



## INFORMATION FOR TENANTS

We welcome you into your new home and trust that your time renting with us will be a pleasant and memorable experience. For your information we have detailed below certain things you may find valuable throughout your tenancy and recommend safe keeping of this document in the case of any emergency.

### **SERVICES**

It is your responsibility to have the gas, electricity and telephone connected in your name and to finalise the account when you vacate. The water authority will be advised by our office of your tenancy but we will require that you notify them at the end of the tenancy to confirm your forwarding address. Charges apply for water consumption under the Residential Tenancy Act only when there is a separate water meter.

### **CONNECT NOW**

Is a simple and convenient time saving service assisting you to connect utilities. Connect Now also provides a range of additional services to compliment your household, i.e., internet, mobile and pay TV. If you would like to know more about their services please call them directly on 1300554323.

### **CONDITION REPORT**

This document is as important as the tenancy agreement as it establishes the properties condition at the start of your tenancy. It will be used at the end of the tenancy to establish the basis on which your bond is refunded. Please check it carefully at the start of your tenancy and return the top copy of it signed within 3 days of your tenancy commencing. Please feel free to make any amendments or notations that we may have not noticed on your inspection.

### **RIGHTS AND DUTIES**

This booklet has been provided to help you during your tenancy to understand your rights and obligations and those of the landlord.

### **DOCUMENTS**

The tenancy agreement and condition report are legal documents so please ensure that you keep them in a safe place.

## **PAYING RENT**

We keep a detailed ledger of your payment dates and at any stage can produce this document for you upon request in the event you may need it. Your rent is due on a specific date each month and should you be using the Electronic or Phone Banking methods please be aware that the funds you transfer are not delivered to our account until the next business banking day, hence if your rental is due on the 6<sup>th</sup>, please ensure you effect the transfer on the 5<sup>th</sup>. If you are at any stage experiencing difficulty making the rental by its due date, we request that you call your property manager prior to the due date to explain this so that the landlord can be informed to avoid them receiving penalties for late payments.

## **INSURANCE**

We strongly urge and recommend that all tenants have insurance cover on their own contents in a rented premise. It is not the landlord's responsibility and nor is it covered under their building policy.

## **INSPECTIONS**

We endeavour to inspect each property on a regular basis pursuant to regulations outlined in the Residential Tenancies Act 1997. Should you wish for us to inspect the property outside our scheduled visit, please call us, we will be only too happy to accommodate.

## **CHANGE OF TENANT**

The landlord has approved the tenancy in your name. If a new tenant wants to occupy the property, their application must be similarly approved. Any change in occupant can affect the bond refund when you vacate. Ensure that these procedures are strictly adhered to.

## **KEYS**

If you change the locks it is a provision of the Residential Tenancies Act 1997 that you immediately supply this office with a key. Where possible this office will endeavour to hold a spare set of keys in the event you are locked out. It is your sole responsibility if locked out for any costs incurred for a locksmith to assist in you gaining entry.

## **LEASE ASSIGNMENT**

If you vacate during the term of your agreement you will break the lease. Under the Residential Tenancies Act you are responsible for any loss of rental until a new tenant is found, all fees incurred by the landlord in relation to the reletting and any advertising costs incurred. Please contact our office if you require a more detailed schedule of the fees involved.

## **BOND MONIES**

A final inspection will be completed after all keys are returned. Upon our office receiving your intention to vacate we will forward a letter detailing the requirements of how to ensure a speedy bond refund.

## **MAINTENANCE**

Please advise us in writing of any maintenance issues that you may request or wish to notify the landlord of. All requests are sent to the landlord in the first instance. A form is to be completed by you and sent to our office to ensure your file is up to date with any requests/reports that you make.

## **URGENT MAINTENANCE**

Our office is attended daily and on a Saturday until 12.30pm, in order for you to report any maintenance. See our "Urgent Repairs" contact sheet attached.

## **PAYMENT METHODS**

Our office offers several different ways of rental payments

Direct credit

BPAY

Money Order or Bank Cheque or Personal Cheque

For security reasons we do not receive cash for rental payments. Please advise us of your preferred methods and we will provide the appropriate details according to the method.

## **COMMUNICATION**

Most of all the problems experienced by tenants, landlords and property managers can be overcome by prompt and professional and honest communication. It is the tenant's main responsibility to keep the property clean and to meet their financial obligations. It is the landlord's major responsibility to ensure the property is maintained and the tenant has a peaceful environment. It is the responsibility of the property manager to oversee the whole process. This can only be achieved if we all play our part so please remember we are here to help you, but only can if you help us.

## **URGENT REPAIRS WHAT DO I DO AFTER HOURS?**

1. Consider carefully whether the repair is actually URGENT. (SEE ATTACHED DEFINITION)
2. Call 0414 185 125
3. If there is no answer on the above number refer to our emergency tradesperson repair list below:

Deakin Plumbing	9338 4933 0416 116 844
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Dean Scarce Electrical	0412 532 333
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Brunswick Locksmiths	9380 5677
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4. If there is no response from our tradesmen, you are permitted to contact a tradesperson BUT you must report the matter immediately in writing, email or fax to our office.

## **HELPFUL HINTS**

If water is running constantly look for the mains tap usually located at the front of the property and turn off.

Have as much detail as possible ready before you dial our office, or use a tradesperson.

# **URGENT REPAIRS WHAT COUNTS AS AN URGENT REPAIR?**

An urgent repair is any work needed to fix the following:

- A burst hot water service
- A blocked or broken toilet system
- A serious roof leak
- A dangerous electrical fault
- Flooding or serious flood damage
- A serious storm or fire damage
- A failure or breakdown of any essential service or appliance provided by the landlord or agent for hot water, water, cooking, heating or laundry
- A failure or breakdown of the gas, electricity or water supply
- Any fault or damage that makes the rented premises unsafe or insecure
- An appliance, fitting or fixture which is not working properly and causes a substantial amount of water to be wasted
- A serious fault in a lift or staircase in the rented premises