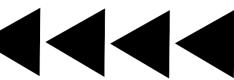


RESIDENTIAL TENANCIES

YOUR ULTIMATE GUIDE ON RENTAL ADVICE FOR HOUSE RENTING

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#### **Abstract**

New to renting? Follow our hassle-free, step-by-step how to rent guide to find the right home.



### **Getting Started**

Looking to rent an apartment or house? Renting is a fact of life for a huge number of us, with many people now expecting to rent for life, whether through choice or being unable to buy a home. The rental market is fast-paced and requires you to be able to make quick, well-informed decisions.

So, in order to choose a property you'll be happy living in – and, most importantly, staying in – arm yourself with the knowledge you need to take you through all the stages of the renting process. From looking for and viewing a flat to contracts and disputes, this property expert-led advice will help you find your dream rented home quickly and efficiently.

## Renting

- I. Help With Renting
  - Financial help with renting
  - **❖** Bond Loans and Rental Grants
    - Guide to Bond Loans and Rental Grants

#### **Bond Loan**

A Bond Loan is an interest-free and fee-free loan to cover the rental bond when you move into private rental accommodation.

The loan amount is a maximum of 4 weeks rent and must be repaid.

Bond loans are available to eligible people only. Check your eligibility.

Bond loans are automatically approved for people experiencing domestic, family and sexual violence who have provided information about their circumstances.

#### **Bond Loan Plus**

Bond Loan Plus is an interest-free and fee-free loan to cover the rental bond plus an amount equal to 2 weeks rent for the property you want to rent.

The loan amount is a maximum of 6 weeks rent and must be repaid.

To find out more, talk to your local Housing Service Centre.

#### **Rental Grant**

A Rental Grant is a one-off grant of 2 weeks rent to support people in housing crisis move into private rental accommodation.

Rental Grants are available to eligible people only.

# Apply for a Bond Loan or Rental Grant

# **Bond Loan and Rental Grant application**

A Bond Loan is an interest-free loan to cover your rental bond when moving into private rental accommodation. The loan is up to a maximum of 4 weeks rent, and must be repaid.

A Rental Grant is a one-off grant of 2 weeks rent – it helps people in housing crisis to move into private rental housing. A Rental Grant is paid directly to the real estate agent or lessor (landlord) after the tenancy starts.

# 1. Check your eligibility

You may be eligible to apply for a bond loan, rental grant or both, depending on your situation. There are different rules for bond loans and rental grants.

Eligibility tool

Bond Loan calculator

### 2. Apply for assistance

Choose from the options below that best suits your needs.

**Bond Loan application** 

Rental Grant application

Bond Loan and Rental Grant application

### II. Finding A Place To Rent



# Choosing a rental property

If you are thinking about renting, learn about tips and support available to help you find the right home for you.

## What sort of home do you need?

When choosing a rental property there are many things to consider, including:

- How much rent can you afford?
- What kind of home do you want to live in—a house, unit, townhouse, room with shared facilities or caravan?

- How many bedrooms do you need?
- Do you need a well-fenced yard where pets are allowed?
- Do you want to look after a yard and/or mow a lawn?
- Do you prefer to park your car on the street or in a garage?
- Do you want a property with gas, electricity or either?
- Do you want to pay for water use?
- Where do you want to live—close to family, friends, work, school or public transport?
- Would you consider a moveable dwelling (caravan) park? If so, can you afford extra site costs?
- Would traffic or other surrounding noise be an issue for you?
- What types of locks and security do you require for your safety and contents insurance?
- Does your mobile phone have reception inside the property?
- Does the property have the facilities you need, for example, a telephone and/or internet connection?

## Services and facilities nearby

The National Health Services Directory helps you find services in and around Queensland communities.

Check what facilities and services are available in areas where you may like to rent:

- local councils sometimes have information on facilities and services.
- education, cultural and health facilities
- transport services.

# Searching for a place to rent

There are many ways to find a place to rent in the private market, including:

- searching websites online
- property listings in newspapers
- contacting local real estate offices.

When you start looking, make a list of all properties you're interested in and the lessor (landlord) or agent's contact details. Use this list to keep track of the properties you have asked about, inspected or applied for.

## When searching look for:

- properties in a specific suburb or area
- different property types including units/apartments, houses and shared accommodation
- the number of bedrooms, bathrooms and garages
- properties in your price range.

### Newspapers ads

You can find properties to rent in the 'to let' or 'shared accommodation' sections of most Queensland newspapers.

### Real estate agent offices

- Look for 'to let' or 'for rent' displays in the office windows of real estate agencies.
- Look for 'to let' or 'for rent' signs outside properties in areas where you want to live.
- Speak to your local real estate agent—leave your contact details with them so they can contact you if a suitable place becomes available.
- Look on the noticeboards at TAFE colleges, universities, shopping centres, supermarkets, local shops and cafés for shared accommodation (university websites may be useful for shared accommodation).

You can also ask friends and family to let you know if they hear of something that might be suitable.

## Inspecting a rental property

You should always inspect the property before signing a general tenancy agreement to ensure it:

- meets your needs
- is clean
- is in good condition.

# **Key deposit**

If you're given a key, you may be asked to pay a key deposit and/or leave your driver's licence with the lessor or agent before you can take the key.

The lessor or agent must give you a signed receipt when you pay a key deposit and refund the full deposit when you return the keys.

### Top Tips to Make Sure You Get Your Bond Back

You paid a lot when you moved in, and you want to make sure you get reimbursed the full amount of the security deposit that you paid when you move out, so we've got some tips for you so you can make sure you get your bond back.



# ✓ Read your lease

Read it carefully. Make sure everything that's in there is reasonable, and so you know what to expect. It might say the ceilings need to be cleaned at the end of your tenancy, or the windows have to be cleaned inside and out, so it's a good thing to check to make sure of your obligations before you start living there.

# ✓ Fill out the property condition report accurately

As soon as you move in. Include everything. It may take some time, but it'll be worth it in the long run. Make note of absolutely every crack, dent, and smudge that you come across, just in case, so they're at least logged and don't come back to bite you when your lease is up.

## ✓ Take photos of the property yourself

Paying special attention to any cracks, anything broken, any missing fittings. Send a copy of these to your property manager.

### ✓ Fix issues as they arise

If you break something, arrange for your landlord to fix it as soon as possible. Or, if it's in your agreement, fix it yourself. For example, if you break a window, don't wait until you move out for the landlord to fix it—let your landlord know immediately. You may have to pay to get it fixed, but if you can arrange the quote it's generally going to be cheaper than if the real estate company has to get one.

### ✓ Make sure you pay all your rent

We know that it isn't always possible to pay your rent on time, every time, but just be sure that you do pay it. This way it won't be deducted from your bond when you vacate the property.

### ✓ Don't lose the keys!

Lost keys can come out of your bond, so be sure to return all sets of keys that you were given at the start. If you do lose a key, be sure to get a spare key cut as soon as possible.

# ✓ Clean during your tenancy

It may sound obvious, but it's a lot easier to remove a stain if you get onto it right away than if you leave it until the week before you move out. It might not be fun at the time, but ensuring you keep the place in good condition while you're living there can save you hours of hard, boring work in the long run.

# ✓ Give proper notice that you'll be leaving

If you break the lease early and haven't paid the break fee, you might be liable to have that taken out of your bond. Do the right thing and notify your landlord, in writing, within the given timeframe stated in your contract.

## ✓ Normal wear and tear on a property is okay

After all, you've been living there, not renting the place just for show. Faded curtains, flaking paint, a worn kitchen bench top, or thin cracks in the walls

from building movement are all considered normal damage. Smudges on the walls, burn marks on the carpet, wine stains in the floor, and an overgrown garden (if you have that luxury) are not. Give the whole place a really good clean, to a professional standard, when your lease is up and you should be okay.

### ✓ Give yourself time to clean

When you're moving out, don't leave it to the last minute—work out a plan of attack, and go for it. It's much less stressful if you spend your whole last week carefully cleaning than if you rush around on the last day trying to get things done. Clean the windows inside and out, clean all exhaust fans, wipe down the skirting boards, and don't forget the oven. While a tough job, having a clean oven can mean the difference between the full bond, and shelling out a hundred dollars for a professional oven clean.



Stress-Free Cleaning Tips To Get The Bond Back Money

Getting your bond money back at the end of a tenancy is crucial, as it is up to four weeks of rent when your rent is \$700 or less. It can be higher if the weekly rent is over \$700.

Therefore, many people lose sleep over it because to claim a complete bond refund; tenants must return the rental premises in a clean state. The rental property also shouldn't have damage, mould, pests, or maintenance problems.

As a renter, you must keep and leave the house/apartment in the same state mentioned in the entry condition report. Hire professionals for bond cleaning in Sunshine Coast if the property was professionally cleaned before your tenancy.

Additionally, follow these stress-free cleaning tips to get the bond back money without dispute.

### **Know What Needs Professional Cleaning**

Renters are obligated to hire professional cleaning services if the previous tenant or the rental providers had hired professionals for bond or end of lease cleaning in Sunshine Coast. Discuss with your landlord what services you need to book.

For example, if the carpets were professionally cleaned but the rental property wasn't, you need to do the same. Similarly, if pest control, pressure washing or any other additional task was performed, you should get the receipt for proof and arrange for the same at the end of your lease agreement.

### Refer To The Entry Condition Report & Make A Bond Cleaning Checklist

Bond cleaning is completely different from routine house cleaning. To manage it adequately, you must refer to the entry condition report to know what needs how much cleaning.

- You don't have to make any surface or fixture cleaner than it was.
- Look at the pictures and videos, then identify problem areas in the property.
- Create a bond cleaning checklist by writing the tasks you must complete
- If possible, download a professional bond cleaning checklist to give yourself a head start.
- Categories tasks by rooms and sort them according to the right order and importance.

Skip this step when hiring professionals for bond cleaning Sunshine Coast because experienced cleaners use REIQ-approved checklists to meet industry standards and expectations of rental providers.

## **Put Together A Cleaning Caddy**

Keep cleaners, tools and equipment on hand while bond cleaning with a caddy. Get a large container with sections to keep soaps, microfiber cloths, brushes, sponges, disinfectants, and more.

To simplify the cleaning process, you can make an all-purpose caddy or different ones for the kitchen, bathroom and living rooms. Whatever you decide, keep a complete stock of items to perform bond cleaning without a hitch.

### **Clean An Empty Property**

For regular house cleaning, furnishing is normal, but the house should be empty for bond cleaning. It reduces the hassle of lifting or shifting heavy furniture, appliances and household items. You can clearly see dirty areas and get to work immediately.

Moreover, you can move around freely and reduce the risk of falls, contact with objects and other injuries. Even if you hire professional bond cleaners in Sunshine Coast, they will ask for assurance that the property will be empty on the job date.

## **Test Products Before Using**

Bond cleaning will require you to use new cleaners and tools. To ensure they don't damage surfaces or fixtures, test them first on a small inconspicuous spot. Wait for 10-15 minutes and check the results.

While testing products, follow the user instructions on the label to use the right amount and appropriate dwell time. Read the caution section to prevent harm to yourself or your family members while using the products.

## Hire A Service Offering Bond Back Guarantee

Reputed companies offering bond cleaning services in Sunshine Coast have a bond-back guarantee period valid after the cleaners perform an end of lease clean.

Usually, this period is 48-72 hours long, but some companies can extend it to a week. During this period, the professionals can perform multiple recleans to ensure the renters get their bond back without deductions.

Therefore, book a cleaning company that offers a bond-back guarantee to ensure your bond clean happens without stress. Additionally, check if they give 100% service assurance. Spend a little extra if you have to because it can prevent you from losing hundreds of dollars.



Bond cleaning is one of the most important end of tenancy tasks, and you must complete it adequately. If you don't, your chances of getting your bond back in full reduce significantly.

So, most renters take the assistance of professional bond cleaners in Sunshine Coast. You can do the same in addition to following the stress-free cleaning tips shared above. It will eliminate a lot of challenges and ensure your bond money gets refunded without deductions.

# ✓ If all else fails, consider the professionals

If you think you can't clean your accommodation to a professional standard, get a professional cleaner in. Getting a quote for one yourself will save you quite a bit of your bond, as cleaners used by real estate agents will generally charge more money. Make sure you get a receipt from the cleaners too, so you can prove that you had the cleaning done.

Moving out doesn't have to be stressful. Give these eleven tips a shot, and you should be able to get your full bond amount back.

#### What to look for

When you inspect the property, consider these questions:

- Is the hot water system and stove electric or gas?
- Is the hot water system big enough for your household?
- Does it have working smoke alarms and a safety switch in the electricity meter box? (Smoke alarms and a safety switch are required by Queensland law.)
- Are there blinds or curtains and if so, are they in good condition?
- Is the traffic or other surrounding noise an issue?
- Are the locks on the doors and windows adequate for your safety, security and contents insurance?
- Are any water-saving devices installed? This is important if you have to pay for water.
- Is there a telephone line and/or internet connection?
- Does your mobile phone get reception inside the property?
- Is there a television antenna?
- Are the fences and gates in good working order? If you have a pet, is the fence suitable?
- What size is the yard? Will you be able to look after the garden and lawns?
- Do you notice any repairs needed?

## When repairs are needed

The lessor or agent is responsible for repairs and making sure the property is fit to live in.

If the property needs repairs, ask the lessor or agent whether they'll be done before you move in.

If they won't, ask the lessor or agent for a written agreement that they'll do the repairs after you move in. It is a good idea to make any requests for repairs in writing.

If you do rent the property, note any repairs the property needs when you complete the entry condition report.

## What happens next

If you wish to rent the property, you can submit an application. If you can, bring a blank application form and the documents you need for your application with

you to the inspection so you can apply immediately to increase your chances of getting the property.

## Documents for rental applications

After you find a suitable rental property, you need to gather personal information and copies of documents to submit with your rental application.

The application form will typically ask for your:

- ✓ rental history or previous living arrangements
- ✓ rental reference
- ✓ personal references
- ✓ evidence of income
- ✓ identification.

You can decide whether to provide this information, but not doing so could affect your chances of getting a rental property.

Below are some documents you may need to provide when you apply for a tenancy. Ask the lessor or agent which documents they need, as this can vary.

### Rental history and references

- ✓ contact details for the lessor or agent of your previous rental properties, including names, addresses and phone numbers. You may ask for a written reference, however, most lessors or agents will contact the referee directly.
- ✓ rent receipts and/or copies of your rent payment records.
- ✓ if you have not rented before, a history of your accommodation for the last few years e.g. if you have been living with friends or family.

#### Personal references

Before you apply, contact your personal referees to tell them they may be contacted by the lessor or agent and make sure you have their current contact details.

If the person providing your personal reference is someone you're staying with, or have stayed with, they could state whether you:

- ✓ paid board
- ✓ paid on time

- ✓ contributed to utility costs
- √ had issues with neighbours or other household members
- ✓ kept the home clean and tidy
- ✓ kept furniture and appliances in good condition.

Most tenancy applications include a privacy consent form to give the lessor or agent permission to contact your referees.

### **Evidence of income**

- ✓ employment history and current payslips
- ✓ income statement from Centrelink or Department of Veterans' Affairs
- ✓ your last notice of assessment from the Australian Taxation Office if you're a contractor or self-employed.

#### **Identification**

- ✓ photographic identification (e.g. driver's licence, passport, Photo Identification Card)
- ✓ birth certificate or birth card (available from the Registry of Births, Deaths and Marriages)
- ✓ Medicare and/or Health Care Card
- ✓ your most recent bank statement in your name
- ✓ copies of accounts in your name (e.g. electricity or phone accounts). Don't provide accounts that are overdue or final notices.

The application form will list the type and number of identity documents you need to provide.

## Applying for a rental property

Before applying for a rental property, you should always inspect the property first.

# Make a good impression

When you apply for a rental property, you may be competing with many other people also interested in the same place.

The landlord or agent will decide whether your application will be approved. To give yourself the best chance of success, it's important to make a good impression with the landlord or agent.

To make a good impression:

- ✓ dress neatly
- ✓ be on time for appointments and inspections
- ✓ respect the property you are visiting
- ✓ introduce yourself and answer questions politely
- ✓ have a list of any questions you want to ask about the property
- ✓ provide all the required documents with your tenancy application so the landlord/agent doesn't have to contact you for more information.

When applying for a rental property, the landlord or agent will check your references and whether you are listed on a tenancy database. If you know you are listed on a tenancy database, talk to the landlord or agent about this before you submit your application.

### **Completing applications**

Once you find a rental property you like, you will need to complete an application.

It's a good idea to have the all of the documentation you need to apply for a rental property when you start your property search and bring copies with you when you inspect a property.

Before the inspection, ask the landlord or agent for an application form so you can complete this immediately if you like the property. This can increase your chances of getting the property you want.

Some landlords or agents may ask you to apply online. If you do not have a computer or internet access, there are places where you can find free internet and Wi-Fi, such as your local library.

You may also be asked to provide referees with your application. Before you submit an application, let your referees know they may be contacted by the landlord or agent. Signing a privacy consent form gives your landlord or agent permission to contact your referees.

## **Deposits**

The only money that can be taken from a prospective tenant is a holding or key deposit.

## **Holding deposit**

You may be asked to pay a deposit, to hold the property you are thinking about renting. The landlord or agent must give you a copy of the proposed tenancy agreement before they take any money.

If you pay a holding deposit:

- ✓ the landlord or agent cannot rent the property to anyone else during the holding period.
- ✓ the landlord or agent must give you a receipt when you pay.
- ✓ make sure you know when the holding period ends. If you do not agree
  on a specific time with the landlord or agent, the holding period is 48
  hours.
- ✓ you must tell the landlord or agent if you wish to rent the property or not within the holding period.
- ✓ if you do not let the landlord/agent know whether or not you will take the place by the agreed time, you will not get your holding deposit back.
- ✓ if you decide not to rent the property and tell the landlord or agent within the holding period, they must refund the deposit to you within 3 days.
- ✓ if you do not tell the landlord or agent your decision by the agreed time, or if you say you will proceed with the tenancy and then you do not, you will not get your holding deposit back.
- ✓ when you sign the tenancy agreement, the holding deposit must go first towards your rental bond and then rent.

# **Key deposit**

You may be asked to pay a deposit and/or leave your driver's licence with the landlord or agent before getting the keys to inspect a rental property.

The landlord or agent must give you a signed receipt when you pay a key deposit. The full deposit must be refunded when you return the keys.

Application outcome

The landlord or agent will contact you to let you know the outcome of your application.

Approved applications

If your application is approved, your landlord or agent will make a time with you to sign the tenancy agreement.

You will also be required to pay a rental bond and rent in advance before you move in.

You can read more about what happens once your tenancy application is approved on the page about moving in to your new rental home.

### Unsuccessful applications

If your application is not approved, ask the landlord or agent why you were unsuccessful. This may help you with your next application.

Be polite and respectful as the next property you apply for may also be from the same landlord or agent. How you act in response to your application being unsuccessful could affect your future applications.

## Moving in

Information for Queenslanders moving into a private rental property

Once your rental application has been approved, you're almost ready to move into your new home.

Before you move in, you need to:

- ✓ sign your tenancy agreement
- ✓ pay the rental bond and rent in advance
- ✓ pick up the keys.

## Signing the tenancy agreement

The tenancy agreement is a legal contract between you and your lessor or agent.

There are different types of tenancy agreements depending on the type of home you move into.

- ✓ General tenancy agreement (Form 18a)—houses, townhouses and units
- ✓ Moveable dwelling tenancy agreement (Form 18b)—caravans, caravan sites and mobile homes
- ✓ Rooming accommodation agreement (Form R18)— boarding houses, supported accommodation services where a person pays for a room and

services (e.g. meals and/or personal care), student accommodation (not including on-campus accommodation) and a place/house where the lessor/agent lives on the property and rents out 4 or more rooms.

Before signing the tenancy agreement, make sure you read and understand it. The agreement states:

- ✓ who is renting the property and who can live there
- ✓ when the agreement starts and ends
- ✓ the amount of rent to be paid and how often
- ✓ how the rent will be paid
- ✓ the standard and special terms of the agreement.

A tenancy agreement for rooming accommodation will also include:

- ✓ the room that can be occupied and what common areas can be used
- ✓ house rules
- ✓ costs other than rent, e.g. food, personal care or other services
- ✓ if a bond will be charged.

You must sign and return the tenancy agreement within 5 days of receiving it.

When you sign the tenancy agreement, your lessor or agent must give you a:

- ✓ signed copy of the tenancy agreement
- ✓ signed copy of the Entry condition report—general tenancies (Form 1a), Entry condition report—moveable dwelling/site (Form 1b) or Condition report—rooming accommodation (Form R1). The Condition report is only required for rooming accommodation if a bond has been paid.
- ✓ the Pocket guide for tenants—houses and unit (Form 17a) or Pocket guide for tenants—caravan parks (Form 17b).

The pocket guides contain information about what to do during your tenancy.

# Paying the rent and rental bond

Most lessors and agents require tenants to pay rent and a rental bond before you move in.

#### **Rental bond**

A rental bond is money you pay at the start of your tenancy to your lessor or agent. The bond is paid back to the tenant when the property is vacated, provided no money is owed for rent, damages or other costs.



The rental bond amount depends on the type of tenancy agreement and rent amount.

Your lessor or agent must lodge your bond money with the Residential Tenancies Authority (RTA) within 10 days, where it is held in trust while you live in the property. The RTA sends you a receipt with your rental bond number. Keep this receipt in a safe place with your rental documents for when the tenancy agreement ends.

If you can't afford the full rental bond, ask your lessor or agent if you can pay in instalments. You can also check your eligibility for a bond loan.

At the end of your tenancy, apply to the RTA to get your bond back by completing a Refund of a rental bond (Form 4) as soon as you return the key to your lessor or agent.

## **Entry condition report**

You should complete the entry condition report before you move in, to record the condition of the property and any existing damage or issues.

This is an important document that needs attention to detail. Take the time to closely inspect the property and correctly complete the report.

Your lessor or agent must complete and sign both copies of the report. One copy is yours to keep.

#### You should then:

- ✓ check all the details and comments made by your lessor/agent on the report—the accuracy of the report will be very important if you need to resolve any disputes about the condition of the property when moving out
- ✓ fill out the 'tenant' section of the report and add your own comments on both copies
- ✓ sign and return the report to your landlord or agent within 3 days of receiving it.

### Who to tell that you're moving

The checklist below may help when moving into a new place.

- ✓ Australia Post (redirect mail)
- ✓ Electricity, phone, internet and gas service providers
- ✓ Insurance providers: house contents, health, life and car
- ✓ Employer
- ✓ Bank, credit union or building society
- ✓ Finance services
- ✓ Services Australia Centrelink, Medicare and Child Support
- ✓ Australian Electoral Commission
- ✓ Child/family day care
- ✓ Dentist and doctor
- ✓ Paper deliveries and newspaper/magazine subscriptions
- ✓ Car registration
- ✓ Driver licence
- ✓ School/university/TAFE
- ✓ Superannuation funds
- ✓ Vehicle breakdown service (e.g. RACQ)
- ✓ Veterinary surgery
- ✓ Department of Veterans' Affairs

- ✓ Australian Tax Office
- ✓ Pet registration (local council)
- ✓ Pet microchip registry
- ✓ Linkt (toll tags)
- ✓ Family and friends

## III. Your Rights And Responsibilities

The Residential Tenancies Authority (RTA) looks after the laws which protect the rights and responsibilities of tenants and landlords/agents.

### **Successful Tenancies**

Some general tips for a successful tenancy include:

- ✓ paying your rent on time
- ✓ taking good care of the property
- ✓ not disturbing the peace, comfort or privacy of your neighbours
- ✓ speaking with your landlord/agent if you have any concerns with your tenancy, including changing who will be living with you
- ✓ keeping all documents about the tenancy (e.g. entry condition report, tenancy agreement, letters and receipts) together in a safe place.

# **Tenancy agreements (leases)**

Read about the different types of tenancy agreements and how they affect you.

## **Moving out**

If you are moving out, you should:

check your responsibilities and obligations

# **Getting your rental bond back**

To get your bond back, you must apply to the RTA after your tenancy has ended.

## **Property maintenance and cleaning**

As a tenant, you are responsible for keeping the property/room clean and in good condition. Find out information about:

- ✓ maintenance and repairs
- ✓ fixtures and structural changes

✓ inclusions.

## IV. Legal And Dispute Support

Rental disputes may occur when:

- ✓ there is poor communication
- ✓ the terms of the tenancy agreement are not met
- ✓ people do not understand their rights and responsibilities.

### V. Home Safety

House break-ins are crimes of opportunity and, in most cases, entry is gained through an open or unlocked door or window. Take the following precautions to keep your home secure.

- ✓ Get to know your neighbours. Observant neighbours can reduce prowling, loitering and burglary by reporting suspicious people or vehicles to police
- ✓ Join your local Neighbourhood Watch group
- ✓ Keep doors and windows secured even when you are at home
- ✓ Secure your home when you leave by locking all doors and windows
- ✓ Remove keys from internal doors and windows when you are not at home
- ✓ Fix faulty alarms immediately and tell your neighbours that it's been repaired. Many people ignore an alarm that goes off regularly
- ✓ Leave a light on and the radio playing when you are out to give your home the 'lived in' look
- ✓ Keep cash, keys and valuables out of sight and out of easy reach
- ✓ Don't leave notes on the door—it suggests that no one is home
- ✓ Don't leave a house key under the door mat or a pot plant, in the letterbox or in other obvious places
- ✓ Mark valuable property using the Property Identification System.

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