



PO Box 622 Cannon Hill Qld 4170 Ph: 07 3316 2711 Fx: 07 3316 2777 admin@parkhillrealty.com.au

## TENANT WELCOME LETTER

Welcome to your new home

The management and staff of Park Hill Realty would like to welcome you to your new home and look forward to being of service to you during your tenancy. To assist you we have compiled a handbook with common numbers and hints along the way.

We are hopeful that your living experience will be pleasant and comfortable. Our goal is to provide you with a nice home hassle free. If at any time you feel that this goal is not being met, please feel free to call and let us know.

Thanks again for your ongoing support. We look forward in continuing to meet your housing needs.

The Park Hill Realty Team



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### *Contact Numbers*

1. Connection of Electric, Broadband and telephone: Fast Connect from anywhere in Australia for the cost of a local call on 1300661464... <http://www.fastconnect.net.au/>

Website: This will assist you when you move: <http://www.movingservices.com.au/>

2. Police Department: For Emergency Only Dial 000 For Non Emergency: 131 444

3. Fire Dept. Phone: 000

4. Crime Stoppers: Ph: 1800 333 000

5. Waste Disposal: Collects for Green Wheelie Bin is on a weekly basis. Recycle Bin (Yellow) Fortnightly

6. Gas and electric: Origin Energy Call **1800 684 993**, Monday to Friday, 8am - 6pm (AEST)

\* The free neighbourhood newspaper, often lists neighbourhood business services.

Brisbane City Council: 3403 8888

Gold Coast City Council: 3287 2344

Ipswich Council: 3810 6666

Logan City Council: 3826 5555

Pine Rivers Shire Council: 3480 6776

Redlands Shire Council: 3829 8528

**THE CONNECTION OF GAS, ELECTRIC , TELEPHONE AND  
OTHER UTILITIES ARE THE REponsibility OF THE  
TENANT.**





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## *It's a Clean Scene*

While renting you as the Tenant will be responsible for maintaining the condition of the carpets. To assist with this process we have listed a few hints.

**Act immediately if there's a spill or accident and you will help minimise the stain. Here's 5 simple steps to follow:**

1. **SCOOP** up any solids before cleaning.
2. **BLOT** as much liquid as possible with clean white towelling or paper towel.
3. **CLEAN** according to spot removal guide. Apply cleaning agent to a clean towel, **NOT** directly on the carpet.
4. **RINSE** with cold or lukewarm water, but don't saturate.
5. **BLOT DRY** with absorbent material such as paper towel or use a cold air fan to complete drying.

**REMEMBER: DO NOT** rub or scrub the area. Start from the outer edge and work your way towards the centre.

**Detergent solution** – Mix 1 tsp clear dish wash liquid (no ammonia) with 1 tsp white vinegar in 500ml of WARM water.

After applying, rinse well with water.

**Vinegar solution** – Mix 100ml of white vinegar with 200ml of water.

### **Spot Removal Chart**

**Alcohol** Cold water, detergent solution  
**Blood** Cold water, detergent solution  
**Chewing Gum** Chill with ice cubes in a plastic bag and scrape or pick off  
**Chocolate** Detergent solution  
**Coffee/Tea** Cold water, detergent solution, vinegar solution  
**Faeces** Detergent solution, clear household disinfectant  
**Gravy/sauce** Warm water, detergent solution  
**Ink (felt tip)** Warm water, detergent solution  
**Lipstick** Detergent solution  
**Nail polish** Clear nail polish remover WITHOUT lanolin  
**Shoe polish** Detergent solution  
**Soft drink** Cold water, detergent solution  
**Urine** Detergent solution, vinegar solution  
**Vomit** Baking soda, scoop up and vacuum  
**Wine** Cold water, detergent solution, vinegar solution  
**Unknown** Detergent solution





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## Moving house checklist

The first step to take when planning a move is to compile a thorough checklist of things to do and think about as you get closer to the final date. This is an important means through which to keep a sense of perspective on the tasks that lie ahead and prioritize so that it's a well-organized and efficient process.

Most of the big jobs involved with a move — such as finding a removalist, connecting phone, gas and electricity, and notifying important contacts of your change of address — can be taken care of by using eMove's range of helpful services.

There are also some useful moving tips that will help you save time and effort. You can download a printable version of the **Moving House Checklist** and always keep it handy. Then tick off the boxes as you complete each task.

### MAJOR TASKS

eMove can help make your move much less stressful. And for free.

**Find A Removalist**

Through eMove you can choose from as many as five removalists in your local area. We'll send your detailed request to each of the removalists that you select, and they will contact you to arrange the quote. You can then compare the quotes and make your choice. eMove can also arrange a quote to insure your move. More details?

**Disconnect And Reconnect Phone, Gas And Electricity**

With eMove you can have your phone, gas and electricity, internet, PayTV connected at your new place. We also offer discounts and deals to save you money and make the transition into your new place much easier.

**Change Of Address Notification Service**

Using eMove, you can quickly notify your major service providers — health funds, newspapers, magazines, charities, mobile phone companies, and banks — about your change of address information.

**Other Helpful Services**

With eMove, you can conveniently find cleaners, storage, Ute or truck hire, trailer hire, furniture hire, and rubbish removal, all in the one place. More details?

**eMove eCard**

Use the eMove eCard service to notify your friends, family and small business contacts of your move and new address details.

### CHECKLIST, TIMELINE AND REMINDERS

So, you've found a new place and have a moving date locked in. Now it's time to get organised. Print out a copy of this list and tick each box off as you complete the task.

#### 4 Weeks Before the Move

- Obtain removalist quotes through eMove. Organise removalist insurance through eMove. More details?
- Get eMove to organize utility connection of phone, gas and electricity, internet and PayTV. More details?
- Need to hire furniture? Do it with eMove.
- Settle any outstanding bills.
- Create an inventory list of items you want to move. Separate moving items into categories, such as "moving", "storage" "disposal", "giveaway", and "garage sale".
- Moving to a new city? Research it: where is the local supermarket, hospital, and petrol station, for instance? Check local schools and child care facilities in the new area. Arrange the transfer of your children's school records to the new school.
- Back up your computer hard drive. Ensure that both the printer and scanner are able to be packed securely for travel.
- Pick up your family's dental, school, vet and medical records.
- Formally notify your landlord of the date you're vacating the premises.
- Arrange for a property inspection to recoup the bond.
- Through eMove, organise for the apartment to be cleaned before the inspection.
- Use eMove to review your home and contents and car insurance.



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### 3 Weeks Before the Move

- Begin packing items that are rarely used, such as those stored in your basement, garage or attic. Use eMove to get help with packing, storage, and boxes.
- For unwanted items, consider a charity or a garage sale.
- Use eMove to arrange rubbish removal.
- Drain and disassemble waterbeds for easy transport.
- Disassemble any built-in fixtures and fittings ready for transport.
- Disassemble outdoor items, such as a swing set and cubby house. Place all bolts, brackets and screws in a labeled, sealed container for safekeeping.
- Disassemble all prefabricated furniture — such as a computer desk or sewing machine desk — for transport.
- If necessary, open new bank accounts and other required services such as safety deposit boxes and Post Office boxes.
- If you own a pet, get records, medical history, and immunisation certificates from your vet. Have your pet ready for collection as close to moving time as possible. Make sure your pet has a familiar toy for reassurance during the trip.
- Move valuables to a safety deposit box. Remember to take these out of the safety deposit box just before moving day.
- Make your travel arrangements — plan your route, stops, and accommodation.
- Plan to have sufficient cash to cover the move.
- Confirm your moving schedule with your new real estate agent or landlord. Arrange interim accommodation if needed.
- Separate the boxes and luggage required for yourself and your family.
- Use eMove to organize temporary or permanent storage if necessary.
- Use eMove to hire a Ute, truck or trailer.
- Service your car, lawnmower, and other mechanical assets. Drain oil to avoid leakage.

NOTE: The following are classed as dangerous goods and cannot be stored or transported:  
Ammunition; new or partially used cans of paint; Linseed oil; bleach products; gas cylinders (unless emptied); turpentine; kerosene; petrol; cleaning fluids; aerosols of any kind; vegetable oils; and chemical sets.

### 2 Weeks Before the Move

- Review the Other Helpful Services on eMove to ensure you get all necessary assistance.
- Return videos, DVDs, and library books.
- Plan for any special needs of children and pets prior to, during, and after the move, such as medication, food, care, or entertainment.
- Hold your garage sale.
- Create an inventory list for each box while you're packing. Attach it as you pack. Make a copy for every box.



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**Final Week Before the Move**

- Take advantage of eMove's cost savings, discounts, and deals to arrange disconnection and reconnection of phone, gas and electricity.
- Make plans for spending your last night at your old address: how you will say your last goodbyes?
- Collect your spare keys and give them to the real estate agent or new tenant.
- Use the eMove Notification Service to update major service providers of your change of address.
- Use the eMove e-Card to tell your friends, family and small business contacts (accountant, lawyer, financial planner) your new address.
- Plan to use any remaining food in your refrigerator.
- Make sure meals are prepared for moving day and the day after.
- Defrost and clean refrigerator.
- Take valuables out of the safety deposit box.
- Pack your personal luggage last. Carry jewellery and valuable documents yourself or send them using registered mail.

**Moving House Day**

- Check all the cupboards before you leave.
- Take five minutes to stroll around for one final check.
- Remove the electric garage door opener from the car before you drive off.



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## Moving with Pets

Moving house is a stressful time for both people and their pets. Many pets, especially dogs and cats, will pick up on the tension and as you begin to pack belongings into boxes your pet may become insecure and anxious. There are various things you can do to minimise the stress to your pet during the move and help them settle quickly into their new environment.

### Mover's Checklist for Pets

- Keep a routine
- Identification and veterinary information
- Moving to the new home
- Settling in

#### Keep a routine

All the work involved in preparing for your move will be unnerving for your pet. Keep their routine as normal as possible to give them some form of security.

#### Identification and veterinary information

- Prepare a new identity tag for your pets collar, update their electronic ID tag and register them with the new local council.
- Get a copy of your pets' medical history from your vet, so that you can pass it on to the vet in your new area.
- If moving to a completely new location, ask your vet about any added dangers to your pet in the new area, such as snakes, ticks, fleas, toads, worms and any viral diseases that your pet should be protected against.

#### Moving

- Resist disposing of your pet's old blankets, favourite cushion or chipped food bowl - these familiar items will help your pet settle into their new home.
- If you need to put your pet in a basket or crate for the move, allow your pet to get used to the container leading up to the move to prevent undue anxiety on moving day.
- If you are moving within a local area, it may be worth asking a friend to look after your pets or put them in a boarding kennel or cattery to minimise the stress of move day.
- Pack your pets belongings last so that you can easily locate them in the new property. On arrival, select a room or area to create a home space for your pet, full of its familiar items while you unpack.
- When you have a moment to relax in your new home, include your pet in the calmer atmosphere as this will help them settle.

#### Settling in

- Allow your pet to get used to the house by allowing them to wander and inspect the new home.
- Check the garden is secure before allowing your pet out to explore and even then it is advisable to supervise both to encourage them in their new surroundings and ensure they do not escape. Cats may need to be restricted to the confines of the house until fully settled in the new territory - this may take a few weeks.
- When you meet your neighbours it may be an idea to introduce your pet so that they are familiar with each other.
- Leave a house-warming party until your pet is fully settled as the noise and confusion could create an even greater anxiety in the unfamiliar surroundings.





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## Pack it in – essential packing tips

**Good removalist companies will be expert packers. If you choose to do any or all of your packing for your move, you will need to become aware of the basics involved. These tips will get you packed and moved quickly, safely and stress-free...**

You should ask your moving company for advice when it comes to packing – at the very least, you should leave fragile items to the professionals.

Check with your removalist to see if packing is included in their quote and also whether they are able to unpack at your destination. You may be able to negotiate different prices if you come to different packing arrangements with the company.

One thing you will definitely need to ascertain is whether your insurance cover extends to self-packed items – it may **not**. Washing machines, stereos, fridges and computers require expert packing – ask your removalist company what is involved before you attempt packing them yourself.

There are some good general tips for packing your household items:

Place any items not being moved in a specific area in your property – ensure the removalist is aware of this.

Tape the bottom of every box and the top of the box when it is full. Run two tape strips down the side and one tape strip down the centre.

- More tape may be required to strengthen the box.

Small boxes should be used for heavy items – especially books. Larger boxes may be used for lighter, bulkier items.

Small and fragile items should be wrapped individually in bubble-wrap.

- Coloured wrapping could be used to indicate the level of delicateness of an item.





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Cushion the bottom and sides of cartons and in between individual items with paper – this will minimise the risk of breakage and items rubbing together.

- Hint – use butcher paper rather than newsprint; it’s cleaner whereas newsprint might mark items and leave dust.

Boxes could be filled to the top, but do not pack delicate items too tightly – ensure you have filled any gaps in boxes with paper.

- Cartons should not rattle, bend inwards or buckle outwards.

Label all boxes clearly with the names of their contents and the rooms they came from – and possibly going to. Also label boxes going into storage.

- Try not to mix items from different rooms in the same carton, unless they are destined to be together.

Other helpful packing advice includes:

Begin your packing with out-of-season or infrequently-used items – save your most frequently used items such as kitchen utensils and essentials to last.

Breakable and spillable items – as well as items your removalist has recommended not be included in their move – should be removed from drawers.

Always use common sense – does it seem right to pack fragile items in the same carton as cast iron frying pans?

- Do **not** pack soaps, polishes or medicines with food.
- Use corrugated boxes for dish and glassware – individually wrapping each item.
- Hanging clothes should go into wardrobe boxes.
- Pictures should be packed in picture boxes.
- Remove light bulbs from lamps.

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Keep parts of items together – for example, curtain rod hangers and mirror screws. The smaller items can be placed in bags and taped to the back of the larger item for ease of assembly at the other end.

> Cartons are the best packing equipment to use – be mindful that plastic bags often burst open.

> Be particularly careful with electronic equipment:

- Ideally it should be packed in its original packaging, otherwise, use plentiful amounts of bubble wrap and/or paper.
- Don't forget to code the wires to stereos, computers and the like – it will make re-assembly at the other end **much** easier.
- Ask for advice from your removalist re packing special items.

Items that should **not** be packed include:

> Money, jewellery, valuable papers, etc – keep them with you on moving day.

> Flammable items – especially aerosols.

> Perishable items

And don't forget to ensure all the cartons arrive at your destination. Check the cartons and items as they come off the truck.

