & MAIL

Once vacated please ensure you have closed any open accounts associated with the property such as gas, electrical and internet.

Please also ensure you have re-directed any mail delivered to your rental to your next address.

PETS & FUMIGATION

If a pet has been kept at the property you are required to conduct a flea treatment, a receipt for this service will need to be provided to your property manager.

THE FINAL INSPECTION

The bond inspections are normally completed on the following working day, or within 3 working days at most. We will contact you to discuss the outcome after we have attended the premises. Should you be required to attend to the items of concern, the keys can be collected at our office and returned within 24 hours.

Should the required work not be completed within 48 hours after discussion or prior to a new tenancy moving in, we will organise this directly with a tradesperson and the funds will be deducted from your bond.

If keys are not returned to the office within the 24-hour period for cleaning/repairs, it will be considered you have possession of the premises and RENT will be charged from the day the keys were originally collected for cleaning.

Water/Sewer is calculated from the last bill you received to the vacate date. The meter will be read by the Water Corporation, and you will be informed of this amount.

INFORMATION FOR TENANTS

Paying Your Rent

When paying your rent into our trust account, please ensure your PAYMENT REFERENCE NUMBER is clearly stated.

Bank Account Details

Bank Details to send your rent are located on page 2 of your lease along with your payment reference number.

Paying Your Water Consumption

When paying your water consumption into our trust account, please ensure your reference number and the word WATER are clearly stated. If you only state your reference number, the payment will be credited to your rent payments not your water usage.

Important Phone Numbers

Alinta Gas	13 13 58
Synergy	13 13 53

Our agency has a “Zero Tolerance to Rent Arrears”, If you think your rent will be paid late, you must inform the office prior to the due date. A breach notice will be sent to you on the third day of your rental arrears. Please note any breach notices issued in your name means your details may be registered on both National and International database’s for defaulting tenants which may make it very difficult for you to be placed in another rental in the future.

Tenants must arrange their own contents insurance.

Please report all maintenance to your Property Manager using the Maintenance request through **‘Property Tree Connect’** with photos or videos.

For any emergency maintenance repairs, you will need to refer to your “Emergency Plan for Tenant”. If maintenance is arranged by the tenant that is not an emergency, then the tenant will be responsible for payment of the account.

Please advise the office of your new number once you have had your landline connected. Silent numbers will remain as confidential information in our office.

If you lock yourself out and it is within office hours, the office may be able to provide you with a key to the premises which is required to be returned within 24 hours. Outside of normal working hours this situation becomes your own responsibility.

It is recommended that the smoke alarm is tested to be fully operational and working correctly, should the battery require replacing please do so and maintain as required.

It is the tenant’s responsibility to ensure that the reticulation is set for the designated days and watering times. Sprinkler head maintenance is the tenant’s responsibility, any reticulation found to be used outside of the designated allocated days / times may be fined by the water corporation – should this occur, it will be the tenants responsibility to pay this fine.

- Your watering days are determined by the last digit of your house number as follows:

HOUSE / LOT NUMBER	WEEKDAY	EXTRA DAY FOR BORE USERS
0	Monday & Friday	Wednesday
1	Wednesday & Saturday	Monday
2	Sunday & Thursday	Tuesday
3	Monday & Friday	Wednesday
4	Tuesday & Saturday	Thursday
5	Sunday & Wednesday	Friday
6	Monday & Thursday	Saturday
7	Tuesday & Friday	Sunday
8	Wednesday & Saturday	Monday
9	Sunday & Thursday	Tuesday

EMERGENCY PLAN FOR TENANTS

We enclose an easy-to-understand instructions for your plan of action if faced with an emergency OR non-emergency situation in your home. We define EMERGENCY and NON-EMERGENCY situations below:

Your Property Manager can only guarantee to be contacted during working hours. Therefore, if you are faced with an emergency and are unable to contact your Property Manager, listed below is information on items that are classified as an emergency situation and instructions on how to deal with that emergency without the assistance from your Property Manager.

Office Hours are Monday – Friday 9.00am – 5.00pm

EMERGENCY CONTACTS OUTSIDE OF NORMAL WORKINGS HOURS ARE:

COAST AND COUNTRY PLUMBING & GAS	0407 724 442
A-Z CLEANING	0408 201 141
RESPONSE FIRE AND ELECTRICAL	(08) 9106 9197
POLICE	000
ALINTA GAS	13 13 58
SYNERGY	13 13 53

CLARIFICATIONS OF EMERGENCY SITUTATIONS ARE:

- Burst pipes
- Blockage of Toilet – if 2 toilets at property, utilize 2nd toilet until next working day
- Gas leak
- Glass breakage
- Power lines down
- Fire
- Break In
- Carpet damage – by water due to severe storm

EMERGENCY – RECOMMENDED COURSE OF ACTION

A) Break In and Damage to Glass

1. Contact the Police and report the break in.
2. The Police will give you a Police report number – you must report this to your property manager the next working day. Without the Police report number, the cost of replacing the glass will be invoiced to you.
3. If there is any other damage to the property and you need to have the property resecured, please see emergency maintenance contacts, must then be reported to property manager the next working day.
4. You may instruct the contractors to forward the account directly to your property manager. If the glass breakage is the result of an act attributable to yourself, you may call the glazier to repair the broken glass, however payment of the invoice must be made by yourself.

B) Hot Water system stops working

1. If it is a gas hot water system, check that the pilot light is on. (If a plumber is called to re-ignite gas unit the tenant will be liable for the cost).
2. If the hot water system is still not working report to your property manager.

C) Gas Leak

You **MUST** contact your property manager if fault occurs during the week, during normal office hours, OR if the fault occurs on a weekend or public holiday please contact the contractors below. Contact your Property Manager on the next working day.

Coast and Country Plumbing and Gas 0407 724 442

D) Electrical Problem that may cause harm to the Tenant

You may contact an electrician directly, contact your property manager next working day.

RESPONSE FIRE AND ELECTRICAL (08) 9106 9197

Mario Electrical and Communications 0412 138 825

E) Burst Water Pipe

Turn the water off at the mains immediately.

You may contact a plumber directly, contact your property manager next working day.

Coast and Country Plumbing and Gas 0407 724 442

F) Power Lines Fallen Down

Call Western Power immediately 13 13 51

G) Lost Keys or Keys Locked inside House

You may contact a locksmith directly, however the tenant is responsible for payment of the account. If you lose your keys or lock them inside the property during business hours, the office may be able to provide you with a key to the premises which is required to be returned within 24 hours. Outside of normal working hours this becomes your own responsibility.

Recommended Lock Smith: Light House Locksmiths | 08 9455 3083 (24/7)

<https://www.lighthouselocksmiths.com.au/>

H) Impact to Building by a Vehicle

This is an emergency situation; always try to contact your Property Manager. If you cannot contact your Property Manager, then you must take the following steps:

- 1.If injury to another person call an ambulance on 000.
- 2.Call the Police and obtain a police report number.
- 3.Call SES (State Emergency Service) on 13 25 00
- 4.If there are any burst water pipes, call any of the plumbers listed above and turn the water off at the mains.
- 5.If there is any electrical damage, call any of the electricians listed above and turn the power off at the mains.
6. there is water damage to the carpets, call office 9451 2600.
- 7.If there is structural damage to the house, flooding or electrical problems do not stay in the house.
- 8.Your Property manager will contact the building insurer the next working day, who will send out an assessor and attend to any structural repairs.

I) Severe Storm Damage

This is an emergency situation, always try to contact your Property Manager first. If you cannot contact them, you must then take the following steps:

- 1.If Injury to another person call an ambulance on 000.
- 2.Call SES (State Emergency Service) on 13 25 00.
- 3.If there are any burst water pipes, call any of the plumbers listed above and turn the water off at the mains.
- 4.If there is any electrical damage, call any of the electricians listed above and turn off the power at the mains.
- 5.If there is water damage to the carpets, please contact office on 9451 2600.
- 6.If there is any structural damage to the house, flooding or electrical problems, do not stay in the house.

Your Property Manager will contact the building insurer the next working day, who will send an assessor and attend to any structural repairs.

J) Severe Damage to Property (Explosion or Collapsed Ceilings)

This is emergency situation, always try to contact your Property Manager first. If you cannot contact your Property Manager, you must then take the following steps:

- 1.If injury to another person call an ambulance on 000.
- 2.If there is a fire call the fire brigade on 000.
- 3.Call SES (State Emergency Service) on 13 25 00
- 4.If there are any burst water pipes, call any of the plumbers listed above and turn the water off at the mains.
- 5.If there is any electrical damage, call any of the electricians listed above and turn the power off at the mains.
- 6.If there is water damage to carpets , call All Floors on 1300 85 95 90

If there is structural damage to the house, flooding or electrical problems do not stay in the house. Your Property Manager will contact the building insurer the next working day, who will send an assessor and attend to any structural repairs.

NON EMERGENCY

The following situations are NOT classified as emergency repairs and MUST wait until the next working day to be reported to the office. All maintenance needs to be on a maintenance request form.

Blocked toilets (where there is a second unblocked toilet on the premises this toilet must be used and contact your Property Manager the next working day).

PLEASE NOTE: If blockage in a toilet occurs through tenant negligence i.e. overuse of toilet paper, flushing of nappies, sanitary items or any other inappropriate items, this will result in the account and callout fee to be the tenant's responsibility for payment.

Stove / Oven not working.
General Repairs and Maintenance.
Blocked pipes, shower and kitchen sink.
Hot water system going hot or cold.
Trouble with reticulation.
Leaking Taps.

Pest Control i.e. : Pest control such as ants, mice, rats, cockroaches, flies, silverfish, earwigs etc. is the responsibility of the tenants and the owner is not obliged to pay for treatment.

Recommended pest control company is:

A One Pest Control: 1300 762 667

The Owner will pay for the removal of wasps or beehives; however this is not classified as an emergency and you may contact your Property Manager the next working day to arrange the removal of any nests. This is also the case if you spot any white ants nests in or about the property.

In relations to problems with ants, mice, rats and cockroaches, it is recommend that you purchase treatments such as bombs and/or baits from the supermarket, and ensure that you have them placed in strategic locations to prevent cockroach infestation.

Please note that if you go ahead with a repair that IS NOT classified as an emergency, the owner is NOT obliged to pay for any expenses incurred.

Fences Down

Either through storm damage or impact. Contact your Property Manager same day or next working day.

If you have pets, please secure them accordingly. It is the tenant's responsibility to arrange temporary fencing whilst quotes are being obtained and whilst work is being completed.

Fencing does take some time as dividing fence owners must all be contacted along with insurance companies. **PLEASE BE PATIENT.**

After Hours Maintenance

Mario Electrical and Communication – 0412 138 825
Coast and Country Plumbing and Gas 0407 724 442
SES for Flood & Storm Response – 132 500

Please note the plumber and electrician will only attend to the property if the scope of works fits in the required legislated URGENT or EMERGENCY categories.

If upon attendance, the work is not the fault of the owner's maintenance responsibility, the invoice will be charged to the tenant.

Urgent Repairs are categorized as essential services: Electricity supply, gas supply. Wastewater management and water

Arrangements for these repairs must be made by our office with a suitable repairer within 24hrs.

MAINTENANCE REQUESTS

All maintenance requests **MUST be submitted via the maintenance portal**. Please be very specific when reporting the problem, giving as much detail as possible. Include photos and videos.

If you have an emergency, you can call our office. We still require that you follow up your phone call with a maintenance request Via the tenant portal.

Our maintenance portal is checked every morning and actioned accordingly. If you email a maintenance issue it may not be responded to straight away.

SIGN UP TO TENANT PORTAL

How to Sign Up to Tenant Portal?

Agency168 utilises 'Property Tree Connect' to receive maintenance requests from tenants and to send work orders to trades people.

Your Property Manager will send you an email invitation to join. Once you receive the invitation email, click on "Go to Web Portal" - You will be redirected to the Property Tree Portal page where you can create your account.

The method you choose to create your account with will be one you will always use to log into the portal.

It is not possible to change the login method to the portal once you have created a login.

Accessing the Portal can be gained by going to the website: www.client.propertytree.com or via the app 'Property Tree Connect'.

You will be able to log into the portal using the same method you used to sign up create your account. When you go to the landing page, it will state the method you used to login previously.

MAINTENANCE REQUEST PROCESS

Tenants

Tenants must log into the 'Tenant Portal' or 'MRI Property Tree Connect' (Make sure tenant logs in with same email address provided to property manager).

Via Property Tree App on Mobile App:

(Available on Apple & Android devices) How to use the app:
<https://shorturl.at/0i80p>

To submit a maintenance request through MRI Property Tree Connect App on your phone, from the Maintenance screen tap on the + button at the top right.

Step 1 – First "Add a Maintenance Description" by entering a title to the job and a description.

Step 2 – Next image and videos can be added to the job by tapping the camera + button, then selecting from camera, video, video library and image library.

Step 3 – Then review and edit the job, before tapping "Submit"

Via 'Tenant Portal' on desktop computer:

To submit a maintenance request through the Tenant Portal website on desktop pc.

Step 1 – Click on 'Maintenance Requests'

Step 2 – Click 'Actions' > '+ Create Maintenance Request'

Step 3 – Enter summary and description of maintenance required and upload photos or videos in the Attachments section.

Step 4 – Click 'Submit Maintenance Request'

How to Guides

[Tenants Guide to Property Tree Tenant Portal](#)

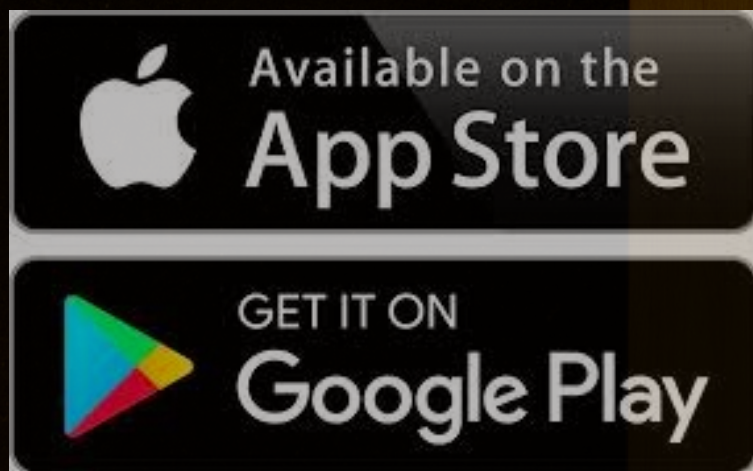
[Signing Up to the Portal](#)

[Accessing the Portal](#)

[MRI Property Connect App](#)

Availability

MRI Property Tree Connect is available on Android and Apple Devices



RECOMMENDED TRADES & SERVICES

Plumber – Coast & Country – Paul: 0407 724 442

Electrician – Mario Electrical & Security – Mario: 0412 138 825

Arrow Garden & Property Maintenance – Stuart: 0466 872 833

S&R Cleaning Service – Stephen: 0468 820 936

