



AUSSIE RENTERS

Quick Guide

Independent Inspection Report

using our TERMS App



Tenancy Electronic Record Management System

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Our TERMS App

1. USING OUR APP

AppSheet (12MB) is the backend for our **TERMS App** and must be installed prior to using it and is the go between making the App work. Once installed, you will be asked if you would like the Aussie Renters icon on your home page.

Due to the large amount of data stored in the **TERMS App** the initial synchronisation will take just under a minute. The App functions quickly and efficiently once installed with the data sync taking up to a minute for numerous forms and pictures to synchronise.

Please be aware that your internet browser default must be set to use Chrome. Our tests have revealed an issue with the image capture and if your just captured image does not appear on the screen then it will be due to your web browser being set on a different browser than Chrome.

2. PICTURES

ALL photographs **must be** taken as a **square image 1:1** (6.0 M - 2448 x 2448). This keeps the entire report in order and prevents side angles being the wrong angle or upside down images being presented in the report. Square images and videos are also favoured on Facebook!

The images will be stored by us in their full size and backed up to ensure you have a copy available. The **Routine or Periodic Inspection** form has been created to record issues for individual rooms as well as recording no issues for the room.

3. FORMS WITHIN THE APP





The **TERMS App** has been designed to record your interactions with the property, shorthand style. This is the main reason for using the App as much as the convenience of completing an Independent report.

Please refer to our comprehensive booklet **How to Use our TERMS App** to enter **Notes** however the App is simple to use and will prompt you for responses. Once entered, save and synchronise the **Note** and we will send you a **File Note** for your records.

4. THE HAMBURGER TERMS

Aussie Renters popular forms

We have provided several links to our website to access our free booklets, checklists, worksheets and computer folders to help make renting easier. Please feel free to download and print keeping a more detailed record of your renting history.

-  Aussie Renters popular forms
-  Fix note
-  About
-  Share

5. SYNCHRONISE DATA

After pressing **Save**, you will be returned to the **During Menu**. The **Sync data** cloud will turn **blue** indicating the data is ready for synchronising and stays blue while synchronising. Please click the **Sync data** button to send your form responses to Aussie Renters.

If you add details that are incorrect, you can back out and **Discard** the **Note**.

Recording your Inspection

One of the reasons for developing an App was to make the recording any inspection easier. This has been achieved by implementing dropdown responses for each particular inspection, matching them to the inspection you are conducting.

A compulsory response field will have an asterisk * beside it. Some of the responses/fields are not compulsory and if left blank, the relevant paragraph or sentence will not be inserted into the report or letter.

Select the **During** category and you will see the INSPECTION section listed at the bottom of the category. Please ensure you complete the following:




1. Your details
2. Your letter
3. Record routine or periodic inspection

The inspection details will be checked against membership registration. If we cannot match your entry with our master list of members, the letter and report will not be merged, the data will be deleted and no correspondence will be sent via email. All inspection reports require a 24-hour turnaround period due to being manually merged and checked prior to emailing.



Adjust your camera setting

Changing your camera settings to a square picture is required. Select the 1:1 option (2448 x 2448 pixel) for an image detailed enough to cope with being enlarged for the Tribunal.

ENTRY CONDITION		EXIT CONDITION	
ROOM	DESC	ROOM	DESC
Front - exterior	 Driveway was noted as cracked and repaired and was marked 2 as no action required.	Front - exterior	 Driveway was noted as cracked and repaired and was marked 2 as no action required.
Rear - exterior	 Rear door was noted as rotten and you requested a remedy within 28 days.	Rear - exterior	 Rear door was noted as rotten and you requested a remedy within 28 days.

Take a Photo

By choosing this option, a picture can be taken immediately and stored in the App to be synchronised later. If you choose this option and the data does not sync correctly, all your photos will be lost (not received).

Choose from Existing

Taking all your pictures at once is more time effective and all the images can be downloaded and saved in our **Aussie Renters TERMS** folders. Select your picture from these folders.

Select photo source

- Take a Photo
- Choose from Existing
- Cancel

1. YOUR DETAILS

This section must be completed first as your **personal unique code** identifying each record we receive. Please synchronise this form by saving the data. Once the form has synchronised, your unique code will be available to use for recording the additional information for your letter as well as the inspection.

Please ensure you enter your entire inspection using your unique code within a 24-hour period, preferably all at the same time.

These details will be matched with the registration (membership) details provided when you became a member. If you are not a member, please register immediately.

Once you complete this form, your code will appear at the bottom of the form. Please synchronise this data so it will appear in the dropdown on the **Your letter** and **routine or periodic inspection** forms.

Email*

First Name*

Last Name*

Suburb*

2. YOUR LETTER

The responses from the following details will be used within the letter and assist with making our **Cover** sheet for your filing system. **Covers** are the cover sheet for any important part of renting. We have made a few starting with paying your bond through to going to the Tribunal.

Smoke alarms

Quickly check that all smoke alarms/devices are working and record your response.

Smoke alarms

- None fitted
- One alarm and working
- One alarm but not working
- Two or more and working
- Two or more but not working

Water meter read

Note whether the read was taken or not.

Water meter read

- No read taken
- Yes the read was taken

Please note: Using the **Checks about Property** section, record the date you conducted the checks noting the details. A separate **File Note** will be emailed with the details recorded as well as displaying any picture you may have taken with this record. See **Record your Note** on Page 8.


Image for*

Water meter read

Notes

Town 25948 and Recycled 215

Image



Date for rent ledger

We have included our standard paragraph requesting a copy of your rent payment record/ledger. Instead of using your lease start date, we have provided a response field for the start date. This is a compulsory field, so please select a date that you would like your record to start from. If you have never received a copy of this document, please use your lease state date and hopefully you will receive a copy of your ledger for the period of tenancy.

3. RECORD INSPECTION

The inspection should be completed within minutes using our **TERMS App**. You should include a recording for the external area too, so try and start with a street view. While outside, generate a **Note** for the water meter read using **Checks about property** section.

You will be asked to select your unique code when you open this form. It has been marked as compulsory to prevent your data being missed, so if you gather the report over the day, make sure you sync your data before closing the app.

The routine or periodic inspection recorder has been broken down into different sections to make it easier to key in as well as providing room specific conditions:

- Room - all your rooms, hallway, entry etc
- Wet area - toilets/ensuites, bathrooms, laundry
- Exterior - front, rear and garage
- Kitchen - for the kitchen only
- General - gas system, water, tanks etc

You can enter as many problems or issues with each room or note that there are “no issues” and record up to 2 images for each room. Our report reflects your entries and all images are presented in colour.

If you require anything to be remedied (repairs or maintenance, general or urgent) make a general record of the entire room then select the room and key up the issue you have. The letter will highlight the need for a remedy and the report will also highlight your request.

To document the inspection correctly you must select the right dropdown (the last response on form under “Item is”) prompting our system to note if a remedy is required or you are highlighting an item for the landlord/agents information (FYI).

Document inspection

Use this selection for the entire Routine/Periodic Inspection. This is the general response used for this inspection and all other responses will be “No issues” and “Image capture 1 or 2”. You can make a memo size note and record an image showing the entire room/area. Click **Save** and you will be returned to the inspection form where you can select **New** for a new entry for that particular room/area and record another image from a different angle.

Select room*

Bedroom 1

Item*

No issues

Condition*

Image capture 1

Item is*

Document inspection

FYI

Use this selection for any part of the inspection if you wish to bring something to the landlord/agent’s attention.

Select room*

Bedroom 1

Item*

Cupboard

Condition*

Extremely worn out or damaged

Item is*

FYI

Maintenance or repairs

We have provided the choice of general maintenance and repairs as well as urgent/emergent maintenance and repairs. If you use any of these selections, a paragraph will appear in your letter highlighting this fact. All urgent repairs should be followed up on if no response is received and a separate letter can be processed if you prefer.

Sync data



If you click the **Save** button from the inspection menu, the **Sync data** cloud will start synchronising your data to Aussie Renters. You can sync regularly during the inspection or at the end of your inspection.


Select room*
Bedroom 1

Item*
Cupboard

Condition*
Damaged and not working


Item is*
Repairs required

Rooms

 Bedroom 1
Walls

[New](#)

Wet areas

 Bathroom 1
Basin

[New](#)

Cancel [Save](#)

Record your Note

Finalising your independent inspection requires a **Note** generation stating how you sent the document and to whom etc.

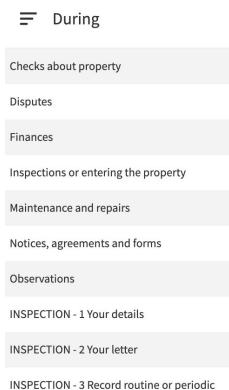
Our **Note** reporter uses the same format for every note and you will find different sections under the phase of renting being **Entry, During or Exit**.

Every **Note** entered into the **TERMS App** will be acknowledged by Aussie Renters. A **File Note** is produced displaying the image you uploaded to us along with a full size colour copy of the image and any additional notes you made. The document will be emailed to you for your records.

1. RECORD RESPONSE TO THE NOTICE

We will be using the **Notices, agreements and forms** category for this Note as you would have received an official entry notice about a week ago, well we hope you received one.

The independent inspection report is being ordered due to this notice being received and you will be forwarding the letter and report to the landlord/agent. The **Note** records the action currently happening (sending the document to the Property Manager), what the action is about (a valid notice to enter was received and you are now responding to it) and offers a place to add additional information (memo size comment section along with an important date field). If you complete the important date, we will send you an email reminding you of it. Every **Note** has a provision for one image and you can take a screenshot as the image or upload a picture.



2. ORDER A LETTER OR AGREEMENT

Depending on what you are ordering will determine where you find your response form for that particular letter or agreement. These documents require extra information to make them therefore additional input forms have been added. The letters will appear at the very end of a **Note** and the agreements and/or forms are located in the **Notice, agreements and forms** section.

For instance, if you were requesting a rent reduction during the pandemic period, you would select **Notice, agreements and forms** (step 1). After completing the relevant information for the proposed rent payment agreement, a **COVID19 Rent relief or waive letter and agreement** (step 2) can be ordered.

As your independent inspection is related to a notice being received and the fact that no face to face inspection is happening due to the pandemic, you need to record your response to this notice under this section.

This two step process ensures you have recorded the fact that a letter with your report was forwarded to the landlord/agent and when you complete the second step, additional information supplied for your documents will be merged and they will present details only applicable to you and your household.

Action, what and who

The first section of the **Note** requires the information involving what you are doing. If you received a valid notice to enter the property for a routine inspection and you are providing an inspection report, you will record this inspection as a “response” to this notice.

Example listed: you are responding to the notice received 7 days ago and sending the independent inspection report to the Property Manager. The date requested is the day you are sending the document. If you want to allow a couple days to receive the documents from us then proof and alter the letter, please enter a date that suits you.

About, Regarding, Response and Details

Determining if the notice is valid or not comes down to the legislation and what it states. Currently, we cannot offer a checking facility against the issue and received dates, so you will have to note this information yourself. If you know the notice is invalid because it was issued to you a day before the inspection when it should have been 7 days notice, then mark it as invalid. This example shown is for a valid Notice to Enter to conduct a routine inspection. As the notice was received and is now being responded to the selection is “*Received and responded to*”. We have added a response for the inspection report being completed by the tenant due to the pandemic. Your Tenancy History report will show this entry along with the information about the notice received.

Please note: the **COVID19 independent inspection supplied** field appears when you select **Received and responded to**. This is a new flag entered into our database to assist with noting this special recording.

Code, Your notes, Important date and Image

The **Code** that appears in grey must be selected, it will turn blue once clicked. Any additional information can be added in the **Your notes** field (memo size) and a picture uploaded. The code is used to match the words for your **file note** with any additional comments and image appearing at the bottom.

Please ensure you **Save** and **Save** again, making the App sync to Aussie Renters.

Date*
13/04/2020

Action*
Sent an email

What*
with a document to the

Who*
Property Manager

About*
Notice (valid)

Regarding*
Routine

Response*
Received and responded to

Details*
COVID19 independent inspection supplied

Code*
NOTICE17

Your notes
Memo size notes for you to write personal details.

Important date
dd/mm/yyyy

Image