

TENANT INFORMATION SHEET

CONTACTING OUR OFFICE

- To receive prompt action, the best form of contact with our office is via email.
- If you do not have access to email, feel free to contact our office by telephone.
- It is important that all requests are submitted to our office in writing.

MAKING APPOINTMENTS

- It is important that if you wish to visit the office to discuss any issues with a property management staff member to arrange an appointment time. Our Property Managers are often out of the office conducting inspections and we know that there is nothing more annoying than having to wait.

RENT

- The tenant agrees that it is their responsibility to pay rent in advance. Late rent payments will not be tolerated so please ensure that paying your rent is top priority at bill paying time to avoid possible eviction.

ROUTINE INSPECTIONS

- Our office will carry out periodic inspections on the property to ensure cleanliness, check for damage and look for necessary maintenance requirements. (Written notice will be given to you on all occasions). Our inspections are scheduled so that our Property Managers are doing all homes in your street/area on the same day . so if you cannot be home for the inspection we will enter with a key.

REPAIRS

The tenant agrees to notify the Agent of any damage or repairs that may be required on the property in writing. At all times your first contact to organise the repairs must be to our office. If a genuine emergency problem occurs out of the office hours (i.e. Saturday Afternoon, Sunday or after 5.00PM Monday to Friday) please contact-

- Plumber: Hi-Ho Plumbing . 0418 871 042
- Electrician: Jazzy . 0402 295 332
- Locksmith: Lockpro Locksmiths . 3394 4181
- Glass replacement: Frog Glass - 3272 1644

If a repair request is reported to our office and it is caused by tenant neglect, the tenant agrees to be responsible for the payment of the account. For example, power failure due to one of your faulty appliances, a foreign object blocking toilets or garbage disposal units.

LOCKED OUT OF THE PROPERTY

- If you find yourself locked out of your property you may visit our office to collect our office set of keys. It is important to note that for privacy and security reasons, we are only able to give keys to tenants listed on the tenancy agreement and photo identification must be produced.
- **PLEASE NOTE:** If you are required to pick up these keys after hours a fee of **\$25.00** will be charged.

BREAKING OF TENANCY AGREEMENT

Should you need to break your tenancy agreement and vacate the property before Lease is due to expire, the following conditions will apply:

- The tenant is responsible for and must pay rent until a new tenant moves in or until the end of the tenancy agreement, whichever is sooner.
- The tenant must pay for reasonable reletting fees being equal to the first weeks rent or as otherwise agreed.
- The tenant must also pay for all advertising costs expended by the office in the process of securing a new tenant.

GIVING NOTICE

- The tenant agrees that when giving notice of intent to vacate the property; it must be in writing and posted (allowing 2 days for postage), hand delivered or faxed to our office a minimum of **two weeks prior to leaving the property**.

CONTENTS INSURANCE

- It is the tenants responsibility to insure his or her own belongings and furniture. With the ever-increasing incidence of burglary and theft, we strong recommend you take out contents insurance.

PETS

- Pets are not permitted at the property unless approved by the owner of the property and writing into your tenancy agreement. Should you wish to obtain a pet, please submit a written request to our office PRIOR to purchase. We will contact the owner to obtain approval and make some additions to your tenancy agreement.

VACATING

- Please be aware that you must return all keys to our office with your carpet/pest receipts and Exit Condition Report BEFORE we will conduct your final inspection. It is not possible of you to leave your keys inside the property when you move out. When you hand over the keys . our office will complete your final inspection **within 3 business days** in accordance with the RTA.
- It is the tenants responsibility to hand over the property in the same or very similar condition it was when they moved in. This includes cleaning, gardening, carpet cleaning and flea control if applicable. If you fail to hand over the property in a satisfactory condition . our office is under **NO OBLIGATION** to give the tenants a second chance to rectify. Make sure you have finished everything before you hand over your keys as we will only give you a chance to go back if there is sufficient time before a new tenant moves in.