



Stellar Living Property Standards

When you moved into your home we made sure that it was safe and clean for you and your family. You were asked to review the property standard against a Property Condition Report and we expect you to maintain the property to this standard while you live in your Stellar Living home.

What are the Property Standards?

Outside your home

General

Please make sure you:

- prevent the yards and garden from being overgrown.
- prevent the build-up of rubbish or objects in your outside areas
- water any lawns and gardens
- cut back hedges and bushes and kill weeds
- report fallen trees
- repair damage by pets, regularly clear away pet droppings
- remove cobwebs
- repair any damage caused to sprinklers, sprinkler pipes or reticulation
- don't allow your letterbox to overflow, particularly if you are going away for a few days
- report any maintenance issues
- take out your bins on your designated bin

Gutters and drains

Please make sure:

- you tell us about any problems with gutters not draining properly or other issues with gutters
- there are no toys or balls on the roof
- the drain covers remain intact and in place, and that no objects have been put into the drains

Fences, gates, carports and garages

Please make sure:

- that the fencing is not damaged, and is intact.
- all gates are working and can be closed securely
- you keep the garage or carport clean and tidy and remove any oil stains
- you do not store any furniture or other items in open carports

Inside your home:

Please make sure that you regularly:

clean all doors and door woodwork, removing any marks

clean all window ledges and skirting, removing any marks

clean all windows, tracks and window screens regularly

clean all light switches and sockets

clean the outside of smoke detectors

clean all light covers, fans, air conditioners (if accessible and applicable)

sweep and wash all hard floors
vacuum all carpets and remove stains
clean all internal cupboards and built-in robes and fixtures
check for and treat pest infestations
remove any cobwebs

Kitchens

please make sure you regularly:

- clean worktops and keep them free from scratches, cuts, burn marks and chips
- clean the drawers and cupboards and make sure they are in good working order
- keep drawers and cupboards free from damage, reporting damage if it occurs
- keep sink plugs and chain fitted
- let us know if the sink or taps have leaks or blockages
- clean the stove and oven regularly, removing grease and grime, this includes cleaning the exhaust fan or extractor if there is one

Bathroom

please make sure you regularly:

- clean all toilets, baths and basins and keep them free from limescale, and undamaged
- regularly clean all fixtures, including mirrors, shower screens, hand and towel rails, shower heads and taps to make sure they are fixed appropriately and working correctly
- keep any plugs and chains fitted
- clean the exhaust fan cover
- always use the extractor fan in the bathroom to reduce the risk of mould

Please make sure:

- you do not paint without applying for approval through Stellar Living's alterations process
- you report all maintenance items as they occur, particularly with plumbing or electricity
- no alterations or additions are embarked upon without applying to Stellar Living for prior approval

If your home does not continue meet these standards you will have broken your tenancy agreement with Stellar Living and could risk losing your tenancy.

For further advice or information please contact your Property Officer who will be able to help you. We can also refer you for support if you are unable to maintain these standards due to a disability or vulnerability.

How do I report a repair?

Phone or email your Property Officer directly as per the contact information you were given at signup.

Phone the Stellar Living on 9452 9200