

Tenancy Information

MOVING INTO YOUR RENTAL PROPERTY

Useful contacts

Synergy – 13 13 53

Alinta Gas – 13 13 58

Kleenheat – 13 21 80

Keys/Remotes – You are given keys at the commencement of your tenancy and are required to hand these back along with any extra keys that may have been copied during your tenancy.

In the event that you lock yourself out of the property, this is your responsibility. If it is during business hours we may be able to loan you our office set to gain access, so please contact our office to discuss. If however, you are locked out after hours, you will need to contact a locksmith at your own expense.

If you require the locks to be changed on the property please ensure you discuss this with your Property Manager first. We will require copies of keys for any locks that are changed.

Bond – Your bond will be lodged with the Bond Administrator and you will receive notification from Bonds Online to confirm the details lodged are correct. Once accepted by all tenants on the lease, the Bond is then lodged and you will receive a confirmation.

At the end of your tenancy when it is time to refund the bond you will once again receive a notification and will need to confirm the disposal details and enter your banking information for electronic refund.

Property Condition Report – Please ensure that you return your signed and amended where necessary, Property Condition Report to us within 7 days of receipt of it. If you do not return it to us please be aware that the original Property Condition Report will be used for the end of tenancy comparison, regardless of whether you agree to the original report or not.

Insurance - Your personal belongings are not covered under the owners Landlord Insurance even if the cause of damage is due to a flood, storm etc. We therefore recommend tenants take out their own insurance.

DURING YOUR TENANCY

Rent-

Your rent is payable weekly or fortnightly in advance. Please note we DO NOT accept cash payments.

Our bank details are:

Kim Turner Real Estate Trust Account

BSB – 036-031

Account Number – 498889

Reference – (Your street number and Surname)

Please ensure when you pay your rent that you are using the correct reference number so that when we process rent payment's we can identify your payment against your property. Failure to do this can result in a delay in us being able to allocate your payment correctly.

Rent Arrears -

It is important that your rent is always paid on time, this is a requirement as per your Tenancy Agreement. Our office has a "Zero Tolerance" for late rent. Rent is always payable in advance and if your account does happen to fall into arrear's we are left with no alternative other than to take action.

If you happen to fall into arrears or know that you will be unable to make your rental payment, please contact our office urgently and discuss the situation with your Property Manager.

These actions form our arrears management procedure and occur as per below.

1 Day Late – SMS, email or phone call to advise of late rent.

2 Days Late – A "Breach Notice for "Non-Payment of Rent" will be issued.

If rent remains in arrears this will result in us issuing a Termination Notice and applying to the Magistrates Court to have the tenancy terminated and request vacant possession of the property.

Please be aware that regardless of whether or not the owner has agreed to rent being paid late we must still follow our arrears management policy above as failure to do so may void the owner's landlord insurance.

Emergency Repairs –

We have provided you with a Tenant Emergency Sheet which we advise you keep handy in the event something goes wrong. A copy of this is also available on our website.

General Repairs – At any time throughout your tenancy it is the tenant's responsibility to report all maintenance to our office in writing.

Emergency/Urgent Repairs fall into 2 categories – Essential services and Other urgent repairs.

Urgent Essential Services –

- A burst water service
- Gas leaks
- Broken hot water system
- Sewerage leaks
- Dangerous electrical faults

Other Urgent Repairs – These are repairs that that are not an essential service but are necessary to avoid:

- Exposing the property to damage
- Exposing a person to the risk of injury or,
- Causing undue hardship or inconvenience to you

Please note – locking yourself out of the property is not considered an emergency.

In the event of a serious electrical fault or electric shocks please contact -

Western Power -13 13 51

In the event of serious storm damage please contact –

SES – 13 25 00

In the event of a Gas leak please contact –

Gas Leaks and Emergency Services – 1800 427 532

Browns Plumbing – 08 9330 5786

Taking Care of The Property – As tenants it is your responsibility to ensure that the property is clean and maintained. A few specific duties include:

- Regularly cleaning air conditioning filters and vents (where applicable)
- Ensure RCD's and smoke alarms are regularly checked
- Weed and trim garden beds and plants, mow lawn's
- Ensure pools/spas are kept clean, chemicals maintained.

Routine Inspections – We conduct regular routine inspections at your property (every 3 months) with the 1st inspection to be conducted 6 weeks after the commencement of your lease. We will provide you with 7-14 day's notice in writing of your upcoming inspection and we will also provide you with an inspection guide to assist you with ensuring the property is presented to an acceptable standard.

If your routine inspection is not up to standard we will advise you of the issues we require you to address. Should there be significant cleaning issues and/or damage to the property the owner may instruct us to issue you with a Breach Notice requiring you to fix the issues and if we are required to conduct a re-inspection you may be charged a re-inspection fee.

END OF TENANCY

Vacating the Property –

When you intend to vacate the property, in all instances we require your notice in writing.

Ending a Fixed Term - If you are leaving at the end of your current fixed term lease, we require at least 30 day's notice in writing.

Please note that this amount of notice needs to commence when we have received your notice, not when it was posted (where applicable).

Ending a Non-Fixed (Periodic) Term

If you are leaving on a non-fixed term (periodic) lease, we require at least 21 day's notice in writing. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted to us.

Breaking a Fixed Term

Should you wish to leave during a fixed term lease, we require your notice in writing. We are unable to accept your intention verbally. In the case of breaking a fixed term lease, the following costs will be incurred:

(a) Rent until a tenant approved by the landlord takes possession, or the lease expires (whichever occurs first).

(b) Reletting fees and advertising costs to relet the premises. This is payable pro-rata depending how much of the lease remains when a new tenant is secured.

(c) Should the premises be vacant before a new tenant is secured, it is also your responsibility to ensure the grounds are watered and maintained for this period.

Getting Your Bond Back Quickly-

At the end of your tenancy you will no doubt want your bond refunded quickly after you vacate. For your full bond to be paid as quickly as possible, you will need to ensure the following:

a) **Rent** - any outstanding rent is paid promptly.

b) **Property Ready** - the property is cleaned, carpets professionally cleaned and grounds returned to their incoming condition. Please follow the final vacating guide that will be forwarded to you when you have advised us of your vacating date. The property must also pass the final inspection conducted by this agency.

c) **Outstanding Accounts** - please ensure that any monies outstanding like water, any damages, compensation amount's and break lease fees are paid.

d) **Keys** - ensure that all keys, remote controls etc have been returned. Rent will continue to be charged until the keys have been returned to our office.

Once these criteria have been met we can then refund your bond.

Delays to this in all cases relates to one or more of these criteria not being met.

Outstanding Rent- Please note that it is against the tenancy legislation to withhold rent at the end of your tenancy with the intention for this to be deducted from the bond. Your rent must be paid in full, leaving your bond intact and rent is charged until the keys are handed back.

Carpet Cleaning - Please ensure the carpets are professionally steam cleaned. Be aware that using cheap 'do it yourself' carpet cleaning hire machines may initially save on cost, but in the long run may cost you a lot more, as they generally do not have the power to get carpets properly cleaned. This can result in professional carpet cleaning still required after you have paid to hire a machine as well!

The Final Inspection – Only once the property has been fully vacated, cleaned and grounds made ready with keys returned can we commence our final inspection. It is important to

note that if a final inspection time has been made and you are aware that you will not be fully ready for the inspection, please call us as soon as possible to rearrange another time. We do not wish to travel to the property ready for the inspection and find the property not 100% ready.

Closing Comments

We hope this brief but informative guide answers any questions you may have. Any further questions you may have at anytime throughout your tenancy can be directed to your property manager. Once again thank you for choosing Kim Turner Real Estate as your preferred leasing & rental agent. We hope you enjoy your tenancy and we look forward to seeing you soon.

Kind Regards

Property Management Department

Kim Turner Real Estate.