

Executive
Leasing

TENANT INFO PACK

Important things you need to know



Executive Leasing | TENANT INFO PACK

TABLE OF CONTENTS

Office Details	3
Emergency	4
Tenant Guide	5
Tenant Portal.....	5
Insurance	5
Direct Debit	5
Bond	6
Utilities & Internet	6
Property Care	7
Condition Reports	7
Repairs & Maintenance	8
Emergency Repairs	9
Wear & Tear Vs. Damage	10
Mould	11
Keys & Locksmiths	12
Neighbours & Strata.....	12
Routine Inspections	13
Lease Conclusion.....	14
Leaving the Property	14
Vacating Tenant Cleaning Guide	16
Vacating Tenant Cleaning Checklist	17
Your Property, Your Way	18
Executive Property Management	18
Quick Links and QR Codes	19

Office Details

PHONE

+61 (02) 9969 7599

EMAIL

pm@propertyproviders.com.au

Scan the QR code with your camera phone to have access to our website and social media channels.



Where to find us?

Shop 3, 536 Sydney Rd, Seaforth, NSW 2092.

(When approaching Spit Red/Sydney Rd intersection we are on the corner with the big blue sign. Best to park on Hope St when visiting).

For mail: PO BOX 183, Spit Junction NSW, 2088.

Or find us online at propertyproviders.com.au

How to contact us?

Office phone: +61 (02) 9969 7599

Property Management enquiries: pm@propertyproviders.com.au

Your property manager's mobile will be provide at the time of leasing and is always on their email signature.

When to reach us?

Office hours: Monday to Friday – 8:30am to 5:30pm AEST

For 24/7 Support: +61 2 9969 7599. For serious emergencies dial 000.

We have an out of hours call centre that will take your call while the office is unattended. If it is deemed an emergency, they will patch you through to a member of staff. Please refer to emergency sections of this document for important details regarding this.

24/7 SUPPORT

+61 (02) 9969 7599

Emergency

What is an emergency?

An emergency is defined as the loss of an essential service, such as water and electricity or a health and safety risk associated with the property (e.g. smoke alarms). **Refer to page 9 for a complete list.**

Although we recognise its importance, Internet Access is not considered an essential service (unlike core utilities) nor is it an emergency if it is not available. Inability to access, reliability, speed, and quality of the internet are not emergencies.

What to do?

Please always call our office first. In case of emergency contact us via phone. +61 2 9969 7599. If it is out of hours you will be put through to our call centre. They will then take your call and patch you through to a member of our team if required.

When the tenant is not able to get in contact with the property manager within a reasonable period, the tenant can organize the maintenance themselves through the trade contacts provided in your lease.

Organising urgent repairs

In case the agency could not be contacted within a reasonable time, the tenant can:

- Refer to the lease agreement for the details of a nominated tradesperson to contact (if any)
- Arrange for the emergency call-out.

The agency/owner is only required to reimburse the tenant's costs if:

- The need for the urgent repair was not the tenant's fault.
- They contacted the agency about the problem or made a reasonable attempt to do so.
- They gave the agency a reasonable opportunity to get the repairs done.
- The repairs were carried out by a licensed tradesperson (if appropriate).
- The trade highlighted in the lease was used.

Please note that if a trade is organized and it is deemed to be a non-emergency, the tenant may be liable to cover the cost.

If it is not urgent or an emergency, the agency/owner will be required to approve and manage it during normal working hours (to allow competitive quoting as well as avoid unnecessary after-hours/penalty rates).

Please think carefully before contacting trades and incurring costs, especially if after-hours or on a weekend.

Tenant Guide

Tenant Portal

Access [PropertyMe](#) to view relevant information to your tenancy.



Our Property Management System, PropertyMe, has an individual tenant log in that you can create to view information relevant to your tenancy. All you need to do is visit my.propertyme.com and create an account using the same email address you have previously provided us. In this portal you can create new maintenance requests, see upcoming events, access receipts, rental information and more.

Insurance

We strongly advise you to arrange insurance for your household contents. Your personal items and belongings are **NOT** covered under the Lessor's policies.

Direct Debit

Set up your direct debit scanning the QR code or via visiting our [portal](#).



Your application was accepted on the basis that you agreed to establish direct debit payments from your bank or credit card. There are 3 ways we can do this for you. Our property manager can set it up for you to approve, you can complete it yourself digitally or print and complete via paper form.

Your responsibility as a tenant is paying your rent in full and on time. Setting up Direct Debit is fast and easy and there are heaps of benefits, including:

- Paying on Time.
- Set & Forget.
- No Collection Calls.
- Avoid Getting Behind.
- Reduce Personal Admin Time.
- Better Rental References For Future.
- Be on Landlord's Good Books & Get Things Fixed Faster.
- Multiple Payment Methods Available.
- Please Note You Can Also Set-up Direct Debit Via Credit Card.

Please note, if there are insufficient funds the system will attempt an additional direct debit every 48 hours. If you change your bank account or credit card, please just let us know and we can update our system.

Tenant Guide

Bond

**You bond is secure with
NSW Rental Bonds Online.**

For more information about Rental Bonds please refer to the [NSW Fair Trading portal](#) or scan the QR code.



Your rental bond is always equivalent to 4 weeks' rent and at this point will have been lodged with the NSW Rental Bond Board. These funds sit safely in this Government account until the end of your tenancy.

When the time comes for you to vacate, we, as your property managers will make every effort to have your bond returned in full, however it is your responsibility as a tenant to provide us with the opportunity to do so.

Examples of reasons why parts or all of a bond may be claimed are:

- Unpaid rent.
- Damage to property.
- Cleaning costs.

Utilities & Internet

There are different utility arrangements for every tenancy. Traditionally it is the tenant's responsibility to set up their own accounts for electricity, gas, Wi-Fi internet, any pay TV services and water if applicable.

IMPORTANT. The only circumstance in which **Property Providers** may be involved in utility responsibilities is if the landlord has elected to keep certain accounts in their name to then be reimbursed by the tenant. This is more often the case with shorter term leases e.g. 3-6 months and normally only for internet bills. When this applies, an invoice for the elected utility will be supplied to the tenant via their property manager. They will be expected to execute one of the following steps to make payment:

- Tenant pays directly. The agency provides the tenant the invoice and the tenant pays it in full direct to the supplier by due date (and provides us receipt).
- Tenant is provided invoice which has already been paid by landlord and should reimburse Property Providers with the full amount via bank transfer or credit card within one week of receiving invoice.

Please note, the tenant's bond will not be returned until all utility invoices have been paid in full. The agency reserves the right to deduct these pay amounts from the bond.



For fast and easy setup of a supplier visit [myconnect](#) or scan the QR code.

**You will receive 2 copies of
the Condition Report.**
One for you, one to return to us.

Property Care

Condition Reports

Within your lease pack you will find the Ingoing Condition Report. This is a legal document provided to tenants and landlords at the beginning of the tenancy that records the general state of repair and condition of the property on a room by room basis, including fittings, furnishings, and fixtures.

The copy you have received outlines the property manager's findings prior to your entry, this includes the functionality, cleanliness, and condition of each area of the property.

From the start date of your lease you will have exactly 7 days to complete and return the report.

This is your opportunity to make any comments or documentations regarding the condition of the property upon your entry. This is also a good time to notify your property manager of any maintenance requests that you may have noticed within the first week of residing in the property. The report should be filled out by you with as much detail and accuracy as possible. It is in your best interest to return this signed to your property manager as soon as possible.

If we do not receive the report back in the allocated time window, then the agent's version will be the only valid version of the report as it is assumed that the tenant has agreed with all notes made.

A blank condition
report can be
downloaded on the
[Fair-Trading website](https://www.propertyproviders.com.au/fair-trading).



The ingoing report will be used as a reference against the outgoing report at the end of your lease. Both reports will be used simultaneously to determine if there is any claim worth damage and to inform the owner of any wear and tear or new maintenance that should occur before the next lease starts. These documents can often be used in Tribunal if there is a dispute. Therefore, it is important for all parties to keep their copies during the entire tenancy.

Lodging a repair request is easy using our Repairs & Maintenance portal.

Property Care

Repairs & Maintenance

It is inevitable that at some point during a tenancy there will be a repair or maintenance job required. It is important to us that these requests are accommodated and rectified asap for the comfort of our tenants but also for the longevity of the property.

If you are experiencing a problem with power, hot water, electricity etc., please do refer to our [Troubleshooting Guide](#) prior to contacting us, to see if the problem can be self-resolved. If it cannot please lodge a repair request with us and we will organise a professional trade to attend the property.

Scan the QR code to run our [Troubleshooting Guide](#) or to lodge a repair/maintenance request. You can also go to the footer of our website – [Repairs & Maintenance](#).



Please lodge a **repair request** via our [Repairs & Maintenance](#) link on our website footer.

This will take you to a form which will ask you for the following:

- To identify the category of the problem.
- Make, model number, appliance error code if applicable.
- A description of the problem.
- For 1 to 3 pictures of the issue.
- Urgency level.

① The circumstances of the repair will determine who is covering the cost (either the landlord or the tenant).

The more information you can provide the better.

The more information we have the faster we will be able to resolve the issue, minimising costs and touchpoints.

24/7 SUPPORT

+61 (02) 9969 7599

Property Care

Emergency Repairs

Landlords and agencies have preferences about who services their properties. In the event of any repair/maintenance issue, we suggest tenants do not try and rectify the issue on their own or engage a separate business/trade without first consulting their property manager.

In the event of an **emergency** repair please contact us via phone.

Emergency includes:

- Inability to internally access the property.
- A burst water service or a serious water service leak.
- A blocked or broken toilet.
- A serious roof leak.
- A gas leak.
- A dangerous electrical fault.
- Flooding or serious flood damage.
- Serious storm, fire or impact damage.
- A failure or breakdown of the gas, electricity or water supply to the premises.
- A failure or breakdown of an essential service or hot water, cooking or heating appliance.
- A fault or damage that makes the premises unsafe or unsecure.
- A fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the premises.
- A serious fault in a staircase, lift or other common area or premises that unduly.

Please always call office first. We have a 24/7 service that will pick up and are trained to help if needed. If the office is unavailable and in the event of an emergency repair, please contact the emergency trade listed on your tenancy agreement. If the request is not considered an emergency repair or is found to be caused by negligence, you, the tenant, will be responsible for payment of services.

① If unapproved job is executed at a property, the tenants will automatically be liable for the cost.

We require all requests to be formalised in writing either via our online lodgment system or via email. PAGE 8 – REPAIRS & MAINTENANCE.

Property Care

WEAR & TEAR

Expected daily use of property.

DAMAGE

Neglect, lack of common sense or deliberate.

Wear & Tear Vs. Damage

We are aware that during a tenancy some wear and tear will occur due to ordinary day-to-day use of the property. It might come about from repetitive operation (like walking over the same section of flooring multiple times a day), natural forces like wind, sun or rain, or from items that just naturally deteriorate over time. Examples of this include:

- Light scratches or scuff marks on walls.
- Worn kitchen bench tops.
- Faded, chipped or cracked paint.

[NSW Fair Trading.](#)



However, tenants can also cause damage to a property out of negligence or malicious intent, this covers everything that the tenant damaged on purpose, as well as anything accidental that could have been prevented with common sense or caution. Examples of this include:

- Broken appliances from negligence, lack of common sense, like a dishwasher clogging from dishes not being rinsed and causing flood.
- Power surge from too many appliances plugged in.
- Holes in the wall left from pictures/paintings.

[Leasing: Fair Wear & Tear vs Damage.](#)



For further information about this please refer to the [NSW Fair Trading web page](#), or our Property Providers Blog, where there is an article called '[Leasing: Fair Wear & Tear vs Damage](#)'.

Normally mould can be easily prevented by proactive lifestyle choices.

Property Care

Mould, who is responsible?

This is entirely dependent on when and how the mould developed. For example, if the mould developed due to tenant negligence, it may become your responsibility to remove the mould. If the mould is present when the tenant's moved in, then perhaps this has been an ongoing issue, and should therefore be the responsibility of the landlord. However, it is the responsibility of the tenant to notify the agency or property manager as soon as they discover the mould.

How to prevent mould:

- Use the extractor fan when using the shower or laundry and keep bathroom window open.
- Allow plenty of sunlight to come into the property.
- Dry clothes outside before storing them inside.
- If condensation builds on the walls or ceiling, dry the area thoroughly.
- Allow ventilation throughout the property by opening a door or window (if weather appropriate).
- Leave internal doors open to allow for circulation.
- Clean the property regularly.
- Use dehumidifiers, fans or air conditioners.

If mould is present in the property:

- Remove furniture and other items away from affected area.
- Dispose of any items affected by mould.
- Inform your property manager, who will require information to assess the situation.
- If it needs to be removed, this is required to be done professionally by an elected trade.
- We require that the mould be attended to professionally to ensure the mould is removed.

Property Care

Keys & Locksmiths

In the event you lock yourself out of your rented property or lose your set of keys, please contact Property Providers. If a spare management set is available, you can arrange to collect from our office and use it to let yourself into the property during office hours.

Identification will be required at the time of collection and all borrowed keys will need to be returned the same day or within 24 hours of collection. If you delegate somebody to collect keys on your behalf, you must inform us in writing and your delegate must provide ID on collection. If keys are not returned, the locks may be changed at your expense. Property Providers must always possess an up to date and working set of keys for the property for your safety and access requirements.

After Hours – the tenant will need to contact the allocated locksmith on their lease agreement, and this will be at their own expense. If any locks are changed during the tenancy without agency permission, the tenant is responsible for the cost as well as supplying 4 x copies to the agent.

LOCKSMITH

Should you require one, we suggest Manly Locksmiths.

Shayne Ashdown
+61 (04) 9977 5625

Neighbours & Strata

As a tenant it is expected that you will respect the privacy of neighbours. In many cases people live in proximity, especially in apartment/duplex arrangements, so it is important to acknowledge the ability for noise to travel, especially in areas of common property. You, your neighbours and any surrounding residents have the right to peaceful enjoyment and when this is compromised often strata management will get involved. In the event of a strata notice being issued, the managing agency will also be notified. Once 3 formal notice warnings are issued, there may be grounds for a breach of agreement. If you find yourself as the victim of constant disruption of peace, please be sure to contact us as a priority.

We offer 3 different ways to manage tenant routine inspections.

Property Care

Routine Inspections

Part of our executive property management service is conducting periodic inspections. This helps us ensure your rental property is being well maintained, and to ascertain if there are any repairs or maintenance items requiring attention. These inspections are executed a maximum of 4 times per year.

As Sydney's most flexible executive rental agency, we can provide you 3 different ways of completing a routine inspection.

What Routine Inspection works best for you?

TENANT ROUTINE INSPECTIONS

Go to our website footer and choose the [Routine Inspection](#) that best suits you.



- **Tenant DIY**

You control your time. Practical & Hassle-free. You can independently complete your routine inspection and submit it to us. No need for us to visit your property. We will be notified when you have submitted your report.

- **Video Tour**

Scheduled & Recorded. We have technology which allows us to video conference call with you and from there you can take us through the property virtually, while we run the report from our computer screen.

- **Traditional**

Set time and In Person. The traditional process involves your property manager attending the property and running a condition report.

Lease Conclusion

Leaving the Property

With every executive rental, we feel it is important to finish as strong as it started. As such, we would like to ensure your exit from the property and the conclusion of the lease runs smoothly. Like all agreements, it is always best to set and manage expectations clearly and upfront. The property must be returned as close to the same condition as it was received at the commencement of your lease and having the property properly prepared and ready to inspect will assist a speedy return of your bond.

Please take some minutes to review the following tenancy exit checklist:

Financials: Ensure that all rent is paid up to the end of the lease date (including any outstanding invoices, if you reimburse the owner for utilities etc.). If you are unclear as it relates to outstanding liabilities please ask your Property Manager.

Cleaning: Leave both the interior and exterior property in a clean and tidy state. We highly recommend that you use a professional cleaning company and can recommend/schedule one if this is helpful.

Repairs and Maintenance: If there is anything that needs to be fixed up please email your property manager or better yet lodge a repair and maintenance request online. SEE PAGE 8.

Damage or Fair Wear/Tear: Reasonable fair wear and tear will be noted. Some may be accepted and/or documented in the original condition report however if there is anything that is new or has happened occurred your tenancy damage is far better for you to make your property manager aware of this upfront so we can liaise with the owner.

Utilities: DO NOT DISCONNECT. Please arrange for your utilities to be finalised on your last day. Basic availability is required to conduct the final inspection as well as for trades.

Keys, Toggles and Remotes: All access devices that were given to you at the commencement of the lease must be returned no later than 5 pm on the last day of your lease. If there are things that have been lost/misplaced or not working, please advise your Property Manager. We will only schedule the final inspection to be completed once all the keys are returned (Note: You are obliged to pay rent until they keys have been returned to the agency.)

Lease Conclusion

[Tenant/Guest
Mail Policy](#)



Mail: Let's try and save the planet. Now is a great opportunity to set up electronic statements where possible.

Please take a moment to read our [Tenant/Guest Mail Policy](#).

Bond & Future Correspondence: The bond cannot be reimbursed until the keys are handed back and we have conducted the outgoing condition report. If a full refund is applicable, you do not have to sign anything however if there are any required reductions, the Bond Board will send you the relevant correspondence for you to sign and return to them. To proactively avoid any confusion or miscommunication please complete the [New Address Form](#).

Cleaning: Please note we are happy to help during your transition if you prefer to have our trades and contacts work with you and the property to make this easier and faster.

You can find a Vacating Tenant Cleaning Checklist in the next pages.

Lease Conclusion

Vacating Tenant Cleaning Guide

Floors: All floors must be clean and stains removed. Tiles and timber floors should be swept and thoroughly mopped. Carpets need to be professionally cleaned (tenant to provide receipt by credible professional.)

Windows: The windows should be cleaned inside and outside where possible. Blinds should be thoroughly dusted, and cloth drapes and curtains should also be cleaned (to not handwash without approval hint: this can be done by the carpet cleaner). Please do not forget the window/sliding door sills or tracks and fly screens.

Walls: All marks, stains and scuffs should be removed (including from skirting boards and cornices). Also be sure to get all spider webs in corners etc.

Bathrooms: All tiles cleaned, grouting and ceiling mould free, toilets washed inside, outside and behind, bathroom vanity free of all soap scum, exhaust fan clean and hard water stains removed lastly the floors mopped thoroughly.

Kitchen/Laundry: All the cupboards washed inside and out, oven, stove, cook top, fridge (and top) free from grime (including oven trays and racks). The exhaust fans should also be free from residue and grime (including filter).

Bedrooms: Built in wardrobes free from dirt and doors/mirrors cleaned.

General: External areas returned to same condition, including gardens, pools, garage. All light fittings in working order, cleaned and free from dust. All rubbish to be removed; interior bins should be emptied, washed out and left in a clean condition. Hose or brush down exterior of house (removing dust and cobwebs.)

DYI Helpful Hint: With tenancy exit cleaning it is best to “start high and go low” and “begin at the back of rooms/floors and clean your way out of the space”. This stops double handling and maximizes time. We also recommend the property be totally empty prior to starting an exit clean. Below you will find a cleaning checklist.

To assist you with the process of vacating your home...

We have created this cleaning checklist as a guide. The property must be returned in the same condition as it was received at the commencement of the lease.

Having the property prepared ready and to inspect will assist a speedy return of your bond. Please note the most common bond disputes is cleaning quality so we hope this helps.

Please be advised that we highly recommend a professional cleaner who understands what is required for an end of tenancy clean (i.e. bond return clean).

If you would like us to refer or schedule our preferred supplier, please let us know.

Please be advised that we highly recommend a professional cleaner who understands what is required for an end of tenancy clean (i.e. bond return clean).

Hint: If you are doing your end of lease clean yourself it is best to start once the house is totally empty.

“Start high and go low” and clean “from the back of the room/floor working your way out of the space”. This will save heaps of time and reduce double handling.

Vacating Tenant | CLEANING CHECKLIST

Area	Notation	Done
Floor coverings	All floors must be clean and stains removed Carpets must be professionally cleaned (receipt must be provided) Tiles and timber floors mopped	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Windows	Cleaned inside and where able outside Window / sliding door sills cleaned	<input type="checkbox"/> <input type="checkbox"/>
Window Coverings	Blinds cleaned Curtains cleaned (do not wash without prior approval)	<input type="checkbox"/> <input type="checkbox"/>
Walls	Cleaned & all marks removed from walls & skirting boards throughout.	<input type="checkbox"/>
Bathroom	All tiles cleaned, grouting and ceiling mold free Toilets washed inside, outside & behind Bathroom vanity free of all soap scum Exhaust fan clean Floors mopped thoroughly	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Kitchen	All cupboards washed inside and out Oven, stove, cook top, fridge (and top) free from grime (including oven trays and racks) Exhaust fans cleaned and free from residue	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Bedrooms	Built in wardrobes free from dirt and doors / mirrors cleaned	<input type="checkbox"/>
Laundry	Laundry tub cleaned Floors mopped	<input type="checkbox"/> <input type="checkbox"/>
General	External areas returned to same condition, including gardens, pools, garage All light fittings in working order, cleaned and free from dust All rubbish to be removed; Otto bin emptied washed out and left in a clean condition. Hose or brush down exterior of house (removing dust & cobwebs.)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Keys	Keys for all locks returned	<input type="checkbox"/>










Your Property, Your Way

We feel that a referral is the greatest compliment.

If you know someone who needs our services, **refer us.**

Executive Property Management

If you own an investment property and are looking for more of an executive service, we warmly welcome you to check out our property management packages. In case you would like a no obligation assessment, please check out the link **Why List with Us** on the footer of our website.

		• SHORT-TERM STAYS •		• EXECUTIVE LONG-TERM LEASING •			
		TURN-KEY SOLUTION	BOOKING AGENT	TOTAL MANAGEMENT	OWNER HANDS ON	LEASING ONLY	FINANCE & LEGAL
		"YOU TAKE CARE OF EVERYTHING!"	"JUST FILL IT UP!"	"OVER THE SHOULDER!"	"I KNOW MY PROPERTY BEST!"	"JUST FIND ME A TENANT!"	"HELP WITH THE HARD STUFF!"
	Listing & Marketing	✓	✓	✓	✓	✓	
	Leasing, Letting & Booking	✓	✓	✓	✓	✓	
	Finance	✓	✓	✓	✓	✓	✓
	Legal & Tenancy Management	✓	✓	✓	✓	✓	✓
	Compliance & Regulatory Adherence	✓	✓	✓	✓		✓
	Repairs & Maintenance	✓		✓			
	Project Management	✓		✓			
	Hospitality & Concierge Service	✓					
	Operational Delivery	✓					
<p>* Our fees are determined based on the service we provide and your property's complexity.</p> <p>Ask our asset manager what will work best for you.</p>		For owners who want a complete SHORT-TERM end-to-end outsourced service.	For owners who want help with sales & marketing for short-term rentals.	For owners who want a complete LONG-TERM end-to-end outsourced service.	For investors who want to be directly involved with trades working at property.	For more sophisticated and capable owner managers.	Mid-tenancy property appointment. For owners who don't want to do this anymore or unhappy with current situation.

Find the item you want and follow the line with the camera phone to make it easier to scan the correct QR code.

Thank You

The **TENANT INFO PACK** is here to help and guide you during your tenancy. We hope you find it useful. Please do not hesitate to contact us at time during your lease. We look forward to working with you.

Please see below, quick links and QR codes for your reference.



Property Providers' portal and social media3
propertyproviders.com.au



PropertyMe, Property Management System5
my.propertyme.com



Direct Debit Set-up5
propertyproviders.com.au/holiday/Tenant-Direct-Debit-Form-Executive-Leasing



NSW Fair Trading FAQ6
fairtrading.nsw.gov.au/housing-and-property/renting/rental-bonds-online/faq-for-tenants



MyConnect (utilities & internet)6
myconnect.com.au/property-providers



Condition Report (NSW Fair Trading)7
fairtrading.nsw.gov.au/__data/assets/pdf_file/0008/608381/condition-report.pdf



Repairs & Maintenance8
propertyproviders.com.au/holiday/Repairs-and-Maintenance



Wear & Tear Vs. Damage10
blog.propertyproviders.com.au/index.php/2019/04/09/damage-vs-fair-wear-and-tear



Routine Inspections13
propertyproviders.com.au/holiday/Routine-Property-Inspections



Tenant/Guest Mail Policy15
propertyproviders.com.au/holiday/Policy-Guest-Tenant-Mail-Management