



**Tenant Handbook**  
**Brisbane Common Ground**  
**15 Hope Street, South Brisbane**

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## How to use this Handbook

This handbook has been designed to help you move into your unit and to provide useful information when you are living in the Brisbane Common Ground building.

The Handbook has a number of areas including:

### Sections

1. Information about Brisbane Common Ground
2. Moving In
3. Your Tenancy Agreement
4. Rent
5. Being a Good Neighbour
6. Safety and Security
7. Inside your Unit
8. Communal Areas
9. Maintenance and Repairs
10. Tenant Responsibilities
11. Complaints, Concerns, Feedback & Other Issues
12. Leaving Brisbane Common Ground

### Contact the office in your own language:

If you prefer using your own language other than English please ring the Telephone Interpreter Service (TIS) on 13 14 50 first. While you are on hold, the TIS can then ring the office and conduct phone interpretations. This service is free.

### Contact Details for Common Ground Queensland:

**Phone:** 07 3370 8320

**Address:** PO Box 3180  
South Brisbane BC  
QLD 4101

**Email:** [admin@commongroundqld.org.au](mailto:admin@commongroundqld.org.au)

**Website:** [www.commongroundqld.org.au](http://www.commongroundqld.org.au)

***Office hours are Monday to Friday 8.30am – 4.30pm***

## 1. Brisbane Common Ground

### Welcome to your new home

Common Ground Queensland (CGQ) welcomes you to your new home. You are now part of the Brisbane Common Ground (BCG) community. We understand that the importance of having a place to call home should never be underestimated because there is no substitute for a door that locks, a warm bed and your own personal retreat - your own personal space.

CGQ wants your home to be a safe and stable place where you can be yourself. In your home you should feel comfortable, have your privacy and have the freedom to bring friends and family to visit.

### Some Information about CGQ

CGQ is Queensland's first specialist supportive housing provider. We are a mission-driven organisation, focused on providing quality tenant outcomes. Our hope is that BCG will be the first of many supportive housing developments in Queensland.

CGQ is especially committed to:

- Ensuring equitable access to all interested people seeking community housing.
- Ensuring individual's rights will not be discriminated against on the grounds of ethnicity, religion, gender, marital status, physical or intellectual disabilities and sexual preference in accordance with the anti-discrimination legislation.
- Ensuring full compliance with privacy legislation.
- Respecting different cultural practices.
- Providing secure, affordable, appropriate and safe housing to tenants.
- Conducting regular reviews of policies and procedures, organisational structure and management information systems to ensure quality service provision.
- Ensuring policies and procedures are transparent and understood by applicants and tenants.

### CGQ Staff

CGQ is headed by a Board of professionals. The staff of CGQ are:

**Sonya Keep**  
Chief Executive Officer

**Derek Taylor**  
Tenancy Manager

**Erin Smith**  
Administration Manager

**Rikki Pieters**  
Project Officer

**Lisa Armitage**  
Project Officer

**Michael Murphy**  
Operations Manager

**Janice Walters**  
Rental and Reporting Manger

**Raechelle Coaker**  
Property and Tenancy Officer

**Kathy, Kurtis, Jai, Justin, Wendy, Kelvin and Mikayla**  
Maintenance Staff

**Dean, Lisa, Nilima, Erma, Cheryl and Hayley**  
Function Attendants

**Andrew, Joey, Anthony, James, Brad, Jamie and Matthew**  
CGQ security-trained staff stationed at the Concierge desk 24 hours a day

### **The Brisbane Common Ground Building**

The 14 storey BGG Building incorporates:

- 146 units for residential tenants (102 studios, 33 adaptable units and 11 one bedroom units).
- 3 ground floor retail / commercial tenancies.
- Basement.
- Common spaces for the exclusive use of tenants including open gardens and common area decks on residential levels, a tenant's lounge, billiards room and library.
- Rooftop garden.
- 24 hour/7 day concierge service to manage access to the building, so only tenants and approved visitors will be able to enter the building.
- Offices on the Ground Floor and Level 1 for CGQ tenancy and property management staff and for Micah Projects support services staff.
- An art studio and computer/training room.
- Spaces available for the wider community to use including a board meeting room on Level 1 and a function room on Level 13.
- Commercial kitchen on Level 13.

### **What is Supportive Housing?**

Supportive housing is the close collaboration between the housing services provided by CGQ and the social support services provided by the on-site Support Provider; Micah Projects. The 24 hour Concierge service is also an integral part of supportive housing.

The aim of supportive housing is to support tenants to stay housed as well as providing opportunities to access health, employment, training and activities. The on-site Support Provider can be accessed by tenants to help in any matter related to living at a CGQ property and particularly in relation to maintaining your tenancy.

### **Some Information about Micah Projects**

Micah Projects; the on-site Support Provider is a community organisation with a commitment to social justice.

Micah Projects believes that every child and adult has the right to a home, an income, healthcare, education, safety, dignity and connection with their community of choice. Micah Projects provides a range of support and advocacy services to individuals and families in Brisbane.

Micah Projects is working in partnership with CGQ to provide tenant services in the building. The Micah Tenants Services staff can be accessed at the Concierge on the Ground Floor.

## 2. Moving in

### Rent assessment

We require proof of income to carry out a rent assessment. This can be:

- Centrelink income statement; and / or
- Proof of income (i.e. payslips, tax returns, employer statement).

Rent assistance from Centrelink is factored into the calculation.

All units are fully furnished. A fee of 3% for furniture is charged and added to the rental charge.

A small utilities charge is also required to cover the actual costs of water and electricity in your unit. Should there be a shortfall at the end of the quarter, you will be notified and invoiced accordingly.

### Rent assistance

Many CGQ tenants currently receive rent assistance from Centrelink. You may be eligible for rent assistance. Your Tenancy Manager can provide you further information on rent assistance.

### Rent in advance

Tenants must pay two weeks rent before moving in and remain in advance for the duration of the tenancy.

### Bonds

Tenants are required to pay CGQ a bond which is equal to four weeks rent and lodged with the Residential Tenancies Authority (RTA).

### Consent

CGQ will respect your right to privacy. Personal information is shared with other agencies only where written consent has been provided and only when information sharing is essential for effective service provision. You can withdraw or modify consent at any time. A copy of the CGQ Confidentiality Policy can be provided from Tenancy Management on request.

## 3. Your Tenancy Agreement

### Signing a lease

CGQ offers fixed term 12 month leases. These can be renewed as long as you remain eligible and abide by your Tenancy Agreement. This includes:

- Paying your rent;
- Keeping your unit clean;
- Making sure your unit is not damaged and reporting any damages as they occur; and
- Being a good neighbour.

## **Residential Tenancies and Rooming Accommodation Act 2008**

The *Residential Tenancies and Rooming Accommodation Act 2008* (RTRAA) and Regulations cover rental properties in Queensland. CGQ's tenancies are managed in compliance with the Act and Regulation.

When you accept an offer of tenancy, you must sign a General Tenancy Agreement before you can move in to the property. It is a standard agreement used by housing providers. It is an important document so keep it in a safe place. During the sign up, your rights and responsibilities will be explained in detail under the Tenancy Agreement.

### **Special Terms and Good Neighbour Charter**

When you sign your Tenancy Agreement you are also agreeing to abide by the Special Terms (Attachment A) and Good Neighbour Charter (Attachment B). The Good Neighbour Charter outlines ways to act as a responsible neighbour. This includes keeping noise levels to a minimum and respecting the privacy and comfort of others.

The Good Neighbour Charter will be reviewed regularly. Tenant feedback is welcomed. If the Good Neighbour Charter or Special Terms are changed, you will be asked to acknowledge the change, with the understanding that the new Charter or Terms must be complied with.

### **Entry Condition Report**

When you sign your Tenancy Agreement you will receive an Entry Condition Report (RTA Form 1a). A Tenancy Manager has already inspected the property thoroughly and filled in the report. You are then responsible for:

- Carefully checking through the condition report. If you feel you would like to add any further comments please do so;
- Signing and dating the report in the spaces provided; and
- Returning the copy to our office within three (3) working days of the commencement date on the lease.

## **4. Rent**

### **Paying your rent**

Before you sign the Tenancy Agreement the rent will have been calculated as mentioned previously.

Your rent can be paid using any of the following methods:

- Automated direct deposit through financial institutions;
- Centrepay option via Centrelink;
- Cheque or money order;
- EFTPOS; or
- Payroll deduction.

### **The bank account details for depositing your rent are:**

Bank: Bank Australia

Account name: Common Ground Queensland Ltd

BSB: 313140

Account #: 23195365

*Your tenancy manager will provide you with a reference number to use when depositing your rent.*

**The closest Bank Australia branch to Brisbane Common Ground is:**

239 George Street  
Brisbane QLD 4000  
(cnr Adelaide Street)  
Hours of operation: Mon-Fri 9am-5pm

**There is also a branch at:**

St Lucia  
Building 41  
Staff House Road  
University of Queensland  
St Lucia QLD 4067  
Hours of operation: Mon-Fri 9am-5pm

**Receipts**

Once we receive confirmation from the Bank or Centrepay that your payment has been made, we will generate a receipt (with your 'paid to' date) that will remain in the rent management system. You are welcome to request your rent payment status at any time.

**What happens if you don't pay your rent on time?**

If you can't pay your rent on time, for whatever reason, please contact a Tenancy Manager to discuss the situation and work out a solution. If you haven't paid your rent by the due date you are in breach of your Tenancy Agreement. Action may be taken against your tenancy if the issue is not resolved.

**Income review**

Annual Review: Once every year we will ask every tenant to provide current income details for the purpose of assessing your income to determine continued eligibility.

**5. Being a good neighbour**

An important part of being a good tenant is being a good neighbour. The Good Neighbour Charter has been developed to assist you to be a good tenant and a good neighbour.

**Rights and responsibilities**

Before moving in, you will receive a copy of 'Pocket Guide for Tenants (RTA Form 17a). This is a summary of your rights and duties covered by the RTRAA. The Tenancy Manager and the tenant both have rights and responsibilities.

<b>Tenant</b>	<b>Common Ground Queensland</b>
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<ul style="list-style-type: none"> <li>• Pay rent, electricity &amp; water charges.</li> <li>• Do not create a disturbance in the neighbourhood.</li> <li>• Don't damage the property.</li> <li>• Inform CGQ if damage occurs.</li> <li>• Do not conduct or allow any illegal or antisocial activity on the property.</li> </ul>	<ul style="list-style-type: none"> <li>• Give legal notice before entering property. CGQ may enter the property without notice in circumstances permitted in the RTRAA or if consent is given.</li> <li>• Provide secure housing.</li> <li>• Allow the tenant to have quiet enjoyment of the property.</li> <li>• Provide a property that is clean and in good condition at the start of your tenancy</li> </ul>
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**Pets**

Tenants of the BCG building must apply to keep pets in their unit. Pets can only be kept on approval of CGQ and must not disturb your neighbours' quiet enjoyment of the building.

**Noise**

Tenants and their visitors are requested not to make or permit any disturbing noise in your unit or the building, or do anything that may interfere with the rights, comfort or convenience of other tenants.

**Neighbours**

Respect your neighbours by:

- Keeping your music or TV volume down;
- Being polite; and
- Leaving Common Areas clean and tidy.

We encourage tenants to discuss any issues between each other in a calm and respectful manner.

If a problem occurs that you cannot resolve yourself, please let staff know or raise a concern with your Tenancy Manager.

**Cleaning**

You are responsible for the general upkeep of your property and to keep it clean and tidy. You can do this by following these simple rules:

- Don't leave things in the corridor as this can cause an obstruction and could be removed by Building Management.
- Please don't shake or hang things like laundry, linen, flags, rugs and other articles over your balcony.
- It is very important that you don't sweep or throw any water, dirt, garbage or any other substances over the balconies. This can be managed by using a vacuum cleaner, dustpan & brush and ensuring water does not leak or overflow from your pot plants.
- The communal bins are located in the cupboards situated in the middle of every floor. Please ensure your rubbish and recycling are regularly placed in the bins. Rubbish cannot be left in the corridors as this could cause a tripping hazard and also attract pests.
- Remember that noise travels easily between units. Please consider this when using noisy equipment such as vacuum cleaners late at night.



- Moving heavy furniture can easily be heard in the unit below. Please do not rearrange furniture late at night.

## 6. Safety and security

### Concierge

BCG is designed with the safety and security of tenants a major priority. The Concierge service provides 24 hour support and controlled access to the property, as well as monitoring security within the building.

### Public access

Tenants shall not block or leave anything in or on fire exits, footpaths, entrances, driveways, elevators, stairways or halls. Public access thoroughfares are to be used only for entering and leaving your unit or building.

Bikes, prams or other property are not allowed to stand in the halls, passageways, public areas or courts of the building, other than in designated areas (e.g. bike racks).

### Keys, swipes and CCTV

You will be given a swipe card for your unit's front door, a key for your unit's balcony screen door and a key for your mailbox. Only you can access your unit and mailbox. Your swipe card will also allow you access onto the rooftop communal area.

Keys and swipe cards are not to be given to any other person. This would be a serious breach of your tenancy. Access to the building is restricted to tenants using a swipe card system and there is CCTV (closed circuit TV) and security lighting throughout the building.

CCTV cameras will be monitored by the Concierge. Video images will be kept for a reasonable time and be accessible to relevant authorities.

You are encouraged to leave your mailbox and balcony door keys in your unit. You are able to leave your door swipe with the Concierge at the front desk, just like at a motel. They will be happy to keep your swipe when you leave the building and return it to you when you come home. There will be a fee to replace lost or stolen swipe cards and keys.

### Visitors

All visitors must present a form of photo identification and sign in at reception. Tenants must be home in order for visitors to proceed into the building. No visitor may be in the building unescorted.

Tenants may not have more visitors than allowed for their unit size. More information is provided in the Good Neighbour Charter. Visitors are required to observe the same rules that apply to residents. If any guest does not follow the Good Neighbour Charter, creates a nuisance or is considered to be breaking the law, CGQ may ask the visitors to leave or call the police. To prevent such circumstances from recurring, Building Management may also deny the visitor access to the building in the future.

### Smoking

Smoking at the front of the BCG building, in the Crossblock link area and in any indoor common area is strictly prohibited. Smoking is allowed in the following designated areas:

- In your unit - it is preferable if you smoke on your balconies, this will help keep your unit clean;
- The Communal seating areas located on levels 2, 4, 6, 8, 10 & 12;
- The designated smoking area in the rooftop garden; and
- The designated smoking area balcony off the Tenant Lounge.

### **Alcohol use**

Alcohol is not to be consumed in any public or communal areas.

### **Fire & Emergency Evacuation Process**

In the event of a fire please call 000. There are Fire Safety Plans on every floor, please make yourself familiar with your exit points. Fire Safety Plans will be explained to you during your tenancy sign-up and orientation.

Fire safety drills will occur at regular intervals to ensure that all the building safety systems are in working order. When you hear the fire alarms please evacuate the building and gather at the property's nominated evacuation point. Fire Wardens will advise you when it is safe to return to the building.

See **Attachment 2** for the Fire Safety Instructions & Emergency Procedures.

### **Smoke Alarms & Fire Safety Equipment**

Smoke detectors are provided in all units and are hard wired to the electrical system in a sealed unit. Tenants must not tamper with or remove the smoke detectors. If the unit becomes faulty, please submit a Maintenance Request Form urgently.

Back to Base smoke alarms and sprinklers are located throughout the common areas of the building. Tenants are not to interfere in any way with the operation of this equipment including covering smoke alarms. This would be a serious breach of your tenancy which impacts the whole building.

Fire extinguishers are located on every floor and are inspected regularly. If you become aware that a fire extinguisher or any other item of firefighting equipment is not working or has been damaged please contact Building Management.

Please note that barbeques are not allowed in the building due to the fire safety system.

See **Attachment 3** for the Queensland Fire & Emergency Services – Smoke Alarm Maintenance Factsheet.

## **7. Inside your Unit**

Your BCG unit is fully furnished and includes the following:

- Lounge room and bedroom furniture
- Balcony furniture
- Built in wardrobes/cupboards
- Fridge
- Oven
- Cooktop
- Microwave
- Washing Machine
- Television
- Shower Curtain

- Picture Rails
  - Curtains
  - Clothes Line on balcony
  - Ashtray on balcony
  - Some units have a bicycle clip available for the balcony wall - please
- contact Building Management if you require assistance
- Intercom system
  - Electricity Smart Meter
  - Electrical Switch Box

## Helpful Tips

**Ash Tray on the Balcony** - Please empty your ashtray into a plastic bag held underneath it before you twist the handle on the bottom so that everything falls into the plastic bag.

**Bedding** – Please ensure you have a mattress and pillow protectors on your bedding before putting your sheets and pillow cases on.

**Clipsal Cent-a-Meter** - This wireless electricity monitor has been set to show you your kilowatt usage in your unit. Usage should be very small due to the design of your unit. If you bump the meter, place it back on the wall and it will reset.

**Clothes Line** – Pull this up and towards you until you hear it click once. To release it, lift the rack up slowly till it clicks again and then gently lower it.

**Lights & Fans** – To operate the lights & fans in your apartment, you must flick the grey switch on the wall just beside your front door.

**Fridge** – the switch with the red light located near the stove needs to remain switched on for the fridge to work. The power point where the fridge is plugged into must also be left on.

**Intercom** – the intercom is located on the wall next to the bathroom. The bottom button calls the Concierge desk.

**Smoke Detectors** – if your smoke detector starts beeping, this means it needs a new battery. Please submit a Maintenance Request Form or contact the Concierge desk. Do **not** switch it off or remove it from the ceiling.

**Sprinklers** – please do not hang anything from the sprinklers as they are very sensitive – you may be charged if they are set off.

**Stove Hot Plates** – there is a master switch near the hotplates. This must be on for the hotplates to function.

**Swipe Card** – to access your level or level 13, hold your swipe card against the pad in the lift until the light turns green then press the floor you want to go. To access your unit, hold your swipe card against the pad above door handle, when the light turns green, you are

able to open your door. Swipe cards can be used to access the front door at Hope Street if it is locked. You will need to use your swipe card to access the Tenant Lounge.

**Telephone** – All units are ready to be connected to phone or internet by your chosen provider.

**Ventilation** – The ventilation system works when you have your balcony door and /or windows open and the vent above your front door open. As you enter the unit there is a handle behind the door. Wind the handle to the right to open, wind it to the left to close.

**Washing Machine** – if you would like assistance on how to use your washing machine, please contact a Tenant Services worker from Micah Projects at the Concierge desk.

## 8. Communal Areas

The following communal areas are available for your use.

### Ground Floor – Open Hours are 24/7

- Art Room
- Training Room

### Levels 2, 4, 6, 8, 10, 12 – Open Hours are 24/7

- Communal seating area

### Level 13 Rooftop – Open Hours 6am – 11pm

- Tenant Lounge with television
- Billiards Room with pool table
- Reading Room with library
- Garden area and BBQ

### Around the Building

- Back yard – general daytime access

## 9. Maintenance

### Repairs and maintenance

If you notice something in your unit or around the building that needs to be fixed please contact Concierge via your Intercom phone or approach the front desk. You may be asked to fill out a Maintenance Request Form & submit it to the Tenant Forms mailbox on Ground Floor.

If you discover a major problem which may be considered an emergency, please contact the Concierge desk immediately.

Examples of emergency repairs include:

- No lights in property or electric shocks or sparks visible. If the cause is a faulty electric appliance owned by the tenant, the cost of the call out may be charged to the tenant.

- Stove not working & no other cooking facility available.
- Blocked toilet or drains.
- Burst water pipes (water needs turning off).
- Damage which threatens the security of the property e.g. broken door.
- No hot water.
- Lost swipe card (this cost may be passed on to the tenant).

If you wish to alter the property (e.g. install shelving), please submit a Maintenance Request Form to CGQ via the Tenant Forms mailbox on the Ground Floor. You will be advised in writing if permission has been granted or not.

## 10. Tenant Responsibilities

You must pay for repairs to the property that are caused by neglect, misuse, accidental or wilful damage. If there is an insurance claim for something you are responsible for, you will be responsible for paying any insurance excess on the claim. You do not have to pay for fair wear and tear (e.g. faded paint, normal wear of carpet or vinyl).

You are not responsible for damage as a result of a crime, provided you report it to the police and provide CGQ with a Police Incident Report number along with full details. You must provide the police with full and accurate information and the name of the person(s) responsible if they are known. This is also required for any insurance claim and application for restitution.

### Pest and vermin

CGQ is responsible for ensuring the property is free of vermin and pests when new tenancies commence and aims to keep the building free of all vermin and pests at all times. You are also responsible for ensuring you do not do anything that will encourage cockroaches, fleas, ants and mice/ rats such as leaving food out and not keeping your unit clean and tidy. CGQ is responsible for controlling bees, wasps, poisonous spiders (where the presence becomes a threat) and termites at all times.

### Pest control

Pest control will be carried out once every month. However, if there is evidence of infestation by insects or vermin it may need to occur more frequently. All tenants must provide access for pest control services at the designated time. Please submit a Maintenance Request Form if you are having a particular problem with insects or vermin.

### Property inspections

The RTRAA provides CGQ with the authority to carry out property inspections. A Tenancy Manager will inspect your unit on a regular basis, approximately every three months. Tenants are given a minimum of seven days written notice of the intended inspection, in accordance with the RTRAA.

Items requiring attention by CGQ are attended to promptly. Matters which are required to be rectified by the tenant are advised by the Tenancy Manager. Tenants are given a reasonable time frame to rectify the matters requiring attention by them.

The inspections are to make sure that everything is working and in good order. It is an opportunity for you to let us know any maintenance issues you may have.

### **Mail**

Australia Post will deliver the mail to the building. Concierge will place mail into each tenant's mailbox.

### **Lawns and gardens**

CGQ is responsible for watering and maintaining the communal gardens.

CGQ encourages you to get involved with taking care of the gardens.

### **Holidays**

If you are taking a vacation from your unit for more than a week, please contact the Concierge to let them know.

## **11. Complaints, Concerns, Feedback & other issues**

CGQ acknowledges the right of tenants to raise a concern if they are dissatisfied and commits itself to providing tenants with responsive procedures that are accessible, prompt and fair.

### **Principles**

The general principles are that all parties:

- Will be treated with respect and receive fair and non-discriminatory treatment;
- Have a right to state their case in person or use an authorised advocate or representative;
- Can choose to have the matter dealt with at any time by an external complaint mechanism; and
- Have a right to be kept informed of the progress and outcome of grievance procedures.

A copy of the Tenant Issues Form has been provided for you in your Sign Up Pack. A copy of the *Tenant Compliments, Complaints and Appeals Policy and Procedure* has also been provided for you in your Sign Up Pack.

CGQ has a commitment to ensuring that tenants have opportunities to be actively involved in the management of their housing and their community. Tenant participation can occur in the following ways:

- CGQ staff will ensure that written enquiries and suggestions are replied to promptly.
- A Tenant Newsletter is distributed three (3) times a year to inform tenants of organisational changes and developments, community news and to provide forums for tenants' views/ issues to be discussed.
- CGQ conducts an annual tenant survey to seek feedback regarding tenants' satisfaction with the housing and the service and request information on ways that tenants would like to participate in the organisation's decision making.
- Regular tenant meetings.
- Art groups.

- Tenant community meals.
- Garden projects.
- Adult learning programs.

## 12. Leaving a Common Ground Property

If you are moving out, let us know and:

- Request a *Notice to Leave Form* (RTA Form 12) from your Tenancy Manager;
- Ensure the unit is in the same condition as when you moved in;
- Clean everything - please refer to the cleaning checklist provided with your vacate letter;
- Return a completed *Exit Condition Report* (RTA Form 14a); and
- Make sure we have a forwarding address for you.

### Bond refunds

Bond money is kept by the RTA. Once you have vacated the property and the final inspection has been carried out, CGQ will make an application to the RTA for release of the bond. The bond will be refunded to you less any money which is outstanding to CGQ; e.g. rent arrears, cleaning, damages and utilities.

### Abandoning your Unit

If the Tenancy Manager believes you have permanently left your unit, they will establish a case for abandonment. If the Tenancy Manager then believes that a unit is abandoned, they will serve an *Abandonment Termination Notice* (RTA Form 15) to have the unit declared abandoned. CGQ will also have the locks changed at the end of this notice period. Any cleaning or damage is recouped from the bond and new locks may be fitted to all external doors.

### Abandoned goods

If you leave personal items behind after you have left the property, they will be dealt with or disposed of in accordance with the RTRAA. CGQ is under no obligation to store tenant belongings with a resale value under RTA guidelines. It is best not to leave any items behind. If you can't take all your items with you when you leave, please talk to your Tenancy Manager who may be able to give you contact details for storage options.

### Final inspection

A Tenancy Manager will then contact you to arrange for an inspection. If the unit is damaged, not clean, or there are other outstanding matters, money will be deducted from your bond to cover repairs and cleaning.

Rent is charged until the swipe card and balcony and mailbox keys are returned to the Tenancy Manager or in their absence, another staff member. Swipe cards and keys must be returned in person and not by mail.

## **ATTACHMENTS**

- 1.** Fire Safety Instructions
- 2.** Queensland Fire and Emergency Services – Smoke Alarm Maintenance (Factsheet)
- 3.** Maintenance Response Timeframes



## Attachment 1 Fire Safety Instructions & Emergency Procedures

The building is equipped with all services to contain and control a fire should it occur. The building fire systems are as follows:

- Fire alarm systems monitored 24 hours by the Fire Brigade.
- Fire sprinklers.
- Audible alarm system including siren and voice alarm.
- Brigade hydrants.
- Smoke detectors to common areas.
- Smoke detectors to services risers.
- Fire hose reels.
- Fire extinguishers.
- Warden intercom phone points on every level.

The fire hose reel and fire extinguishers are located in the hose reel cupboard in the corridor adjacent to the fire escape stairs. This cupboard also houses the WIP Phone.




**Residents should familiarise themselves with the Emergency Exits located on maps in the corridor and besides the lifts on every level.**

Should it be necessary to undertake an emergency exit from the building, please do so via the fire stairs **only**.

Lifts should not be used under any circumstances.

Please obey the directions of the Fire Warden and or the Queensland Fire & Rescue Service.

An outline of emergency procedures follows for your perusal.

IF YOU HEAR THE FOLLOWING ALARMS:	EVACUATION PROCEDURE	KNOW YOUR EXITS
<p><b>ALERT ALARM</b> </p> <p><b>Action:</b> Check immediate area for signs of danger and stand by. (Outside normal operating hours immediately evacuate on sounding of the Alert Alarm)</p> <p><b>EVACUATION ALARM</b> </p> <p><b>Action:</b> All occupants evacuate via the nearest exit and proceed to the nearest assembly area.</p>	<p><b>IF IN IMMEDIATE DANGER</b>, or on hearing the evacuation alarm, or on being instructed to evacuate:</p> <p>If smoke is not evident in the corridor ensure that you have your room key in your possession (in case you have to return to your room) and make your way to the emergency exit.</p> <p>Should you be unable to exit your room because of dense smoke in the corridor, remain in your room, notify reception and advise of your room number.</p> <p>Once outside do not re-enter the building unless advised that it is safe to do so by the officer in charge of the responding emergency service.</p>	<p></p> <p><b>FOR YOUR SAFETY MAKE SURE YOU KNOW THE LOCATION OF THE NEAREST EMERGENCY EXIT</b></p>

**Attachment 2 QFES – Smoke Alarm Maintenance Factsheet**



INFORMATION SHEET



For more information, relating to the maintenance responsibilities in rental properties, refer to the Queensland Fire and Emergency Services "[Smoke Alarms in Queensland](#)" brochure.

**MAINTENANCE**

***How do I keep my smoke alarms working?***

Smoke alarms can only save lives if they are well maintained and work properly.

Steps to remember:

- Read the manufacturer instructions.
- Once a month check the operation of the smoke alarm by pressing the test button. If you cannot reach the button easily, use a broom handle.
- Keep them clean. Dust and debris can interfere with their operation, so vacuum over and around your smoke alarm regularly.
- Replace removeable batteries, if applicable, annually.
- In most models when batteries are low the detector will sound a short 'BEEP' every minute or so. This is your reminder to replace the battery.
- Smoke alarms must never be painted.
- Failure to maintain your smoke alarm may lead to continued unwanted activations.
- If cooking smoke sets off the alarm, do not disable it. Turn on the range fan, open a window or wave a towel near the alarm until the alarm stops beeping. Or use the hush button (if fitted).
- If unwanted alarm activation persist when cooking, consider relocating the smoke alarm or change the range fan to exhaust externally.

**REPLACEMENT**

***Why do I need to replace my smoke alarm?***

- After 10 years smoke alarms may malfunction and their efficiency compromised with accumulated dust, insects, airborne contaminants and corrosion of the electrical circuitry.
- They must be replaced after 10 years or if they fail to operate when tested.
- A smoke alarm constantly monitors the air 24 hours a day. At the end of 10 years, it has gone through millions of monitoring cycles. After so much use, components may become less reliable. This means that as the smoke alarm gets older, the potential of failure increases.
- Most smoke alarms have an expiry or replace by date stamped/printed on them.
- Contact the smoke alarm supplier for more detailed advice.

***How do I dispose of a smoke alarm I've replaced?***

Individual or small numbers of smoke alarms can be safely disposed of in household rubbish. Contact your local council for more information.

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### Attachment 3 Maintenance Response Timeframes

RESPONSE TIMEFRAME	EXAMPLE
<p><b><u>IMMEDIATE</u></b>                      → Respond: Immediately (within 1 hour)                      → Complete: 24 hrs  <i>Any fault which could lead to death or injury to persons or serious damage to the property</i></p>	<ul style="list-style-type: none"> <li>• Fire/Smoke</li> <li>• Live bare electrical wires in an accessible location</li> <li>• Fire Safety System malfunction (activated smoke alarm)</li> <li>• Lock-out of tenants – night time hours</li> <li>• Burst water pipe within the building</li> <li>• Earthquakes</li> </ul>
<p><b><u>URGENT</u></b>                      → Respond: 4hrs                      → Complete: 24 hrs  <i>Any fault which could endanger health or could result in extensive damage to the property</i></p>	<ul style="list-style-type: none"> <li>• Lock out of tenants – daylight hours</li> <li>• No lights or power to building</li> <li>• Serious water penetration to building</li> <li>• Serious storm damage</li> <li>• Burst water pipes outside the building</li> <li>• Fully blocked sewerage/overflowing grates</li> <li>• Smoke alarm continually activating</li> <li>• Lift travel fault</li> <li>• Major structural damage endangering tenants</li> <li>• Making building secure after forced entry</li> </ul>
<p><b><u>PRIORITY</u></b>                      → Respond: 24hrs                      → Complete: 7days  <i>Faults which cause serious inconvenience to tenants</i></p>	<ul style="list-style-type: none"> <li>• Partially blocked drains/sewerage not overflowing</li> <li>• Toilet cistern not working or overflowing</li> <li>• Full stove not working</li> <li>• Smoke alarm missing or inactive</li> <li>• Unsecured windows and doors (external doors)</li> <li>• Dripping taps</li> <li>• No hot water</li> <li>• No power to some power points/some lights</li> <li>• Security lights not working</li> <li>• Essential whitegood appliances – washing machine and fridge</li> </ul>
<p><b><u>NORMAL / NON-URGENT</u></b>                      → Respond: 72hrs                      → Complete: within 12 weeks  <i>Faults which cause inconvenience to the tenant or may in the long term affect the value of the building</i>   <i>Maintenance of a non-urgent nature that is planned or less urgent</i></p>	<ul style="list-style-type: none"> <li>• Slow drip taps</li> <li>• Element not working on the stove</li> <li>• Water hammer</li> <li>• External doors jamming</li> <li>• Tree lopping/removal of unsafe trees</li> <li>• Faulty single light</li> <li>• Faulty single power point</li> <li>• Faulty internal door locks</li> <li>• Uneven/unsafe/irregular walkway pavement</li> <li>• Tenant report possible vermin infestation</li> <li>• Cupboard doors not closing</li> <li>• Internal doors jamming</li> <li>• Leaking gutters or downpipes</li> <li>• Partially loose joinery</li> <li>• Non-essential appliances – TV and microwave</li> </ul>