

DEVELOPING EAST ARNHEM LIMITED

HOUSING GUIDE



OCTOBER 2021



DEVELOPING
EAST ARNHEM

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DEVELOPING EAST ARNHEM LIMITED

Developing East Arnhem Limited (DEAL) was established in November 2014 by Rio Tinto and the Northern Territory Government as an independent, not-for-profit economic development organisation following the curtailment of the Rio Tinto alumina refinery. DEAL shares an optimistic long-term vision for East Arnhem:

- **A resilient East Arnhem economy**
- **Nhulunbuy as a sustainable regional centre**
- **Yolŋu are leaders and partners in economic life**

As part of its establishment, Rio Tinto provided DEAL with 250 housing assets to support economic development in East Arnhem.

DEAL manages and maintains its housing in Nhulunbuy to create opportunities for new and existing businesses to support economic growth on the Gove Peninsula.

DEAL housing assets are used to:

- attract and encourage new and expanded economic activity; and
- support the operation of existing business and service providers in the region.

If you would like to learn more about DEAL please visit our website at developingeastarnhem.com.au

LIVING IN A DEAL PROPERTY



DEFINITIONS

Tenant	The employing business, Aboriginal corporation, not-for-profit organisation or government agency that holds a tenancy agreement with DEAL over a DEAL property
Occupant	The person/s living in the DEAL property held by the Tenant, who holds a formal role with the Tenant's organisation (i.e. owner, director, employee)
Property Manager	DEAL's property management agent, East Arnhem Real Estate

CONTACTING THE PROPERTY MANAGER

East Arnhem Real Estate manage DEAL's properties and are referred to as the Property Manager throughout this booklet. Their contact details are:

Phone: **(08) 8987 2209**

Email: **pm@eare.com.au** (tenancy matters); or
works@eare.com.au
(non-emergency maintenance)

Website via TAPI: www.eare.com.au/tenant-concierge

UPDATING YOUR CONTACT DETAILS

It is important to ensure the Property Manager has up to date contact details for both the Tenant and the Occupant of the property. Update contact details by emailing pm@eare.com.au

REPORTING EMERGENCY MAINTENANCE

If a life or significant injury is threatened, you should immediately phone 000 (triple-zero) or 112 (one-one-two) in the first instance.

Please report any emergency maintenance issues to the Property Manager by phoning **(08) 8987 2209**. If you are phoning out of hours, this phone number will be diverted to an on-call mobile phone. Emergency maintenance includes:

- electrical faults;
- burst water pipes;
- hot water systems that are leaking excessively or not heating;
- sewerage issues such as a blocked or leaking toilet;
- serious house roof leak;
- damage to walls or ceilings;
- faulty front or back door locks; and
- any other issues that could pose a health and/or safety threat.

If you are unable to reach the Property Manager and have emergency maintenance requirements at your home, please phone the relevant number below:

- **Electrical:** Goodline
0417 872 000
- **Plumbing:** East Arnhem Plumbing Services
0408 992 601
- **Building:** JBM
(08) 8987 3099

PROPERTY CONDITION REPORT KEYS

The Tenant of the property will have been presented with a Property Condition Report when they signed the lease on the property. A property may have several Occupants over the duration of a Tenant's lease. We recommend Tenants provide new Occupants with a copy of the Property Condition Report and discuss and record any comments regarding the current condition of the property.

It is expected that a property will be handed back to the Property Manager in the same condition as it was handed over to the Tenant, except for general wear and tear. Turn to **pages 8-9** for information about moving out of a DEAL property.

LEASE INFORMATION

The lease for all DEAL properties is held by an employing entity. DEAL does not lease to individuals.

PAYING YOUR RENT

It is the responsibility of the Tenant to ensure the rent is paid on or before the due date. A Tenant is not permitted to charge an Occupant more than the weekly rental amount payable on the property. For any queries or concerns, please contact the Property Manager to discuss.

TENANT AND OCCUPANT LICENCE AGREEMENT

In line with Tenants' obligations under their tenancy agreement with DEAL, Tenants and Occupants should enter in to a written licence agreement prior to a new Occupant moving into the property. The agreement is between the Tenant and Occupant, and DEAL is not involved in this process.

INSTALLATION OF STRUCTURES OR SHIPPING CONTAINERS

Shipping containers or other structures must be approved in writing by DEAL prior to installation.

Requests should be sent by the Tenant to the Property Manager. Requests received directly from an Occupant will not be approved without Tenant approval.

If approved by DEAL, the Tenant must also obtain approval from the Nhulunbuy Corporation prior to installation and meet all guidelines and policies as required.

The Tenant will be issued with three keys for the property. Additional keys can be provided on request from the Tenant at an extra cost. The Tenant will be required to return all keys for the property when they vacate.

If an Occupant locks themselves out of their property, spare keys are available from the Property Manager. If a spare key is required outside of office hours, the Tenant will be charged a call out fee of \$350. Office hours are between 8am-5pm Monday to Friday (excluding public holidays).

ACCESS TO YOUR PROPERTY

Although the lease to a property is held by the Tenant, if an Occupant is residing in the property, the Tenant is not permitted to enter the property any time they choose without providing adequate notice to the Occupant. The Property Manager and contractors undertaking maintenance must also have the permission of the Occupant to enter the property in line with the Northern Territory *Residential Tenancies Act 1999*.

CONTENTS INSURANCE

The Occupant is responsible for ensuring they have adequate contents insurance for their personal belongings, including furniture, clothing and vehicles kept at a DEAL property in the event of a natural disaster, fire, robbery or other event causing loss or damage to personal property.

TENANT OR OCCUPANT PROPERTY MODIFICATIONS

If a Tenant or Occupant wishes to undertake any modifications to the property structure these must be approved in writing by DEAL prior to works being undertaken.

Property modifications may include, but are not limited to, installation of security screens, installation of picture hooks, repainting of walls or enclosure of outdoor areas.

Where Occupants wish to undertake modifications at their own expense, requests must be sent from Tenants to the Property Manager. Requests received directly from Occupants will not be approved.

If works are approved, as part of the approval process it is likely that DEAL will request for these works to be undertaken by a licensed trades person, and depending on the type of modification, building approval or certification may be required. DEAL may also request for the modification to be removed at Tenant expense on property vacate.

ROUTINE INSPECTIONS

DEAL properties are inspected by the Property Manager at least once per year or as required. The Tenant and Occupant will receive at least 14 days' notice via email of the scheduled date and time of an inspection. A reminder notification will also be issued 2 days prior to your inspection. If the date and time provided is not suitable, you may request for the Property Manager to reschedule your inspection.

The Occupant and Tenant can choose to be present at the time of inspection or approve for the Property Manager to conduct the inspection in their absence.

It is the Occupant's responsibility to ensure the house is clean prior to the inspection. The Routine Inspection Checklist details Occupant's responsibilities for property inspections.

The Tenant and Occupant will be provided with a copy of the routine inspection report within seven (7) days of the inspection.

CONSIDERATE BEHAVIOUR

Considerate and responsible behaviour towards neighbours and the property is expected by Occupants of DEAL properties. This includes:

- ensuring the house and yard are well maintained, clean and free from rubbish;
- adhering to the DEAL Pet Policy if pets are living at the property;
- ensuring that sound generated from televisions, stereo systems, etc. does not unduly interrupt neighbours;
- keeping all noise to a minimum after 9:30pm; and
- ensuring vehicles are only parked in the designated spaces and do not cause inconvenience to neighbours. Vehicles are not to be parked in front of other residents' garages at the town flats.

The consumption or possession of illegal substances or conducting of illegal activities at any DEAL property will result in eviction from the property.

ROUTINE INSPECTION CHECKLIST

If unsure how to safely do any of the tasks in this checklist, please contact the Property Manager.

- | | |
|---|--|
| <input type="checkbox"/> Clean ceiling fans (if applicable) | <input type="checkbox"/> Clean oven - inside, outside, stove top and range-hood |
| <input type="checkbox"/> Clean exhaust fans | <input type="checkbox"/> Wipe down all kitchen surfaces including appliances and benchtops |
| <input type="checkbox"/> Remove all cobwebs | <input type="checkbox"/> Thoroughly vacuum or sweep, and mop floors |
| <input type="checkbox"/> Remove, clean and reinstate light covers. | <input type="checkbox"/> Declutter and remove excess rubbish |
| <input type="checkbox"/> Remove any mould following the guidelines on page 22 | <input type="checkbox"/> Clean external windows, exhaust fans and fans as applicable |
| <input type="checkbox"/> Wipe down visible surfaces of air conditioners and clean filters (houses only) | <input type="checkbox"/> Spot clean all external ceilings, doors, posts, walls, light switches and door handles using a diluted sugar soap or mild detergent |
| <input type="checkbox"/> Wipe down air conditioner wall vents to remove visible dirt, mould and dust (flats only) | <input type="checkbox"/> Yard and external areas maintained (see page 11) |
| <input type="checkbox"/> Remove and clean flyscreens. Clean window tracks. Clean internal window glass. Reinstall flyscreens. Wipe down blinds | <input type="checkbox"/> If you have a dog and won't be present for the inspection, ensure you tie them up safely or remove them from the property |
| <input type="checkbox"/> Spot clean all ceilings, doors, walls, cupboard doors, drawer fronts, light switches and door handles using a diluted sugar soap or mild detergent | |
| <input type="checkbox"/> Thoroughly clean toilets and bathrooms | |
| <input type="checkbox"/> Clean all mirrors | |

Note: The only external areas to be maintained by town flat Occupants are the veranda, courtyard (ground floor flats only), front door and easily accessible external windows.

WORKING FROM HOME

Tenants and Occupants of DEAL assets are not permitted to use DEAL properties as a primary place of business. This includes storage of vehicles, equipment and other business-related items in or on land surrounding the DEAL property. Tenants and Occupants are permitted to have a reasonable number of commercial vehicles present at the property provided their primary purpose is for the transport of the Occupants to and from work, and not for the purpose of storage.

DEAL may, in limited circumstances, consider permitting a Tenant or an Occupant to utilise a property for business purposes. DEAL's prior written approval may or may not be given in DEAL's absolute sole discretion, and with or without conditions. The DEAL Housing Policy provides a guide only to the criteria that may be met in order for DEAL to consider permitting a Tenant and/or an Occupant to operate a business from a property. This guide is not an exhaustive list and DEAL may, in its absolute discretion, decide that other factors will be taken in to account when making a decision to permit a business to be operated from a property.

Refer to the DEAL Housing Policy on the DEAL website for a list of criteria that will be considered by DEAL when determining whether to permit a business to operate from a property.

PET POLICY

Occupants are most welcome to keep pets provided they comply with the DEAL Pet Policy and Nhulunbuy Corporation animal by-laws. A pet application must be submitted and approved before a pet may reside in a DEAL property. The DEAL Pet Policy and pet application forms can be obtained by contacting the Property Manager or from the DEAL website.

WEED MANAGEMENT

It is a condition of lease that weeds are kept under control by the Tenant and removed completely on vacate. We recommend you view the Nhulunbuy Restricted Plants document, available to view or download from this link (<https://bit.ly/3oFFA2o>), to assist with weed identification.

It is requested that Occupants and Tenants do not plant any trees or plants listed in the brochure. DEAL will be working to remove any restricted trees listed in the brochure from their properties as part of tree management in future years.

HOME SECURITY

Most residential break-ins are opportunistic. To minimise risk, we recommend Occupants:

- keep doors and vehicles locked;
- use the deadlocks that have been installed;
- do not leave keys outside or in vehicles;
- do not advertise travel or camping plans on social media;
- keep valuables inside and reconsider the need for an outdoor fridge as these can be inviting for thieves;
- report faulty locks immediately to the Property Manager; and
- get to know their neighbours and watch out for each other.

GOING AWAY

Some tips that can improve the security of a property whilst Occupants are away include:

- let trusted neighbours know when the property will be vacant and when the Occupants expect to be home;
- complete a Neighbourhood Watch **Absentee Owner Advice Form** (<https://form.jotform.co/90977886679891>) and provide a copy of this to Nhulunbuy Police Station and the Property Manager;
- keep the yard clean and tidy to show that the home is looked after;
- don't advertise travel or camping movements on social media; and
- consider using the services of a trusted house sitter to mind the property rather than leaving it vacant.

TREES

Before planting trees or shrubs at a DEAL property ensure:

- trees are not planted under power lines or near a water meter;
- trees and shrubs planted must not unduly impact on the house, carport, veranda, shed or fences;
- trees must be planted at least 5 metres from a dwelling;
- the type of tree planted must not exceed 5 metres tall when fully grown; and
- the tree or shrub is not listed as a Nhulunbuy Restricted Plant - see Weed Management section on this page.

Tenants may be requested to remove trees or shrubs planted during the tenancy on vacate if they do not meet these requirements.

RUBBISH COLLECTION

Each DEAL house (excluding flats) is provided with one Nhulunbuy Corporation branded 140L bin for domestic waste.

Collections occur each Tuesday and Friday. Non-standard bins will not be collected.

Placing a suitable pesticide product inside the bin to guard against maggots and flies is recommended. Always keep the bin lid closed and ensure it is placed on the curb for collection twice a week.

All bins are to be placed on the property verge by 6am each collection day and removed from the verge within a reasonable period after collection. Rubbish bins must not permanently remain on the kerb.

If a bin is not collected on collection day, it may be for one of these reasons:

- the bin lid is not completely closed;
- the bin is packed with heavy items (the truck is only able to lift a bin of up to 80kgs);
- rubbish has been stacked on top of or beside bin;
- rubbish has been jammed too tightly into bin;
- the bin was facing the wrong way or was placed too far away from the curb; and/or
- there was a car parked in front of the bin, and the truck was unable to gain access.

For all waste enquiries including new bin services, bin repairs and collection days, please call Nhulunbuy Corporation **(08) 8939 2200**.

For information related to rubbish collection at the town flats, see **page 24**.

WASTE MANAGEMENT FACILITY

For waste items that do not fit in the standard wheelie bin or inside the bins provided at the town flats, the Gove Peninsula Waste Management Facility is located on Melville Bay Road (between Nhulunbuy and Gove Airport).

Opening hours are 8am-4pm Monday to Friday and 9am-3pm Saturday and Sunday (closed on Christmas Day, Boxing Day, Good Friday and Easter Sunday).

Users are required to show proof of Nhulunbuy residency, such as a driver's licence, rates notice or household mail with your street address. For residents, some items can be disposed of for free. Please refer to the Nhulunbuy Corporation's Schedule of Fees and Charges for items where fees do apply.

The Waste Management Facility team can be contacted on **(08) 8987 2340** during business hours.

POOLS AND SPAS

No DEAL rental properties are leased with an existing pool. Any portable pool or spa (including blow up pools) that can hold 30cm or more of water is required by law to be fenced. All pools and spas located on rental properties in the Northern Territory must be certified under the Northern Territory *Swimming Pool Safety Act 2004*. This is to ensure the safety of children, particularly those under the age of 5 years.

The Nhulunbuy Corporation is responsible for certifying pool fencing in Nhulunbuy. For more information, please contact the Nhulunbuy Corporation on **(08) 8939 2200** or the NTG Pool Fencing Unit on **(08) 8924 3641**.

MOSQUITOS

Mosquitos are prevalent in the East Arnhem region. Mosquitos can spread disease and reduce the quality of enjoyment of outdoor living areas.

Occupants can help to minimise mosquitos around their property by taking the following steps:

- emptying all items that can hold water such as plant pot saucers, dog bowls, children's toys and bird baths around the yard regularly;
- maintaining the yard by keeping the lawn cut short and removing all palm fronds and garden debris; and
- ensuring drains are kept clear and reporting any drainage issues to the Property Manager.

Mosquito fogging is conducted throughout the year around Nhulunbuy. If the above steps are regularly undertaken but there is still a significant mosquito problem at the property, please contact the Nhulunbuy Corporation on **(08) 8939 2200**.

MOVING OUT

NOTICE REQUIRED

It is the responsibility of the Tenant to manage the turnover of their employees as property Occupants. If a Tenant is wishing to hand a property back to DEAL, they must notify the Property Manager in writing at least fourteen days prior to the date of expected vacate.

VACATE PROCESS

The vacate process of a property will be managed between the Tenant and the Property Manager. Tenants and Occupants will be given at least fourteen days' notice of any upcoming pre-vacate and vacate inspection dates and times, and may choose whether or not to be present for the inspection.

During the pre-vacate process, the Property Manager

will advise the Tenant of vacate requirements. These may include cleaning and/or requirements to rectify damage caused by the Tenant or Occupant.

It is a requirement that properties are vacated in the same condition that they were handed over in, except for general wear and tear. Refer to your ingoing

Property Condition Report for reference.

The Vacate Checklist below will assist with the vacate process. If you are unsure about anything in the checklist, please contact the Property Manager.

VACATE CLEANING CHECKLIST

If unsure how to safely do any of the tasks in this checklist, please contact the Property Manager.

As vacate cleaning is a time-consuming process, the Property Manager can recommend professional cleaning companies that may be able to assist if requested.

INTERNAL

- Clean ceiling fans (if applicable)
- Clean exhaust fans
- Remove all cobwebs
- Replace any standard light globes that are not working (see **page 11**)
- Remove, clean and reinstate light covers
- Wipe down visible surfaces of air conditioners and clean filters (houses only)
- Wipe down air conditioner wall vents to remove visible dirt, mould and dust (flats only)
- Wipe down the tops of all cupboards
- Clean inside of all cupboards and drawers using diluted sugar soap or mild detergent
- Remove and clean flyscreens. Clean window tracks. Clean internal window glass. Reinstate flyscreens. Wipe down blinds
- Wipe down all ceilings, doors, walls, cupboard doors, drawer fronts, light switches and door handles using a diluted sugar soap or mild detergent to remove mould, dust, dirt and marks.
- Thoroughly clean toilets and bathrooms. This includes bath, toilet, tapware, shower, sink, vanity, shaving cabinet and drains. Remove all calcium stains and mould
- Clean all mirrors
- Thoroughly clean the oven including inside, oven racks, outside, glass, stove top, grill, hotplates and rangehood
- Wipe down all benchtops, tapware and sinks in kitchen and laundry
- Ensure all personal items, furniture and rubbish have been removed
- Thoroughly vacuum or sweep, and mop floors
- Ensure air conditioner remotes have working batteries. Replace with new batteries if required

EXTERNAL

Note: the only external areas to be maintained by town flat Occupants are the balcony, courtyard (ground floor flats only), front door and easily accessible external windows.

- Remove all cobwebs
- Clean fans (if applicable)
- Clean the external of exhaust fans
- Remove, clean and reinstate light covers
- Replace any standard light globes that are not working (see **page 11**)
- Return yard and external areas to standard as per Ingoing Property Condition Report (see **page 11**)
- Wipe down all external ceilings, doors, posts, walls, light switches and door handles using a diluted sugar soap or mild detergent to remove mould, dirt, dust and marks. This includes shed, box room and/or external storage rooms as applicable
- Clean windows externally
- Ensure all personal items and furniture have been removed
- Empty wheelie bins and wash with detergent (houses only). Place wheelie bin in the external storage room to prevent theft
- Clean cement and paved areas to remove all dirt and mould

OTHER

- If there have been pets kept at the property, a full flea and tick spray must be undertaken by a licenced pest control company. Provide a copy of this receipt to the Property Manager.
- Contact the Nhulunbuy Corporation to have the electricity billing returned to the Property Manager from the date the property is handed back.

PROPERTY MAINTENANCE

REPORTING MAINTENANCE

It is important to report all general property maintenance requirements in writing to the Property Manager or online via TAPI (see **page 4** for details) as soon as possible. A checklist to help identify home maintenance requirements is included on **page 12**.

The Property Manager will ensure required property maintenance is addressed in a timely manner.



WHAT NOT TO DO

If Tenant or Occupant damage is the reason for any required maintenance, the cost to repair will be charged back to the Tenant.

- Do not put holes in any part of the property structure, including walls or ceilings, as much of this sheeting is asbestos. To discuss options to hang pictures on walls, please contact the Property Manager. If the property is damaged, please notify the Property Manager immediately.
- Only toilet paper is to be flushed down the toilet. No sanitary items, nappies, paper towel, etc. are to be flushed as this will clog the toilet system.
- Do not place anything hot, including saucepans or trays on bench tops.
- Do not cause damage to underground infrastructure such as pipes or NBN cables. It is recommended that Nhulunbuy Corporation is contacted for advice prior to digging holes in the yard.
- Do not drive over the water meter. Familiarise yourself with its location if it is above ground.
- Do not use cleaning products without spot testing on surfaces first. Always follow the instructions on the product labels.
- Take care not to scratch floors, doors or walls when moving furniture or other heavy items.

OCCUPANT DAMAGE

We understand that accidents happen. If an Occupant or someone else living at, or visiting, the property accidentally causes damage, please report this to the Property Manager immediately. Any costs for repair will be charged back to the Tenant.

OCCUPANT MAINTENANCE RESPONSIBILITIES

CLEANING

The Occupant is expected to maintain the property in a clean and hygienic state. To help stay on top of cleaning requirements, we recommend regularly working through the checklist on **page 13**.

AIR CONDITIONERS

HOUSES

Air conditioner filters should be cleaned at least once a month. This helps to ensure air conditioners are running smoothly and may reduce electricity costs. User manuals for the air conditioner systems are available for each DEAL house. If the user manual is not at your property, contact the Property Manager for an electronic copy. For any other queries or if you are still unsure how to safely clean the filters, please contact the Property Manager.

FLATS

A contractor is engaged to service the air conditioners in each town flat block regularly. This includes clean-

ing of the filters. Occupants are not required to clean the filters.

As excessive mould growth occurs in warm, humid conditions, Occupants are asked to monitor the temperature in their unit and report to the Property Manager immediately if the temperature reaches and remains at or above 25 °C or below 21°C. This allows air conditioner maintenance issues to be rectified before mould growth begins.

YARD MAINTENANCE

Occupants are responsible for maintaining the yard at DEAL houses in the standard in which it was handed to the Tenant. This includes:

- ensuring the lawn is mowed frequently and edges are whipper snipped;
- the lawn and plants are watered;
- removal of garden waste such as reasonably sized fallen branches, palm fronds, excessive leaf litter and rubbish;
- removal and/or treatment of weeds (see **page 7**);
- removal of leaves, dirt, weeds and debris from external drains and paved or concreted areas;
- keeping the yard in a tidy condition, free from excess clutter that may be considered dangerous in strong winds, create a negative street view of the property or attract snakes and vermin;
- keeping shrubs and small trees pruned away from the house, veranda, carport, fences and shed;
- removal of trees or plants that have started growing on their own during the tenancy such as from seeds dropped by a larger tree on the property;
- cleaning up after a pet (if applicable), including regularly removing faeces and filling in any holes they may have dug; and
- keeping walls, ceilings, concrete and paved areas free from dirt and mould.

Occupants of DEAL flats are only required to maintain the courtyard (ground floor units only) and veranda area. Please refer to above points for all that may apply.

DEAL provides 125KL of free water per quarter for each house (not inclusive of flats). This water is to ensure lawns and gardens are well maintained. Once a lawn has died, it can be costly and time consuming to have it reinstated. This cost may be a Tenant responsibility.

If there are yard maintenance issues that may be outside of Occupant responsibility such as pruning large trees, please notify the Property Manager.

RODENTS AND PESTS

It is the Occupant's responsibility to control most pests within their home including mice, rats, cockroaches, spiders and ants. These can generally be controlled with products available from local stores.

DEAL will be responsible for pest control issues asso-

ciated with termites, Singapore ants and rodents in the ceiling space. If Occupants notice any termite or Singapore ant activity or suspect there may be rodents inside the ceiling, please let the Property Manager know immediately. For information to help identify termite activity and Singapore ants see **page 12**.

We expect Occupants to take reasonable preventative measures to deter pests from your property such as:

- storing rubbish securely and frequently disposing of it;
- securely storing pet food and regularly cleaning up pet feeding areas; and
- keeping shrubs, palms and small branches trimmed well away from houses.

LIGHTS

There are three types of lights found in DEAL properties, and each have different maintenance responsibilities.

- Standard lights: these are Tenant/Occupant responsibility to replace. If you are unsure how to safely change a light bulb, please contact the Property Manager.
- LED lights: some DEAL properties have LED lights installed. These must only be replaced by a licensed electrician. To report LED light replacement requirements, please contact the Property Manager.
- Fluorescent lights: these can either be replaced by the Tenant/Occupant provided you have the skills and knowledge of how to do this safely. Alternatively, report to the Property Manager and they will arrange replacement.

Please contact the Property Manager if you are unsure whether the lights at your property are LED or standard.

HOT WATER SYSTEM PRESSURE RELIEF VALVE TESTING

Instructions on how to operate the pressure relief valve should be on the water heater labelling:

- the valve should be checked at least once every 6 months;
- lift the lever carefully to allow water to flow from the overflow pipe – make sure you are clear of the pipe drain as the water will be hot;
- allow water to run from the overflow pipe for several seconds then ease the lever closed;
- water will continue to dribble from the valve for a few seconds as water clears from the pipe. It can take a bit of time for the water to drain out, but it should soon cease to flow. If it does not cease to flow, report it to the Property Manager;
- it is extremely urgent that you report to the Property Manager immediately if water **does not** flow from the valve when operated.

If you are unsure how to safely check this valve, please contact the Property Manager.

IDENTIFYING TERMITES AND SINGAPORE ANTS

TERMITES

Termites can quickly damage building structures and kill trees, causing safety concerns and expensive property damage. Termites can also destroy furniture and materials such as soft plastics, building sealants and rigid foam insulation. If Occupants notice any of the following signs at the property, please report these to the Property Manager as soon as possible:

- damaged skirting boards, door jams, veranda/carport posts, timber box room walls or architraves;
- dying trees – rotten branches falling off or a hollow sound when tapped are a good indicator;
- presence of termite tubes. These look like mud tubes/tunnels that may appear on the outside of tree trunks, wood structures and concrete or stone foundations; and
- termite mounds. A few termite mounds appearing in your yard is normal in N hulunbuy, however if the number of mounds is excessive, please report to the Property Manager.

SINGAPORE ANTS

Singapore Ants may nest in electrical sockets, cars and wall and roof cavities in residential areas. They chew through fabric, rubber, plastic, electrical cables/insulation and building materials causing extensive damage. The damage caused by this ant has been responsible for house fires caused by damage to electrical equipment.

If Occupants suspect there are Singapore Ants in their home or notice any ants in electrical sockets or equipment, please report to the Property Manager as soon as possible. Singapore ants can be difficult to identify from native species, but generally they:

- are slow moving;
- range in size from 1.8 - 3.5mm;
- range in colour from light yellow to darker brownish yellow but usually with a dark brown abdomen; and
- walk in a trail with one following the other.

MAINTENANCE REPORTING CHECKLIST

This checklist provides guidance on the important maintenance issues that should be reported to the Property Manager as soon as the issue comes to your attention. Reporting maintenance to the Property Manager in a timely manner will assist with these issues being addressed.

- | | |
|--|--|
| <ul style="list-style-type: none"> <input type="checkbox"/> Roof leaks, including veranda and carport <input type="checkbox"/> Window or door leaks when raining <input type="checkbox"/> Blocked or broken toilet <input type="checkbox"/> Any suspected electrical fault <input type="checkbox"/> Breakdown of hot water system <input type="checkbox"/> Hot water that seems extremely hot (this is unsafe and can indicate a faulty thermostat) <input type="checkbox"/> Breakdown of stove <input type="checkbox"/> Any damage or deterioration of walls or ceilings (report immediately as asbestos may be present) <input type="checkbox"/> Smoke alarms may randomly beep if the battery is faulty. If this occurs, report it immediately to the Property Manager. <input type="checkbox"/> Suspected termite, rodents in roof or Singapore ant problems (see page 12) <input type="checkbox"/> Mould that you have taken all reasonable steps to remove and prevent (see page 22) <input type="checkbox"/> Air conditioner leaks, malfunction or excessive noise <input type="checkbox"/> Suspected dead, dying or hazardous trees <input type="checkbox"/> Issues with locks | <ul style="list-style-type: none"> <input type="checkbox"/> Broken windows or windows that do not close properly <input type="checkbox"/> Exhaust fans or range hoods not functioning adequately <input type="checkbox"/> Water does not flow from the pressure relief valve on the Hot Water System when operated, or continues to flow for more than a few seconds when valve is released (see page 11) <input type="checkbox"/> Broken tiles in wet areas <input type="checkbox"/> Dripping taps, leaking pipes, leaking hot water system, running toilet or leaking shower. When you turn the taps on, listen for any strange sounds. Check under sinks and yard for possible leaks <input type="checkbox"/> Excessive flooding in yard or under verandas and carports after rain <input type="checkbox"/> Any accidental Occupant, Tenant or visitor damage |
|--|--|

Additionally, please report any other issue that you believe makes the premises unsafe, uncomfortable or not secure.

KEEPING THE PROPERTY AND YARD CLEAN

Following this simple checklist to stay on top of household cleaning will reduce the time spent by Occupants preparing for property inspections or vacating a property; it will also help to make the property a more enjoy-

able place to live. If unsure how to safely do any of these tasks, please ask the Property Manager.

These are suggestions only. Please feel free to tailor this to suit individual needs.

HOME CLEANING CHECKLIST

If unsure how to safely do any of the tasks in this checklist, please contact the Property Manager.

WEEKLY

- Declutter and remove excess rubbish
- Dust surfaces and remove cobwebs
- Thoroughly clean toilets and bathrooms
- Clean all mirrors
- Remove lint from dryer vent
- Wipe down all kitchen and laundry surfaces including appliances, sinks, cabinets and bench-tops
- Water plants and lawn frequently enough to maintain (this can often be reduced in the wet season)
- Spot clean all ceilings, doors, walls, cupboard doors, drawer fronts, light switches and door handles using a diluted sugar soap or mild detergent
- Clean up after pets
- Thoroughly vacuum or sweep, and mop floors

FORTNIGHTLY

- Attend to yard and external area maintenance requirements (see **page 11**)
- Check all internal and external surfaces for mould and clean as required (see **page 22**)

MONTHLY

- Clean ceiling fans
- Wipe down visible surfaces of air conditioners and clean filters (houses only)
- Wipe down air conditioner wall vents to remove visible dirt, mould and dust (flats only - see **page 22** for treatment process if mould is present)
- Spot clean all external ceilings, doors, posts, walls, light switches and door handles using a diluted sugar soap or mild detergent
- Vacuum or dust-off smoke alarms

EVERY 3-6 MONTHS

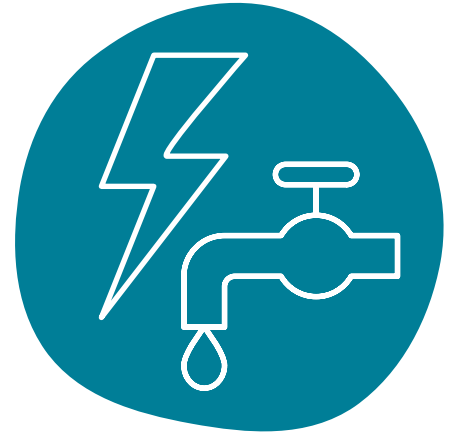
- Clean exhaust fans
- Remove, clean and reinstate light covers
- Remove and clean flyscreens. Clean window tracks. Clean internal window glass. Reinstate flyscreens. Wipe down blinds
- Clean oven - inside, outside, stove top and range-hood
- Clean external windows
- Vacuum or sweep, and mop under furniture
- Wash wheelie bin with detergent
- Wipe out cabinets and dust cupboard louvers if applicable

YEARLY

- Thoroughly wipe down all internal ceilings, doors, walls, cupboard doors, drawer fronts, light switches and door handles using a diluted sugar soap or mild detergent to remove mould, dust, dirt and marks.
- Thoroughly wipe down all external ceilings, doors, posts, walls, light switches and door handles using a diluted sugar soap or mild detergent to remove mould, dirt, dust and marks. This includes shed, box room and/or external storage rooms as applicable

Note: The only external areas to be maintained by town flat Occupants are the veranda, courtyard (ground floor flats only), front door and easily accessible external windows.

ELECTRICITY AND WATER



Rio Tinto is currently responsible for supplying electricity and water infrastructure to houses in Nhulunbuy.

WATER

Rio Tinto currently supplies water to the Nhulunbuy township from bores located on its mining lease. The Nhulunbuy Corporation is responsible for maintenance and repairs of water meters, feeder services, valves and hydrants located on the town lease. The Property Manager is responsible for repairing any leaks and bursts that occur between a property's water meter and the DEAL property.

Please report any leaks on your property to the Property Manager. Other bursts or leaks off your property should be reported to Nhulunbuy Corporation.

Rio Tinto will from time to time enforce a total sprinkler ban as required to preserve the water supplies. We ask you to comply with this and remain waterwise wherever possible.

DEAL provides 125KL of free water per quarter for each house (excluding flats). This water is to ensure lawns and gardens are well maintained.

EXCESS WATER CHARGES

Excess Water is water usage over 125 Units/KL per quarter or 92 days at DEAL houses (excluding flats). This excess water cost is the Tenant's or Occupant's responsibility (depending on the arrangement between Tenants and Occupants).

The Property Manager will receive the quarterly bill from the Nhulunbuy Corporation and generate a Tenant invoice for excess water exceeding 125KL per quarter/92 days. This invoice will be sent to the Tenant of the property for payment.

CHILLED WATER CHARGES

Tenants of DEAL flats are charged for Chilled Water each quarter at a fixed cost of \$394.68. This cost covers the electricity and water running costs for the air conditioner and any water usage by the Occupants.

ELECTRICITY

The Nhulunbuy Corporation is responsible for billing electricity each quarter. It is the responsibility of the Tenant to ensure their details are up to date with the Nhulunbuy Corporation upon signing a lease for a DEAL property.

ELECTRICAL SAFETY AT HOME

For any emergencies call 000 immediately.

Any electric shock received requires medical attention no matter how minor you may think it is. If you or anyone in your household experiences an electric shock, they should be assessed by a medical practitioner as soon as possible.

Report any electric shock received at a DEAL property to the Property Manager as soon as possible.

If you feel a tingle when you touch a water fitting, it could be an indication of a serious electrical fault. Advise everyone at the property to keep away from taps or metal fittings and call the Property Manager immediately to investigate.

These tips could help you to avoid electrical hazards in your home:

- Keep electrical appliances, their cords, plugs and any extension leads away from water
- Ensure appliance cords and plugs are in good condition – if they're worn, damaged or frayed, discard the appliance or don't use the appliance until it's been repaired by a licensed electrician
- Turn off power points before plugging in and unplugging appliances
- Overloading can occur if too many cords are connected to outlets designed for only one or two plugs. Use power boards with in-built safety devices to avoid a power outlet overload
- If you have children or expect children to visit your property, use specifically designed child-proof electrical safety plugs in electrical outlets to deter children from poking small items into them
- Avoid coming into contact with overhead lines. If you're working within the vicinity of them, always keep a safe distance. Keep this in mind when installing antennas, picking fruit or pruning trees, using a ladder, carrying long poles or tree branches or using a metal tape measure
- Water is a good conductor of electricity. If water leaks into the light or power circuits in your property, a fault may develop, which could result in a fire or someone experiencing electric shock. If you notice this, notify the Property Manager immediately
- Never leave cooking unattended as this could result in an electrical fire
- Switch off and unplug your toaster before trying to remove anything caught in the toaster and remove bread crumbs from your toaster regularly as a build-up can be hazardous
- Clean ovens, hot plates and range hood filters regularly
- Ensure adequate space around appliances to prevent overheating
- Be extremely careful when using appliances connected to power points near sinks, baths or swimming pools
- Do not use electrical appliances with wet hands or whilst standing on a wet floor
- Switch off and unplug all portable electrical appliances such as shavers, chargers, toasters and hairdryers after use
- No electrical works are to be undertaken on DEAL properties without authorisation of the Property Manager and must always be conducted by a licenced electrician
- Discard any electrical appliance that has been immersed in water unless appliance is specifically designed to allow this
- Only ever disconnect an appliance at the outlet by pulling the plug, not the cord. This extends the life of your appliance
- Do not use pressurised water of any kind including from a hose, pressure cleaner, spray bottle or sprinkler near an electrical switchboard meter box. Never use water to clean inside a meter box
- Switch off the power at the wall power point and meter box prior to changing light globes, cleaning aircon filters, exhaust fans, range hoods and ovens
- Be aware of outdoor electrical appliances that may be affected by the rain

PLANNED AND UNPLANNED SERVICE INTERRUPTIONS

To ensure a quality, reliable and safe utilities supply, MG Electrical sometimes carry out a planned service interruption. Notices about upcoming planned service interruptions are available from the MG Electrical Services Facebook page or you can subscribe to receive email notifications by registering at <http://ems.gs/3JwF0cR-cUkL>.

From time to time the Nhulunbuy utilities can be affected by unforeseen events which can cause power

or water outages. MG Electrical Services attempts to keep the community updated in the event of any power outages. The Nhulunbuy Corporation provides updates should there be any disruption to the town water supply.

You can contact the MG Electrical Services team on **1300 232 265** or **Nhulunbuy Corporation on 8939 2200** if further information is required.

REDUCING YOUR ELECTRICITY BILLS

Following these tips for reducing your energy consumption around the home could help to reduce your quarterly power bills:

- Use a cold water cycle to do your washing and wash a full load rather than many smaller loads
- Use the sun to dry clothes rather than a dryer and an indoor portable clothes rack to dry clothes in the wet season
- Turn non-essential appliances off at the power point when not in use
- Pay attention to the energy rating of appliances when purchasing new. The more stars it has, the more energy efficient it is
- Check your fridge and freezer. Set your fridge temperature to between 3°C and 4°C and freezers are set to minus 15°
- Defrost your freezer regularly if it requires manual defrosting to keep it running as efficiently as possible
- Leave a gap around your fridge and freezer to allow air to circulate around the condenser
- Check your fridge and freezer seals
- Have shorter showers (as well as saving water, this reduces the amount of energy used to heat water)
- Ensure your air conditioners are set at between 22°C-24°C. If using air conditioners, ensure your windows and doors are closed

REDUCING YOUR WATER BILLS

Following these tips for reducing your water usage around the home could help to reduce your excess water bills:

- Test for leaks on your property: turn off all taps and water usage devices (i.e dishwasher, washing machine), wait at least an hour after hot water was last used to ensure the hot water system is not refilling and check to see if the water meter increases. Report any drips, leaks or suspected leaks to the Property Manager
- Aim to keep shower times to a reasonable level of four minutes or less
- When purchasing new appliances such as a dishwasher or washing machine, look for models with good water efficiency ratings. A lot of these appliances now come with an eco-mode – consider using this mode where possible
- Run washing machines and dishwashers when you have a full load rather than doing a lot of smaller loads
- To reduce water usage in the garden, avoid watering during the heat of the day, don't forget to turn sprinklers off and consider installing timers, and sweep concrete rather than hosing where possible
- Turn off the tap while brushing your teeth and in between washing fruits/vegetables and rinsing dishes

FIRE SAFETY



Working smoke alarms will help protect a property and occupants in case of a fire. All DEAL properties are fitted with photoelectric smoke detectors in accordance with Northern Territory legislation. These smoke alarms contain a sealed lithium battery with a 10-year life.

MAINTAINING THE SMOKE ALARM

The Property Manager will test the smoke alarm at routine inspections and before handing a property over to a new Tenant.

The battery in these alarms must not be changed by the Tenant or Occupant.

Smoke alarms may randomly beep if the battery is faulty. If this occurs, report immediately to the Property Manager.

Occupants and Tenants must not disconnect or remove existing smoke alarms at the property. If Occupants believe there is a valid reason to do so, please contact the Property Manager.

EVERY 6 MONTHS

- Vacuum or dust off smoke alarms every six months. Keeping smoke alarms free of particles helps reduce false alarms and ensures smoke can easily reach the internal sensor.

EVERY 12 MONTHS

- Occupants should test the smoke alarm at least every 12 months by pressing and holding the test button for 5 seconds. If the alarm does not beep or if the beeping does not stop after testing, report this to the Property Manager immediately.

HOME FIRE SAFETY: PREPARATION AND PRACTISE

The following guidelines can help keep you and your family safe if there's a fire in your home:

- Practise a home escape plan with the occupants of your property. Choose a meeting place outside the house and make sure everyone knows to meet there. Ensure any overnight visitors to the property are aware of this plan.
- Practise the 'stop, drop, cover and roll' drill in case clothes catch fire.
- Practise the 'crawl down low and go, go, go' escape

drill for crawling under smoke and poisonous gases.

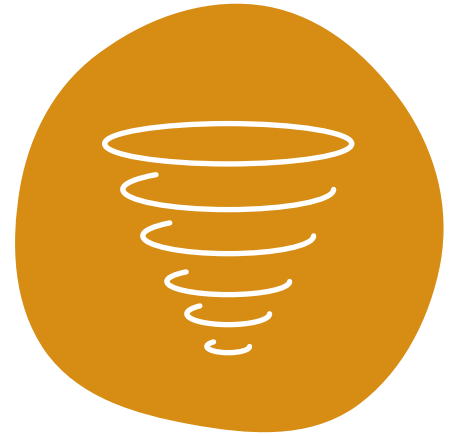
- Ensure all people living at or visiting the property know how to unlock deadlocked doors and are aware of security screens if these are installed. If your home has security screens, contact the Property Manager for more information.
- Ensure all people living at the property know how to dial 000 in an emergency and know your address.
- Consider purchasing a fire extinguisher and fire blanket that conform to Australian Standards: you can buy these from hardware shops. Ensure you know how to use any fire safety equipment you purchase for your home.

In the event of a fire, keep a close watch on children once outside so they don't run back inside.

TIPS FOR REDUCING FIRE HAZARDS IN THE HOME

- Never leave cooking unattended on the stove. If deep-frying or using a wok, make sure flames can't get into the fat, and keep an eye on the temperature of the oil.
- Never leave candles unattended and keep matches and lighters well away from children.
- Check the gas cylinder on your barbecue regularly. Before lighting the barbecue, check the cylinder's expiry date. Check that the hose connections are tight, that there's no leakage, and that the hose isn't damaged, cracked or worn.
- Clean the lint filter on your clothes dryer every time you use the dryer. Let your clothes dryer finish its 'cool-down' cycle and ensure there's enough airflow around your clothes dryer.
- Replace faulty or worn-out electrical appliances and appliances with frayed cords.
- Unplug small electrical appliances such as irons, lamps, game consoles and hair straighteners when not in use.

PREPARATION FOR CYCLONE SEASON



The Northern Territory cyclone season officially commences on 1 November and runs through until 30 April. All Occupants of DEAL properties should be aware of cyclone risks and plan a personal response.

CYCLONE MESSAGES

Cyclones can change speed and course rapidly. It is important to be aware of any changes. Cyclone watch and warning messages are broadcast via Gove FM (106.9) or ABC Radio.

PREPARE YOUR HOUSEHOLD

Prepare your household plan.

Knowing what needs to be done makes it easier for you to stay calm in an emergency.

Preparation is key. By planning, you can help to reduce the risk of injury and of damage to your property.

A household emergency plan should be put together by all members of your house, including children. A plan template is available from www.securent.nt.gov.au. Make sure you discuss:

- where you will shelter in a cyclone;
- home contents insurance arrangements;
- emergency kit;
- how to turn off water and electricity;
- where valuables and important documents will be stored; and
- emergency telephone list.

EMERGENCY KITS

An emergency kit is an absolute necessity for every household. Ensure that your kit can sustain you and each member of your household for 72 hours or more. You should:

- store your kit in a dry area of your house that is easily accessible without electricity;
- make sure every member of your household knows where the kit is stored; and
- restock your kit at the beginning of the wet season every year (remember batteries have expiry dates, water does go stale and even non-perishables will perish over a period of time).

Consider including the following in your emergency kit:

- Battery-operated radio with spare batteries;
- Torch with spare batteries, candles and waterproof matches;
- First aid kit and manual with any essential medicines;
- A change of clothes for each household member (wind and waterproof hats, leather gloves, strong protective closed-in shoes);
- Blankets or sleeping bags;
- Toilet paper and essential toiletries, including sunscreen;
- Special needs for infants (food, formula, nappies,

- toys), the elderly or people with disabilities;
- At least 10 litres of bottled water per person;
 - Pet supplies;
 - Strong, sealable plastic bags (for clothing, valuables, documents and photographs);
 - Important family documents (birth and marriage certificates, driver's licence, passports, insurance policies and photographs);
 - Portable mobile phone power bank;
 - Spare cash;
 - Non-perishable foods (dried and canned - don't forget the can opener);
 - Portable cooker (if using gas remember to have spare canisters or bottles and ensure adequate ventilation when using); and
 - Cooking equipment and eating utensils.

CYCLONE ALERT STAGES AND ACTIONS

Continue to listen to Gove FM or ABC Radio for updates through all cyclone stages, including once the all clear is issued.

CYCLONE WATCH

A cyclone watch is issued when a cyclone has formed and may affect the area within 48 hours, but not within 24 hours. When a cyclone watch is issued you should:

- clear your property of all loose material and rubbish;
- check your emergency kit;
- top up vehicle fuel tanks;
- tie down, or fill with water, all large and relatively light items such as boats and rubbish bins;
- review your household emergency plan with all members of the household; and
- check your neighbours are aware of the situation.

CYCLONE WARNING

A cyclone warning will be issued for your area if gales or strong winds are expected within 24 hours. When a cyclone warning is issued you should:

- listen for the announcement schools will close and be prepared to collect your children;
- park vehicles under solid shelter with the handbrake on and in gear;
- secure or bring inside any remaining loose items from outside including outdoor furniture;
- close blinds, draw curtains and shut doors;
- decide where you will shelter and prepare (see **page 20**);
- put pets inside with enough water and food to last at least 3 days;

- pack away all loose items into cupboards and secure the cupboard doors;
- remove pictures and valuables from walls and shelving;
- place valuables and precious items in strong, waterproof garbage bags, tape up, and place in a strong cupboard; and
- if planning to shelter at an emergency shelter, listen for the announcement from authorities on when to go to the shelter and follow the advice given.

WHEN THE CYCLONE STRIKES

When the cyclone strikes, you should:

- stay inside and well clear of windows;
- disconnect all electrical appliances;
- listen to your portable radio for cyclone updates;
- if your shelter starts to break apart, protect yourself with a mattress, rugs, blankets or a tarpaulin and anchor yourself to a strong fixture or get under a strong table or bed;
- beware of the calm 'eye' of the storm. A calm period could be followed by violent winds from the opposite direction; and
- don't assume a cyclone is over until advised. Authorities will give an all clear message when it is safe to leave your shelter.

ALL CLEAR

Once the all clear is issued, there may still be high winds, heavy rain and other hazards present. Once the all clear is issued you should:

- only venture outside with caution;
- check for fallen trees, broken power lines, broken water and drain lines, loose sheeting and debris;
- be aware of damaged trees that could fall or drop large branches; and
- report dangerous situations to authorities.

We recommend you visit www.securent.nt.gov.au and follow the SecureNT Facebook page for further up to date advice.

DECIDING WHERE TO SHELTER IN A CYCLONE

IF YOU PLAN TO USE AN EMERGENCY SHELTER

You should not move to the cyclone shelter until advised by authorities that shelters are open. Prior to moving to an emergency shelter you should:

- allow time to secure your property;
- leave well before strong winds affect your area;
- take your emergency kit with enough food and water to last your family for a few days;
- pay attention to all warnings and follow advice given by police and emergency services;
- advise friends of your plans and let them know when you return; and
- lock your house and take keys, mobile phones and wallets.

IF YOU PLAN TO SHELTER AT HOME

Decide which room you will shelter in noting:

- central hallways give greater protection because they are surrounded by the rest of the house;
- rooms with few or small windows are better than those with large windows; and
- doors to the room should not face outside of the house if possible.

If sheltering at home, when a cyclone warning is issued you should:

- block your windows from the inside using a mattress or strong furniture;
- prepare your shelter area with mattresses, blankets, pillows and your emergency kit; and
- know your nearest safe high ground and the safest way to it in case of a storm surge or flooding.

EVACUATION

Police or emergency service workers will direct if evacuation is required. If you are told to evacuate:

- switch off your electricity and water;
- take your evacuation kit;
- lock your house and take keys, mobile phone and wallets;
- wear warm clothing and strong footwear; and
- pay attention to warnings and follow advice given by police or emergency services.



ASBESTOS



Due to the dates of construction, many DEAL properties were built with building material containing asbestos. Generally, the presence of asbestos in home building materials does not pose a risk to health unless the material is broken, deteriorating or disturbed in such a way that dust containing asbestos fibres is produced.

In DEAL houses, the presence of asbestos-containing building materials in the home is no cause for alarm, however, it is important to be aware and report any damage and/or deterioration to areas that may contain asbestos immediately to the Property Manager.

Asbestos fibres may be present in several places within homes built before 1990, including but not limited to:

- fibre cement sheeting in ceilings, internal and external walls, eaves, or beneath tiles;
- vermiculate spray applied to ceilings;
- cement corrugated roof sheeting;
- around air conditioning duct work;
- insulation around pipes;
- cupboards;
- bath panels;
- bituminous materials used on top of roofs or as a roof sheet material;
- vinyl floor tiles; and/or
- around window panelling or window sills.

IMPORTANT

- Do not drill or hammer nails into walls or ceilings.
- Report any property damage and deterioration (particularly to areas as listed above) to the Property Manager immediately.
- Do not undertake any maintenance work in a DEAL property that may release asbestos fibres into the air. It is a requirement to contact the Property Manager prior to undertaking any maintenance or renovation work to the property no matter how minor you may think it is.
- If you are unsure about any materials that you think may pose a risk, please contact the Property Manager.

MOULD

Mould is common in northern Australia due to humidity and other climatic conditions. It's important to stay on top of removing any mould and take steps to reduce mould growth.



OCCUPANT RESPONSIBILITIES TO REDUCE AND CONTROL MOULD GROWTH

It's important to be aware of ongoing tenancy responsibilities to manage mould growth at your property. The Property Manager will investigate any mould growth reported by Occupants or Tenants that is shown as unable to be reasonably managed.

To support Occupants in meeting their ongoing tenancy obligations, we have sought specialist advice from mould abatement cleaners to ensure Occupants have the best information on how to reduce, remove and manage mould in our environment.

ACTIONS TO REDUCE MOULD GROWTH

The following actions will help to reduce mould growth at your property:

- use an exhaust fan where possible in the bathroom, toilet, kitchen or laundry;
- use the rangehood if possible when cooking on the stovetop;
- ensure that when showering or bathing, the exhaust fan in the bathroom is used during and after use, and the bathroom door remains closed until heat and steam has reduced;
- clean and dry surfaces that get wet regularly;
- open blinds and curtains to let in sunlight;
- hang wet clothes outdoors whenever possible;
- ensure clothes and shoes are dry before being put away;
- keep rooms and cupboards uncluttered;
- regularly open cupboards to allow ventilation;
- don't leave piles of wet clothes, towels or sheets for long periods of time; and
- keep your property clean and remove rubbish, dust and dirt regularly;
- use fans to circulate air if they are available
- (houses only) keep windows and external doors

closed when using the air conditioner on humid or wet days;

- (flats only) ensure windows and external doors are kept closed and keep the air conditioners set to the temperature range as advised on the control unit (between 22°C - 24°C); and
- consider using moisture absorbing products such as Damp Rid Moisture Absorbers in your property where moisture is a problem, including in wardrobes and cupboards if required. These products are available locally.

PREVENTATIVE REPORTING

Report as soon as possible to the Property Manager if any of the following occurs at your property:

- a. Excess moisture such as damp walls, doors, floors, cupboards or ceilings;
- b. Any leaks or flooding such as leaking taps, pipes, roofs, or showers;
- c. Exhaust fans or rangehoods are not working; or
- d. (Flats only) Air conditioner temperature reading outside of the recommended temperature range.

IDENTIFYING MOULD

It is important to inspect your property regularly (inside and outside) for mould and remove it as soon as it appears - at least once a fortnight is recommended. Some tips to help with identifying mould are:

- mould often looks like a stain or a smudge;
- mould can be almost any colour including white, brown, black or green;
- mould will often produce a musty, damp smell; and
- mould can grow on any surface including walls, ceilings, furniture, floors, concrete and fabrics.

Sometimes mould is not visible as it may be the same colour as the surface it is growing on. If you are unsure, contact the Property Manager.

MOULD REMOVAL AND REPORTING

It is important that you undertake the following steps regularly to check for, manage and report mould as required in your unit:

1. Check your property regularly for mould or moisture. Some areas to focus on include ceilings, walls, doors, bathroom, blinds, internal of cupboards/wardrobes, furniture, exterior windows and walls.
2. Mould should be removed from surfaces regularly before it spreads.
3. Take photos of any abnormal mould growth prior to cleaning and note locations and dates of photos.
4. Remove the mould using a microfibre cloth and either:
 - a. A mix of 50/50 water and industrial strength vinegar (not food grade vinegar); or
 - b. Concrobium Mould Control (follow directions on product).

In Nhulunbuy, industrial strength vinegar can be purchased from the cleaning section in Woolworths, and Concrobium Mould Control can be purchased from GIS.

Note: it is important that bleach is not used to remove mould as this only bleaches the mould and does not kill or remove it.
5. Take photos of the areas immediately after cleaning is complete if mould growth was thought to be abnormal.
6. Immediately wash the microfibre cloths using hot water, one cup of industrial strength vinegar, and regular laundry liquid.

If the mould returns quickly or you are concerned with the way the mould is presenting, email your concerns to the Property Manager. Include photos of before cleaning, after cleaning, and current state of the mould with dates and locations of each photo.

SAFETY

It is recommended to always use rubber gloves, respiratory protection and safety goggles when removing mould.

If using Concrobium Mould Control, please thoroughly read the product instructions for use on the bottle and material safety data sheet (available from the Property Manager or from www.concrobium.com/en-au/products/mould-control-spray/).

VACANT PROPERTIES

If you will be away for more than a week, we recommend advising your employer or a trusted friend and asking them to regularly check your property for mould growth or any of the 'Preventative Reporting' items.

If there are no Occupants residing in a leased property, it is recommended that Tenants inspect at least once a week and address any mould management or reporting requirements.

TOWN FLAT SPECIFIC INFORMATION



The following information is specifically for people residing in the DEAL town flats.

FOBS

A fob system is installed on the main entry doors to each block of units. This ensures only residents of each block are able to access their units from the stairwell. These doors have been installed as a safety measure and doors are not to be left open. Please report any faults with these entrance doors or fob systems immediately by contacting the Property Manager.

The cost to replace a fob is \$30. If a new fob is required, the Tenant will need to contact the Property Manager.

If Occupants have forgotten or lost their fob and it is outside of office hours the Tenant will be charged the after hours call out fee of \$350. Office hours are 8am-5pm Monday to Friday (excluding public holidays).

If an Occupant or Tenant is caught vandalising the doors the Tenant will be charged the repair fee and it may affect the tenancy.

COURTYARDS

The courtyards of the ground floor town flat units have been enclosed to provide a larger outdoor living space. When you move into your unit, the Property Manager will provide you with instructions on how to set up the pin code on your gate.

Ground floor residents are asked to keep these courtyards clean, free from weeds and not hang or lean heavy items from the gate and fences, including clothes lines.

PARKING

Please be considerate when parking vehicles and ensure you do not park in front of other residents' garages. This prevents them from accessing their personal vehicles and belongings.

GARAGES

DEAL owns 62 garages at the Nhulunbuy Town Flats. There is no additional rental cost associated with the allocation of a garage to a Tenant, however, there are not enough garages for one to be allocated to each Tenant.

Garage allocation is not automatically approved upon signing of a lease for a Flat. If there are no garages available when a Tenant requires one, they will be placed on a waitlist. Contact the Property Manager for more information.

There is a limit of 1 garage per Flat lease and Occupants must abide by the DEAL Garage Policy if they are allocated a garage.

RUBBISH

Please dispose of your rubbish in the bins located in the bin bay outside the entrance of each block of flats. These bins are emptied twice a week on Tuesday and Friday. Items that do not fit in the bins are not to be left in the bin bay and must be disposed of at the local waste management facility. If Occupants or Tenants are found to be leaving large items in this area, the Tenant will be charged the disposal fee.

AIR CONDITIONING

The air conditioners at the flats are run through a chilled water system. To reduce the chance of mould growth, the air conditioning should not be switched off by the Occupant, windows and external doors should be kept closed at all times, air conditioners should remain set at 22°C - 24°C and any faults should be reported immediately to the Property Manager.

WINDOWS

Please do not open the windows at the town flats to ensure flat temperature remains within the recommended temperature settings.

KEEPING PETS AT A RENTAL PROPERTY



A pet application must be approved by the Property Manager prior to a pet residing at a DEAL property. If a pet application is approved, Occupants must abide by the DEAL Pet Policy and Nhulunbuy Corporation animal by-laws. The most common complaints received about animals living in rental properties include noise and unpleasant odours. Keeping your pet occupied, comfortable and amused will help reduce any potential behaviour issues such as boredom, anxiety and noise. Keeping your pet healthy, bathed and their living areas clean and hygienic is important for a pet's wellbeing and will reduce odours.

CHOOSING YOUR PET

Choose your pet type carefully. Not all pet types will be suited to the property you live in and the outdoor space you have available to you. It is important to note that some pets such as birds and chickens may contribute to vermin problems at your property.

COMFORT

Ensure your pet has comfortable places to sleep; a place to eat; a private spot to toilet; places to get out of the sun or rain at all times of the day; and a place to get off the ground. Ensure your dog has its own special corner or crate with a bed, toys and water bowl to retreat to when it needs a break.

EXERCISE

Most dogs require daily exercise so it is recommended you walk your dog at least once a day but be aware of your dog's individual exercise requirements as some may require more.

TOYS

Provide toys for their amusement. Rotate toys around to keep your pet's interest and ensure you interact with your pet when you are home.

HEALTH AND HYGIENE

Take your pet to the vet regularly, bathe and groom your pet often and treat parasites including worms, fleas and ticks as needed. Thoroughly clean your pet's living area often.

TOILET

Ensure your pet is always able to reach their toilet area and that you keep it as clean as possible. Pet waste must be removed at least daily. You are encouraged to use dog toilet products, which are available to purchase at some local shops or online.

COMPANY

Consider if your pet type requires the company of their own kind. For example, most birds and rabbits are social animals and need the company of another of the same species to stay happy and healthy. Most dogs thrive off the company of other dogs so if you're not able to consider a second pet, try to find other pet owners and set up regular play dates.

NEIGHBOURS

If you are friendly with your neighbours, introduce your pet to them. This may reduce your dog's anxiety about living close to strangers. Your neighbours may also be able to alert you if your pet is causing any problems in your absence. It is recommended that cat owners be considerate that their pets may create tension with neighbours if allowed to roam freely.

NATIVE WILDLIFE

It is recommended that pet owners be considerate that their pets may create devastation to local wildlife if allowed to roam freely.

LIVING IN NHULUNBUY



Yolŋu, the Aboriginal people of East Arnhem, have lived in the region for at least 60,000 years and the township of Nhulunbuy is located on Aboriginal land.

PERMITS

If you wish to leave the Nhulunbuy town lease and venture to the stunning beaches, rivers and bushland of East Arnhem or travel on the Central Arnhem Road, you will require a permit.

A Dhimurru Visitor Access Permit will provide you with access to many of the beaches and rivers that surround Nhulunbuy. You can apply for permits online at www.dhimurru.com.au.

Information regarding permits for visiting some communities, and homelands, and for driving the Central Arnhem Road is available from the Northern Land Council. You can apply for permits online at www.nlc.org.au/apply-for-permits.

Further East Arnhem Land permit information and links to the applicable websites are available from www.eastarnhemland.com.au/plan/access-permits.

THINGS TO DO

Visit www.eastarnhemland.com.au/things-to-do for things to do in East Arnhem.

IF YOU'VE RECENTLY MOVED TO NHULUNBUY

If you're new to living remote or just new to the region, it can sometimes take time to adjust.

Keeping in touch with the family and friends you've moved away from can help with your wellbeing whilst you adjust. Get involved in your new community by:

- connecting with your neighbours and work colleagues;
- attending events (see the East Arnhem Land events calendar at eastarnhemland.com.au/whats-on/events for what's on)
- if you have children, getting involved at their school or if they are very young, consider attending Nhulunbuy Play Group or attending Story Time at the local Library to meet other parents; and
- getting involved in a sporting or recreation group (see NCL's list of clubs and associations on their website, www.ncl.net.au/our-community/community-directory).

Being active and having a sense of belonging all contribute to happiness and good mental health. If you feel like you, your partner or a family member are struggling reach out to a local health service (see **page 27**), Life-line (13 11 14) or Beyond Blue (www.beyondblue.org.au) for help and tools to support mental health and wellbeing.

HEALTH SERVICES

Gove District Hospital – (08) 8987 0211

Arnhem Allied Health Centre – (08) 8919 4727

General Practitioners, physiotherapy and various visiting specialists

Everybodies Journey – 0497 003 381

Physiotherapy

Outlook Psychology - 8987 3038

Psychology and counselling

Anglicare – 8939 3400

Counselling and mediation

Miwatj Health Aboriginal Corporation – 8939 1900

Health services for Aboriginal people

East Arnhem Veterinary Services - 0456 312 290

Animal health

EDUCATION SERVICES

- Nhulunbuy Preschool – (08) 8987 1056
- Nhulunbuy Primary School – (08) 8987 0022
- Nhulunbuy High School – (08) 8987 0844
- Nhulunbuy Christian College – (08) 8965 2900
- Dawurr Boarding Facility – (08) 8987 0844
- Yirrkala School – (08) 8987 1988
- Gunyanjara Annex – (08) 8987 2260

CHILDCARE SERVICES

- Nhulunbuy Community Child Care Centre – (08) 8987 3311
- Arnhem Early Learning Centre – (08) 8987 1004
- Yirrkala Childcare – (08) 8987 8000

Disclaimer

This information is provided for the purpose of improving understanding of safety and Tenant/Occupant responsibilities in Developing East Arnhem Limited (DEAL) houses and flats. The information in this document does not replace any statutory requirements under any relevant State and Territory legislation. DEAL is not liable for any loss resulting from any action taken or reliance made by you on any information or material contained in this document. This document is not a substitute for independent professional advice and DEAL recommends you obtain any appropriate professional advice relevant to your particular circumstances. The information in this booklet is intended for Occupants and Tenants of DEAL residential properties only.



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