



NAHC

HERS
PROPERTY

HERS
Home Equity and
Rental Services Ltd

Quick reference guide

Office hours

Monday to Friday, 8.30am to 4.30pm.



Preferred method of contact

Email is the preferred method of contact. Your property managers email address will be on the business card supplied.

If you would like to see your property manager, call the office in advance and make an appointment time that suits you both. As property managers are constantly in and out of the office, this will ensure they are there and available to sit down with you.



Emergency repairs

- Burst water pipes
- Serious roof leak
- Fault / damage likely to cause injury
- Blocked or broken toilet
- Gas leak
- Electric shock

Phone the office to report these situations immediately. If after hours, leave a message and then refer to the emergency contacts in your General Tenancy Agreement and to your trouble shooting guide.



Rent payments

Direct credit is our preferred method of rental payments. It is your responsibility as the account holder to adjust the amount (if rent increases or decreases) or cancel at the end of your tenancy.



Condition report

Please fill out, sign, initial every page and return to our office within 3 DAYS OF THE START OF YOUR LEASE DATE.



General repairs and maintenance

All general maintenance needs to be reported to your property manager, either by email or by filling out the repairs and maintenance request form. Please ensure all maintenance is explained in great detail and pictures are provided if possible.



Connecting your power

To connect your electricity and gas supply, please call the utility company of your preference to arrange this.



Milton Office

Suite 1D, Level 1, K1
52 McDougall Street,
PO Box 1690,
Milton QLD 4064

P. 07 319 2500

South Brisbane Office

Shop 12,
48 Browns Plains Road,
Browns Plains QLD 4118

P. 07 3128 2080

North Brisbane Office

Suite 6, 1st Floor,
Mango Hill Marketplace,
1-21 Halpine Drive
Mango Hill QLD 4509

P. 07 3106 5680

Townsville Office

Shop 7,
40 Thuringowa Drive,
Kirwan QLD 4817

P. 07 3106 5740



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Inspections

The property manager will do a routine inspection every 3-4 months at the property. You will receive an entry notice with at least 9 days' notice prior to this happening.



Locked out?

During Office Hours - you can collect our management set of keys and return them to our office within the hour. You will need to present your ID.

After Hours - You will need to contact a locksmith at your own cost.



Moving out

Two weeks' notice in writing is required when you intend to vacate, whether it be on your lease expiry date or after. When your Notice Of Intention To Leave is received, your property manager will send a confirmation email and information to assist you in the vacate process.



Insurance

We encourage all of our tenants to get contents insurance as you are not covered for loss or damage of personal items under the landlords insurance.



Parking

All vehicles / Trailers / Caravans are to be parked in the designated parking areas.

They are not to be parked on the grass. Any damage to the lawn is liable to the tenant. Oil stains on driveways are your responsibility to remove before vacating the property.



Pot plants

If placing pot plants around the property, please ensure these are lifted off of the ground both internally and externally to avoid water damage and pot stains.



Pools & Pool and fencing

As per your General Tenancy Agreement you may not construct any portable pool/ spa at the property. This includes children's wading pools. These pools are considered regulated pools and require compliant pool fencing.



Electronic transmission

As per your Tenancy Agreement you agree to receive any documents relevant to the tenancy by email. You have also agreed to receive notification via SMS.

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