



Dear Tenant

*Welcome to your new home!*

Your Landlord and Real Estate Agent have chosen SATS to maintain the smoke alarms in the property that you occupy.

They have done this to ensure that all the alarms in your property are serviced for optimal performance in the unlikely event of a fire. Well positioned and maintained smoke alarms give the occupants the most advanced warning in the incident of a fire, allowing the occupants optimum time to evacuate.

As part of our service to you and so you can safely enjoy your new home we have arranged with your Landlord(s) to ensure that all smoke alarms are tested, cleaned and maintained on a regular basis.

Upon requiring access to your property SATS will first make contact with you via a phone call to arrange a suitable time to enter your property and carry out the safety and compliance services.

All SATS technicians are full identified in uniform and drive sign written vehicles.



Smoke alarms monitor the air to detect smoke in the property. You must be careful not to create fumes or particles which “look” like smoke. Eg excessive airborne dust, steam, cooking fumes, aerosol sprays etc. All of these things can cause a false/nuisance alarm causing inconvenience to you and your family.

If your smoke alarm sounds for “No Reason” look to see if there is another possible cause. Get a towel or newspaper and fan the smoke alarm. This is to blow out any particles which may have caused it to sound. If you continue to get false alarms please contact your Real Estate Agent.

## **Your Responsibilities:**

Allow the SATS technician to gain access safely to the property to service your alarms.

This service has been paid for by your landlord and you **MUST NOT** tamper with the smoke alarm. If you have any problems with your smoke alarm (s) please contact your Real Estate Agent and they will contact SATS to come and check them.

If you tamper with or remove the battery from the alarm, SATS will attend the property to ensure all smoke alarms are in working order and you will incur the charge for this visit.

Immediately notify your Agent if there are no smoke alarms in the property.

If you are experiencing false alarms or you are aware your alarm isn't working, you should contact your Agent.

Please be advised that SATS will make every effort to contact you to arrange a suitable time and date to inspect, test and where applicable replace smoke alarms. Should you not make yourself available, the Residential Tenancy ACT provides the provision to obtain keys with 48hours notice and to ensure the property is compliant.

If any of the window coverings in your property have clips and warning tags attached, they must not be removed. They have been installed for the safety of the house occupants.

**Please note: If you tamper with the smoke alarm(s) in this property, or any safety devices, it is considered a breach of your tenancy agreement and your tenancy could be terminated.**

