

Important renter information

Safety services at your home

Your agent has engaged the services of Detector Inspector to take care of the mandatory safety checks at your rental property.



Smoke alarm service

Includes smoke, button and decibel tests on each alarm, checking and replacing batteries as required, verifying alarm location and checking whether alarms need to be replaced.



Every 12 months



Average 15 minutes



Electrical service

Includes checks of rental provider supplied electrical appliances, installations and fittings including earth loop and polarity tests of all accessible power points.



Every 2 years



Average 90 minutes - 2 hours



The mains power at the property must be intermittently switched on and off during the service.



Gas service

Includes checks of your main gas line and each rental provider supplied gas appliance for carbon monoxide leaks and other faults.



Every 2 years



Average 90 minutes - 2 hours

Things you need to know

We make safer homes. That's our purpose and it drives our team every day. Please help us by noting the following:

Do's & Don'ts

- Do immediately contact us to report any faults or problems
- Don't install, remove, deactivate or tamper with any rental provider supplied appliances including smoke alarms, gas appliances, electrical appliances

Accessing your property

We will seek access to your property in order to carry out the safety services. Access will be arranged by:

- Notifying you of an agreed date and accessing through an agency provided key; and/or
- Allowing you to specify a date and time that's suitable.

Please note that services will require access to multiple rooms at the property. Every field services team member holds an approved National Police Certificate.

