

We'll visit regularly to see how you and the property are going. We will write to you at least 7 days beforehand to let you know we're coming. These visits are an opportunity for you to ask questions and tell us about any problems you're having. We'll also check over the property to ensure it's in good order.

We need your help to look after the house and garden. Here are some things to do before we come – please ask us if you're not sure what to do.

## Inside the house...

### EVERY ROOM



Sweep and wash all the **TILED, TIMBER or VINYL FLOORS**



Vacuum the **CARPETS** and remove any stains

- Any questions about cleaning the carpets?  
Ask us – we can suggest how to remove stains or recommend a professional carpet cleaner.



Clean the **WINDOWS** and check for holes or tears in the screens



Remove any marks from the **WALLS & DOORS**

- Please ask us before you use sticky tape, blu-tac or hooks on the walls or doors.

### KITCHEN



Clean the **STOVE TOP, GRILL, DRIP TRAYS & OVEN** (inside & out)



Clean the **EXHAUST FANS**

- The covers come off for cleaning.  
They're easier to clean if you soak them in warm soapy water then give them a scrub.



Clean the **BENCH TOPS** and the **CUPBOARDS** (inside & out)

- Bench tops can mark or burn very easily – please always use a cutting board and never put hot pans on them.

## Inside the house....

### BATHROOM & TOILET



#### Clean the SHOWER ALCOVE, FLOOR AND WALL TILES, BASIN & BATH

- Remove any mould or soap scum. You can use vinegar or a bleach product (from the supermarket).
- You can avoid mould build-up by always using the exhaust fan and opening the window when using the shower or bath.



#### Clean the TOILETS – bowl (inside & out), seat & cistern

- Use vinegar, bleach or disinfectant product (from the supermarket)

## Outside the house...

### OUTSIDE



#### Please look after THE GARDEN: water the plants and lawns, weed the garden beds and mow the lawns

- You don't need to trim the shrubs or trees, we'll do that. Please let your Tenancy Officer know if it's needed.



#### Remove OIL MARKS from driveways and garages

- Please put drip trays under your cars if necessary
- Ask us if you want ideas for how to remove oil stains



#### Take away all RUBBISH or OLD FURNITURE from the house, yard, garden or sheds

***Don't forget to call us if anything needs fixing!***

### Maintenance

Monday–Friday 9am–5pm 8209 6660

After hours - Emergency Maintenance Only

(after 5pm and weekends) 8209 5428

For more information please call our friendly customer service team on **1800 688 000** or visit

Holden Hill – Level 1, 560 North East Road

Elizabeth Grove – 60 Fairfield Road

Kilkenny – 3/10-14 Regency Road

Mount Gambier – ac.care 70-72 White Avenue

Berri – ac.care 5 Kealley Street