

Managing Agent/Agency Checklist

Address: _____

New Occupant to a GEH Property

- 1 **Receive advice of allocation from the leasing agency via the Tenant Advice Notice (TAN)*** identifying the property details and address for the new tenant. (Previously provided in an email)
- 2 **Conduct property inspection, take photos and complete entry condition report* (RTA Form 1A)**

For distance solution^ properties, negotiate the completion of documents via the occupant.

All maintenance issues, particularly WH&S, should be directed to *QBuild MRC* immediately, and a work order or work request number noted on the report.
- 3 **Test and clean the smoke alarms prior to tenant occupancy.** This is a legislated requirement and must be signed off on the entry condition report for each new tenancy. Please call *QBuild MRC* immediately if issues identified.
- 4 **Complete the State Tenancy Agreement* (STA)** ensuring all signatures are completed with a copy provided to the tenant.

For interim accommodation (less than 12 weeks), use the **Occupancy Agreement** instead of the STA. (*this agreement to be signed by the leasing agency directly with their employee*)
- 6 **Complete the Key Register***, including photocopying the keys and provide the tenant with a full set of keys to the property. Check that keys fit all doors and dispose of those that do not. *Always keep a full master set of keys.*
- 7 **Conduct furniture inventory inspection (provided by the leasing agency, if applicable)** with the tenant. Ensure tenant is advised that furniture is not owned by GEH and is the leasing agency's responsibility for repairs or removal (including dishwashers).
- 8 **Provide the GEH Cleaning Standards*** to tenants.

(Mt Isa only to include lead alliance information, <https://www.leadalliance.com.au>)
- 9 **Provide QBuild MRC Contact List*** for emergency repairs and maintenance issues.

This information should also be entered into the STA. [QBuild office locations](#)
- 10 **Provide the Pocket guide for tenants* (RTA Form 17A)** as it is a legislative requirement.
- 11 **Provide a copy of the body corporate by laws*** (*if applicable, request from GEHTenancy@epw.qld.gov.au*) as it is a legislative requirement.
- 12 **Issue the Pet Application Fact Sheet and Pet Application (RTA Form 21)* (if applicable).** The tenants must first seek endorsement from the leasing agency prior to approval from GEH. (Suitability of the property to be considered prior to applications)
- 13 **Issue a copy of the Entry Condition Report to the tenant.** The tenant must inspect the premises and note any identified issues, where applicable. Each page is to be signed before returning to the Managing Agent within seven (7) days. This is a legislative requirement.

* The above documents are available on FORGOV

^ Where a property is located 50klms or more from a QBuild depot, it may be considered a distance solution property. GEH may request that the incoming tenant or agency be sent the documentation to complete and return with photos. QBuild will provide details of the key location. Please discuss with the QBuild agent at the point of allocation.



GEH Agents

Please scan and return the following documents to GEHTenancy@epw.qld.gov.au:

- STA or Occupancy Agreement (Agency and employee only)
- Tenancy Advice Notice
- Entry and Exit Condition Reports with photos
- Pet Request Form (if applicable)
- Key Register

Self-Managing agencies:

Please ensure the above documents are completed and provided for new occupant. There is no requirement to provide copies to GEH except for the Quarterly Status report.

The managing agency takes full responsibility for the completion and provision of tenancy documents.

Occupant Vacates a GEH Property

- 1 **Receive a Notice of Intention to Leave*** ([RTA Form 13](#)) from the tenant two weeks prior to them vacating the property.
- 2 **Conduct a property inspection using the exit condition report*** ([RTA Form 14a](#)). Compare against the entry inspection report noting changes and any requests to rectify. Re-inspect the property if necessary. Both parties must complete and sign the report, and a copy is to be provided to the tenant within three (3) days. This is a legislative requirement.
- 3 **Complete key register*** as the tenant returns all keys issued at time of occupancy. The agency to fund the cost of replacement keys.
- 4 **Ensure the property is clean and has been made good.** The tenant must leave the property clean as per the cleaning standards. It is the agency's responsibility to ensure a leased GEH property is maintained to the same standard throughout the tenure of the lease, including yard maintenance.
- 5 **Ensure wheelie bins are emptied and stored** in a secure location during vacant periods.
- 6 **Ensure all additional structures are removed and made good** at the end of the tenancy, either by the tenant or the leasing agency.
- 7 **The tenant is to make good any pet damage** to the house or yard if required.

For all other vacating information, refer to <https://www.rta.qld.gov.au/Renting/Ending-a-tenancy>

Some Additional Points to Note

- The managing agent is responsible for holding the keys of a leased GEH property during periods of vacancy. During this time cleaning and yard maintenance of the vacant property is the leasing agency's responsibility and they are also responsible to have the property cleaned (agency may request keys to complete the above).
- The agency must consider the property type when allocating GEH properties to their employees particularly with regard to pets and suitability and other occupants if shared.
- The managing agent is required to complete a **Quarterly Status Report*** for GEH on the occupants of their managed properties, including details of any tenants that have vacated or properties that have been surrendered during the previous quarter.
- The surrender of a leased GEH property is a separate process to a tenant vacating. To surrender a lease, contact the GEH Tenancy Management team by emailing GEHTenancy@epw.qld.gov.au.
- Leasing Agencies are also requested to complete the **Quarterly Status Report*** (formerly *monthly*) to periodically capture new and vacating tenancy details for internal auditing purposes.

