



**ELITE CHOICE
REAL ESTATE**

INFORMATION BOOKLET



**ELITE CHOICE
REAL ESTATE**

PROPERTY MANAGEMENT SERVICES

**‘For the consistent service you’ve been
looking for...’**

DISCLAIMER

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Proposal to Manage Your Investment

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About Elite Choice Real Estate

Thank-you for providing Elite Choice Real Estate the opportunity to prove why we are the best choice when renting or selling your home.

Our doors opened in 2012 when Carla Viskovich nee Burrows, the Managing Director, commenced her ambition of operating her own Real Estate. Her objective then, which continues today, is to maintain more boutique style agencies giving us the ability to offer our clients a more consistent professional service.

Managing residential property in both Kalgoorlie & Perth and selling residential property in Kalgoorlie, the business is running smoothly along the business plan with a new office soon to be opened in Perth when the right location and space arises.

The company and our staff are all actively involved in our local communities, competing and sponsoring many sporting teams each year and were named in the Goldfields Children Charity Hall of Fame in 2017.

Our staff are motivated, determined and willing to go the extra mile with continuous communication. We advise the journey ahead so you are prepared on what to expect, when to expect it and how to achieve the highest possible price when Leasing or Selling.

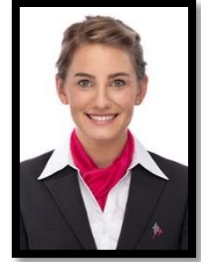
We have achieved fabulous results, won outstanding awards and provide you with prices based on true market evidence. With over 70 years of experience between our staff, we have the wealth of knowledge required for you to confidently entrust your valuable asset to be managed or sold at the best possible price.

Should we sound like the agency you're looking for to rent your valuable investment or home, please continue to read on to find all the information you need on renting or selling your property through 'Elite Choice Real Estate'.

Meet the Team

Managing Director / Property Manager –

Carla Viskovich



Meet Carla Viskovich nee Burrows; Opening the doors of Elite Choice Real Estate in September 2012 was one of the most exciting events of her life. Working in Real Estate since 2004, Carla has the experience of working in all areas of the Residential Real Estate to provide you a high quality and valuable service.

She has worked, bought in & studied the Real Estate market of the Goldfields since 2007 and in the Perth market since 2016. Building a reputation of caring for her client's needs, understanding that not every property is a business transaction and for most it is a home moving from one family to another.

Carla's objective with Elite Choice Real Estate is to offer a service superior to other agencies by keeping a smaller rent roll and team so that there is less chance of staff turnover and even less chance of miscommunication with our clients. Our slogan explains just that 'for the consistent service you've been looking for...' we keep in touch with you so you know what is going on with your valuable asset. Winning the Goldfields 'Young Achiever of the Year' award in 2014 proves that her hard work and dedication is showing through.

Carla is a loving mother to two boys, Oscar and George, has an amazing supportive husband Matthew and is very passionate about her business which she continues to expand her well known reputation as a great Business and Real Estate Agent.

Property Management –

Stevi Maguire



Meet Stevi Maguire; joining the Elite Choice Team in July 2017, she has proven her past experience and passion for Property Management is above the rest! Picking up the Elite Choice processes with a spring in her step and continuing to provide a consistent professional service, Stevi goes above and beyond to help you with all your rental needs.

Commencing her Property Management career immediately after completing Year 12 in 2008, Stevi relishes the joys of coming to work every day knowing everyday has a new challenge in Property Management. Stevi moved to Kalgoorlie in 2015 while taking 2 years off to focus on her 2 young boys Brax and Joel, but is now ready to further her career and focus on making herself a well-known competent Property Manager within our team.

At Elite Choice we know that both tenants and owners need to have a trusting and reliable Manager to help keep a fabulous relationship. A happy tenant means rent paid on time and a well looked after home, which means a happy owner and that's exactly how Stevi likes operates!

Meet the Team



Property Management –

Stephanie Moriarty

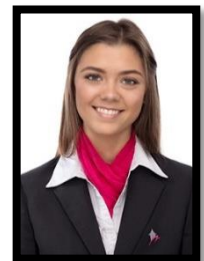
Meet Stephanie Moriarty; for those that have worked with Carla at her previous employee will most likely also remember Stephanie as they worked together for 5 years before Elite Choice was opened.

For those that didn't, Stephanie has been in the Real Estate industry since 1994 she has the wealth of knowledge and experience not many landlords get to encounter with their Property Managers. She is passionate in achieving the best result for our owners and strives to keep our rental arrears at a 0% rate! Rent arrears is her passion, so she will keep you informed if your tenant ever falls behind. Steph joined the team on February 1st 2016 working mainly part time in the office dealing with accounts, rent arrears and application processing but can help you with all your needs within the Property Management Department as our team works together as one.

At Elite Choice we have a strong knowledge and understanding for the need to put to practice the requirement for consistent, honest and ethical behaviour being a landlord herself that's exactly how Stephanie operates!

Property Assistant –

Roche Klopper



Meet Roche Klopper; starting her first full time role after finishing year 12 with Elite Choice in June 2017, Roche is taking charge of the day to day activities of the office and ensuring the database and websites are kept up to date.

Completing her Property Management course in 2017, proves that Roche is keen to expand her experience and knowledge in Real Estate and a great asset to the company.

Roche has been living in Kalgoorlie since 2011 after moving from Johannesburg, South Africa with her parents and older brother. She is active member of the local community through sport and enjoys attending local events.

The Property Management Process

Signing the Authority & Handing Over the Keys

Before an agent can perform any tasks or advise anyone of your property, a managing authority must be signed by all parties on the property title and the Property Manager. The agent is required by law to provide you a copy of the authority. Company procedure is to have 2 full sets of keys for the home, 1 set stays in the office and the other given the tenants (including window locks). The tenant can request and must be provided keys to all locks on the property, including window keys. Keys can be organised to be cut at your expense.

Advertising

Once the managing authority process is complete, your property is uploaded to the internet sites within 24 hours and included to the company rental list within 2 hours of receiving your authority.

Application Process

After viewing the home, only then can a prospective tenant apply for the property (with a few exceptions). This application must include enough ID to prove the person's identity, information to prove they can afford and maintain the premises. It takes approximately 3 working days to collect the information by calling all rental, employment and personal references and checking a national tenancy database TICA, which lists defaulting tenants. Once all the checks are complete you are emailed to advise the results and asked for the final decision.

Preparing the home for your Tenants

Before a tenant moves into the property, a high expectation of cleanliness is required. This is not only to attract a better quality tenant but also to ensure the property returned to the same standard. A trusted and experienced cleaner, qualified carpet & tile cleaner and reliable gardener is available to complete quotes at your request. *Please note we only supply quotes from contracts with sufficient Insurance & Experience whose details we hold on file.*

RCDs & Hard Wired Smoke Alarms Laws

Please see below, information from the Government of WA Department of Commerce outlining the new laws on this subject. Should you require further information please do not hesitate to ask and we would be more than happy to find out the information from our qualified contractors.

Security and Lighting Laws

Please see below, information from the Government of WA Department of Commerce outlining the new laws on this subject. Should you require further information please do not hesitate to ask and we would be more than happy to find out the information from our qualified contractors.

The Property Management Process

(Continued)

Corded Internal Window Coverings

Please see below, information from the Government of WA Department of Commerce outlining the new laws on this subject. Should you require further information please do not hesitate to ask and we would be more than happy to find out the information from our qualified contractors.

Moving In and Closing Accounts

Once a tenant is chosen you need to close your accounts for the gas and electricity at the house (if applicable). This needs to be booked for the day before the tenants to move in. The water account should stay in your name to avoid any interest accruing (which tenants are not liable to pay) and paid from your rental money by the Real Estate. The tenant is then invoiced and you are reimbursed the cost of the water consumption only.

Property owners through residential management are liable to pay all rates and taxes on the home which includes Council and Water annual rates. These accounts can too be paid by the company from the rental money; you just have to tick the specific boxes on the managing authority.

All property management fees are paid out of the rent, this means you have no upfront costs and all are shown on your monthly and annual statements for tax.

Insurance

It is the owners' responsibility to have building and contents (floor coverings, window treatments, light fittings & appliances etc.) covered at all times. Landlord protection is another insurance which is **strongly** recommended. Costing approximately \$280.00 per year, depending on your insurance company, this should cover your loss of rent and damages to the property above the bond.

Please take note on the cost of your excess, try other companies if you are quoted 4 weeks rent for an excess amount. The 4 weeks excess they are expecting you to be provided from the bond, will generally be used for cleaning that is not covered by insurance.

More information is available and can also be organised on your behalf by simply completing a form.

Workers Compensation is advised to all owners; please seek professional advice regarding the placement of cover, to protect you against any claim arising from an injury to a contractor carrying out maintenance on the property.

The Property Management Process

(Continued)

Property Condition Report (PCR)

Completed before every new tenant moves into your property, this comprehensive and very detailed report takes approximately 3-4 hours to complete. The tenant is then given a copy on moving in and has the opportunity to add any further additions to the report within 7 days of receiving it. Once returned a copy is forwarded to you via email with approximately 180 coloured photos demonstrating the condition of the home.

This report is then used when the tenant vacates and the tenant is given sufficient time to repair any items that are not in the same or better condition. Otherwise it is fixed and paid for from the bond.

Note

A tenant can only be charged for the damage caused. For example if a wall is dented, they are only required to paint the section damaged not the whole wall. Or if carpet is stained, they only pay the value of that stain after depreciation and age are calculated. If lawn is dead or missing, they can only be charged for seed and water.

Bonds

The bond is held at the Bond Administrator in Perth. The money can only be released when the Tenants and Property Manager have agreed to all (if any) deductions. This can take at least 7-10 working days to be returned once the agreed amount is approved.

Routine Inspections

Completed 6 weeks after a tenant moves in and every 3 months there-after, this report is sent to you via email and includes photos of the front and back of the property. In the case of any maintenance or damages a photos is also attached showing such items.

Final Inspections

The final inspection is completed the following work day after the keys are returned to the office by the tenant. The tenants are required to return the keys to the agents' place of business before 5pm on the last day of the lease once giving the correct notification. The property must be returned in the same or better condition as outlined in the property condition report. Every day the keys are late or not returned the tenant is responsible for the rent and maintenance of the property.

The Property Management Process

(Continued)

Tenant Rental Payments

Depending on the period on the lease (weekly, fortnightly or monthly) tenants are required to be one period in advance at all times. Once a tenant is 1 day behind in rent they are sent a friendly reminder sms to pay their rent. At 3 days behind they are sent a breach notice and have 14 days to rectify the payments. If the rent is not paid they are issued a 7 day termination notice and must vacate the property or pay the outstanding rent in full. At this stage, if no action has been taken by the tenant court proceedings commence at the owners request. You will be contacted as soon as a breach has been issued.

Disbursement of Funds

Rental money transfers or 'Payouts' are transferred on the 1st and 16th of the month (or the following working day), into an account you provide. A statement is emailed to you once the payment has been transferred. All rental money held by the office is held in a trust account and is audited annually by a third party.

Testimonials

When Carla advised she was starting Rental Property Management in Perth, I had no hesitation moving my Perth property to Elite Choice Real Estate. If her team offers just half the service we receive in Kalgoorlie in Perth, she will be the next big name of Real Estate.

- Glenn Briers 8.01.18

By far the best Property Management team in Kalgoorlie.

After struggling with communication from other agencies for a few years, the girls at Elite have been wonderful.

Everything is relayed back to us - problems/progress, follow ups and even courtesy emails.

We have recommended Elite Choice many times and will continue to do so.

Thank you for your great service!

- Kristie Dagleish 22.05.17

Great support on the property maintenance process from Carla and her team, especially helpful as I frequently travel for work and am overseas quite a bit. No issues and any concerns are addressed promptly and I'm kept in the loop as required. Rental market is quite competitive at the moment but place has been tenanted for the majority of the time. While all is being handled well, would be good to look into ways to ensure that vacancy time between tenants is reduced further

- Ganesh Pillai 22.03.17

12 months has certainly gone quick. I have been very impressed with the service you and all your staff have provided in that time. Communication in regards to any matters that arise has been second to none, Also any repairs have been completed very fast. I look forward to the next 12 months of the great friendly service from you all.

- Mark McPherson 22.07.16

Thank you so much for everything – you and your team/agency have been a pleasure to deal with – I wish every agency was as amazing – the industry would have a much better reputation if they were.

- Andrea Anderson (Tenant) 14.06.16

I just wanted to thank you for all your help over the past year with the property. Excellent service and always taking the time to speak with me if I had any questions. Top rate!

- Sherwin 11.04.16

Our first year with Elite Choice has been stress free to say the least, Carla and Monica have taken care of everything and correspondence is always prompt. We have never had to worry about anything and we know that our investment property is in very capable hands. A credit to all at Elite Choice, we are looking forward to another great year ahead!

- Elise & John Cortesi 05.05.15

I am very happy having my property managed by Carla at Elite Real Estate. I have complete peace of mind that everything is well looked after and she is prompt & efficient if a problem arises. I highly recommend her

- Lee Jacobsen 10.04.14

Thanks so much for your help this year, yes where has it gone. I would whole heartedly Indorse you and your work very Thorough and timely.

- Willem 06.04.14

Both Jenelle and I have been very happy with the management of *****.

Right from the initial Appraisal period, sign up, tenant appointment, and ongoing management it has been excellent.

For that reason I don't have any recommendations or points of concern.

Take care and keep doing what you're doing.

- Shane 24.02.14

..the previous 12 months have been fantastic as expected Carla, so thank you.

We treasure our business relationship with you. You are outstanding in your field and we trust you completely. That trust you have earned in the 3 years since we first spoke. We thank you and your team for an amazing first year and we look forward to many more successful years working together.

We wish you every success for yourself and your team Carla.

Dale & Nathan 07.02.14

We have a number of investment properties here in WA and VIC and if we could clone Elite Choice & Carla we would have her managing all our properties. Over the years we have had many different property managers and none of them compare to the extremely high level of management and communication we receive from Carla, we would & do highly recommend Elite Choice & Carla to anyone with our personal guarantee you will never be disappointed. Carla again a huge thank you all at Elite Choice for all your ongoing hard work we wish you all the very best for 2014 & we look forward to doing many more years of business with you.

- Emma & Daniel 06.02.14

Moving my rental property to your company is the best decision I've made. I'm no longer stressed and worried about my house as I know it's in good hands.

I feel comfortable asking questions no matter how silly I think they are.

I always tell all my friends about Carla and how she makes life so much easier when it comes to my rental which is especially important being so young and unsure on what the best thing to do is.

Thanks so much Carla!

- Rhiannan Watts 28.10.13

I have had the pleasure of working with Carla for many years, the last 12 months being through her business, Elite Choice Real Estate. Carla is a born problem solver, and is quick to nip small issues in the bud before they become a major nuisance! Carla has excellent communication skills and is always delightful to deal with. It was very difficult for us to leave our property in the care of an agent when we moved out of town, but having moved our management to Elite Choice Real Estate, we very comfortable knowing our asset is being managed with the due care and attention it deserves. I would highly recommend Carla and Elite Choice Real Estate to anyone looking for a competent, knowledgeable agent.

- Brooke McCallum 28.10.13

The Fees

For more information on listing your property with Elite Choice Real Estate including fees, please speak to one of our executive consultants to see what fees best suit you. Being a more boutique Real Estate company, our Property Management department gives you options of having 1 flat fee OR split itemised charges.

Residual Current Devices (RCDs)

Government of **Western Australia**
Department of **Commerce and**
EnergySafety

New regulations under the Electricity Act 1945 that take effect on 9 August 2009 require homes to have two residual current devices (RCDs) installed at the time the ownership is transferred or, when a new rental lease is made.

RCDs save lives

RCDs monitor the flow of electricity from the main switchboard and prevent electrocution by cutting the electricity supply if an imbalance in the current is detected. By installing two RCDs, the property's circuits can be divided evenly between the two. This ensures some light and power remain if one RCD operates and also minimises faulty operation from appliances which have low-level leakage current. All properties constructed from the year 2000 should already have two RCDs fitted.

Homes for sale

From 9 August 2009, two RCDs must be fitted to protect all power point and lighting circuits in all homes before the land title is transferred. If you are planning to sell your home and it does not already have two RCDs protecting all power point and lighting circuits, you will need to engage a licensed electrical contractor to fit two RCDs to the main switchboard or distribution board.

Renting a home

Landlords must arrange for two RCDs to be installed on the switchboard at their rental premises before a new tenant takes up occupancy or before August 2011 for continuing tenancies. If RCDs are not fitted at the time that a new lease is entered into, tenants should contact the managing agent or landlord and request that two RCDs be installed.

Testing the RCD

All RCDs have a test button which should be pressed every three months. Pushing the test button simulates an earth leakage fault and indicates whether or not the RCD is operating correctly. Electric clocks and timers will require resetting after each test.

Cost of RCDs

As a guide, it should cost no more than \$500 to supply and fit two single-phase RCDs in an average sized 4x2 home.

Compliance

Electrical inspectors will monitor homes sold or leased for compliance. Penalties of up to \$15,000 for individuals and up to \$100,000 for a body corporate may apply if the regulations are breached.

For more information visit

www.energysafety.wa.gov.au/RCD
or call 9422 5200.

DP0898/2009/ July 09/ 3000

EnergySafety

303 Sevenoaks Street

Cannington Western Australia 6107

Administration: 9422 5200

Licensing: 9422 5282

Facsimile: 9422 5244

Email: energysafety@commerce.wa.gov.au

Minimum levels of Security

Government of Western Australia
Department of Commerce
Consumer Protection

On 1 July 2013, changes to the Residential Tenancies Act 1987 (the Act) and the Residential Tenancies Regulations 1989 will commence. The changes include a list of the locks and devices that must be installed in the premises to make them reasonably secure. These frequently asked questions are designed to assist you in understanding how the new laws may apply to your rental premises.

How long will I have before my property has to comply with these new requirements?

Lessors will until 1 July 2015 to comply.

What security must be installed on all rental properties?

Main entry door

The minimum required security is a:

Deadlock; or

A key lockable security screen door that complies with AS 5039-2008.

Additional Information

The deadlock can be either a single cylinder or double cylinder deadlock. A single cylinder deadlock can be opened from the inside simply by turning the handle or a knob, reducing the risk of a person being unable to exit the house quickly in case of an emergency.

The deadlock can be separate to the door handle or it can be incorporated into the handset.

These are either/or requirements. If there is a key lockable security screen compliant with Australian standards already fitted to the front entry door, there is no requirement to retrofit a deadlock. Likewise, if there is a deadlock fitted, you are not required to fit a security screen door.

All other external doors

The minimum required security is a:

Deadlock; or

If a deadlock cannot be installed, a patio bolt lock; or

A key lockable security screen door that complies with AS 5039-2008.

Additional Information

The same requirements as above apply. If there is a need to install a patio bolt, it does not need to be lockable by key.

Windows

Minimum required security:

Windows to be fitted with a lock, whether or not a key lock, that prevents the window from being opened from outside the premises.

Additional Information

This does not mean having to install keyed window locks, but that window latches, closers or locks are fitted and are in working order to reduce the risk of a window being forced open from the outside.

If the window is fitted with a security screen compliant with Australian standards (AS 5039-2008), there is no requirement to retrofit a window lock.

External lighting

Minimum required security:

An electrical light at, or near, the main entry that is capable of illuminating the main entry to the premises and is operable from the inside.

Additional Information

This won't apply if the property is a flat or an apartment and the lighting is the responsibility of the strata body.

How is this different from the current laws?

Landlords have always been required to provide and maintain locks or other devices to ensure rental premises are "reasonably secure." These new laws simply provide more detail about the minimum standards that need to be in place to ensure the premises are reasonably secure.

Why have the changes been made?

A review of the Residential Tenancies Act 1987 recommended the changes to provide clarity about what is considered "a reasonable level of security." There is also an increasing concern within the community about the safety in the home of more vulnerable people, including the elderly and children.

How were the minimum standards of security decided?

The Department of Commerce consulted with industry representatives, property owners and tenants. The Department also sought advice from the Office of Crime Prevention. The minimum levels of security reflect a position of agreement reached with the majority of the stakeholders.

I own an apartment that is not on the ground floor. Do I still need to comply with these requirements?

You will need to meet the minimum security requirements in relation to the main entry door. If there is a door onto a balcony, you do not need to install the required security if the balcony can only be accessed from inside the premises. You do not need to install window locks if the windows are not easily accessible from the outside of the premises. You do not need to meet the requirement for an entry light if the external lighting is the responsibility of the strata body of owners rather than the individual owner.

Do the minimum standards of security apply to my two storey house?

Yes, but only to some of the doors and windows. The required locks will need to be applied to all entry doors and windows on the ground floor. If there is a door onto a balcony, you do not need to install the required security if the balcony can only be accessed from inside the premises. The requirements also do not apply to any window that is situated on the second story or above in a multi-storey home and is not easily accessible from the outside.

My property has louver windows. Do I need to install window locks on these?

Louver windows rely on an internal lever to move them into the open and closed position. This lever, when pushed into the fully closed position, locks the louver window. If this locking mechanism is not functioning, you will need to install another mechanism that will allow this lever to be locked in the fully closed position.

Do the minimum standards of security apply to rural properties?

If the property is on land zoned for agricultural or rural use, you will not be required to meet the minimum security standards. You will still be required to provide and maintain locks or other devices to ensure the rental premises are "reasonably secure".

The property I own is heritage listed and I am not allowed to install deadlocks. What can I do?

Properties listed on the State Heritage Register are exempt from these requirements. You will still be required to provide and maintain locks or other devices to ensure the rental premises are "reasonably secure".

For more information visit

www.commerce.wa.gov.au

New Laws

Corded Internal Window Coverings

Government of **Western Australia**
Department of **Commerce**
Consumer Protection

Do landlords have obligations to ensure internal window covering are safe?

Yes. Under section 42(2)(c) of the Residential Tenancies Act 1987 the landlord (lessor) is required to ensure that all aspects of the premises comply with laws relating to buildings, health and safety. Product safety and laws for internal window coverings have applied in Western Australia since 23 January 2004, so landlords need to ensure that blind/curtain cords and chains supplied after this date meet the national product safety requirements.

If blinds/curtains were bought before January 2004, it is strongly recommended that landlords ensure blind/curtain cords or chains on their rental premises are safe for children. Under common law, a landlord has a duty of care to tenants, as well as anyone the tenant invites into the property, and must ensure the premises are safe to live in. If a child dies or is injured on the rental premises as a result of a blind/curtain cord or chain injury, the landlord may be sued for negligence. Even if the tenants do not have children, a court could consider that it was reasonably foreseeable that the tenants may have children visiting the home from time to time.

How do I know if cord or chains are unsafe?

If a cord or chain for a blind or curtain hangs lower than 1.6m from the floor then it must be secured by a safety device.

Will I have to replace all my curtains and blinds?

No. product safety laws have required that curtain/blind suppliers and shops provide window coverings with any necessary safety devices to secure loose cords or chains, installation instructions and a warning label and tag. If your blinds/curtains were supplied from 2004 onwards then they should meet the product safety and installation standards.

However, if any blinds/curtains bought from January 2004 onwards are unsafe, alert your tenants, advise them to immediately tie the cords or chains out of reach and move away any furniture that children might climb on to reach the cords or chains. As soon as possible contact the supplier and Consumer Protection to discuss. If product safety standards were not met then the suppliers are required to rectify the work at no cost under the Australian Consumer Law (ACL).

What if the blinds/curtains were bought before January 2004?

If blinds/curtains were bought before January 2004, it is strongly recommended that you arrange to:

- Buy and install cleats or tensioning devices from a hardware store or curtain and blind shop and use at least two screws to fix them in place; or
- Cut the cords or chains to prevent them causing a loop if these are not essential to the working of the blind.

How can I make loose cords or chains safe?

You can buy safety devices from hardware stores or curtain and blind shops to secure loose cords and chains. If a "cleat" is used (i.e. a device to wind the cord or chain around to keep out of reach) then it must be secured at least 1.6m from the floor level because children can be capable of unwinding a cord or chain from a cleat. Another option is a tie down or tension device to pull a looped cord or chain tight and secure it to the wall or floor.

The safety device must be firmly secured with at least two screws (not double-sided tape or glue) to prevent a child from being able to remove the cord or chain.

If the cord or chain is not essential to the working of the blind, you may want to consider cutting it into 1.6m above the floor.

Cords or chains that hang 1.6m or more above the floor when fully extended do not need to be secured. Curtains and blinds without cords or chains do not require safety devices.

Are there any obligations on curtain and blind shops and other commercial suppliers of curtains and blinds to ensure they are safe?

Yes. Product safety laws have applied to suppliers in Western Australia since January 2004. The current Commonwealth product safety standard for suppliers requires that all looped cords or chains must:

- Have warning labels attached;
- Include installation instructions;
- Have safety devices designed to withstand a 7kg force applied for 10 seconds; and
- Prevent the possibility of a loop of 22cm forming at a height less than 1.6m from the ground.

Fines may be issued if blinds are not supplied in accordance with the mandatory standard.

If traders do not supply blinds/chains which meet the requirements of the product safety standards, they are required to meet their legal obligations under the ACL. Consumer Protection can take complaints about traders who do not follow the product safety standards.

Are there any obligations on commercial installers of curtains and blinds to ensure installation requirements are followed?

Yes. From 1 January 2015, commercial installers in Australia most follow the safe installation instructions and install blinds so that dangerous loops and loose cord or chains cannot be formed. The Australian Competition and Consumer Commission is working with businesses and industry groups to help them to understand and comply with the new requirements.

If traders do not follow the mandatory safety standards when installing blinds/curtains, the installer is required to rectify the work at no cost under the ACL. Consumer Protection can take complaints about installers who do not follow the product safety standards. Penalties apply for non-compliance.

What are the obligations of my property manager?

As a matter of best practice when inspecting properties, property managers are advised to check that all internal window coverings in a rental property are as safe as possible for children. Where a hazard exists, the tenants should be advised to secure loose cords or chains so that they are out of reach for children and the owner should be advised that a more permanent solution is needed to ensure compliance with the mandatory standards.

What if my tenants ask for permission to install curtains/blinds?

In some circumstances, a tenant may ask for permission to install curtains or blinds in your rental premises. If you provide permission, it is advisable to inform the tenants in writing to install blind/curtains as required by the national mandatory product safety standards www.productsaftey.gov.au Alternatively, you may wish to specify that only curtain/blind without cords or chains should be installed.

How do I choose safe blinds and curtains?

- All new blinds and curtains available in Australia must now comply with safety standards.

Further information

Further information is available from:

- Department of Commerce website (www.commerce.wa.gov.au/blindcordsaftey).
- Australian Competition and Consumer Commission product safety website: www.productsaftey.gov.au – search for “blinds and curtains”.