AUSTRALIAN SUCCESS REAL ESTATE

Tenant Welcome & Property Care Guide

Property: _____ **Property manager:** _____

Routine enquiries: info@auinst.com.au **Urgent repairs:** See your tenancy pack.

Welcome to your new home. Please take care of the property and **report damage, leaks or faults as soon as you notice them**, even if they seem minor.

When you move in

Check the entry condition report and record any existing marks, stains or faults. Take dated photos where practical and return the report as instructed in your move-in pack. Report anything that needs repair separately so we can follow up.

Everyday property care

Benchtops: Wipe up red wine, coffee, oil, sauces and other spills straight away to prevent staining. Use a soft cloth and a cleaner suited to the surface. Use a chopping board and a heatproof mat under hot cookware.

Hard floors: Wipe up spills and splashes immediately. Standing water can seep into joints and cause swelling or warping, especially on timber and laminate. Use a lightly damp mop and avoid steam mops on these surfaces. Use felt pads and lift furniture instead of dragging it.

Carpets: Vacuum regularly and take care with food and drinks that can stain. Blot spills promptly with a clean, dry cloth. Avoid rubbing or soaking the carpet.

Drains: Keep cooking oil and food scraps out of sinks, and put wipes in the bin.

Reduce dampness and mould

Air bedrooms and living areas regularly when practical. Run the bathroom exhaust fan during and after showers and use the rangehood when cooking. Avoid drying clothes indoors where possible. Wipe condensation from windows and sills, and leave a gap behind large furniture for airflow. Report damp patches, musty smells or recurring mould promptly.

Report damage and repairs promptly

For routine issues, tell us the property address, where the issue is and when you noticed it. Include photos if you can take them safely. **For urgent repairs, call the contact in your tenancy pack straight away. Do not wait to take photos.**

Moving in or out of an apartment

Before booking removalists, ask the building or strata manager about moving hours, lift and loading bay bookings, lift protection and access. Check the building by-laws and resident guide for bins, parking, noise and shared areas. Ask us if you need the building manager’s contact details.