

Tenant Information

Important Telephone Numbers:

KW Property Sales & Rental	5133 7777
KW Property Sales & Rental After Hours	5133 7669 (Emergency repairs only)
SES	132 500

Service Connections:

It is your responsibility to have gas, electricity and telephone (if required) connected in your name and to have the accounts finalized when you vacate the premises. Our office will arrange a meter reading for your water and to have the account transferred in your name.

Payment of Rent:

Rent must be paid 2 weeks in advance. We have many payment options available, cash paid at our office, Centrepay is available to those who receive Centrelink benefits, REConnect offers a 24 hour banking service and rent can be paid using telephone, internet or direct debit. Our office can also provide you with account details if you want to pay rent via internet banking.

Office Hours for receipting of rent:

Monday to Friday	9.00 am - 5.25 pm
Saturday	9.00 am - 12 noon

If you are experiencing difficulties in paying your rent, please advise a Property Manager immediately.

Our rent arrears procedure is very simple, you will receive a text message reminding you your rent is overdue and payment is required immediately. You may also receive a phone call or email. We are required by law to advise you of any arrears. On day fifteen of your rental arrears we will seek instruction from your Landlord regarding a Notice to Vacate being issued. If a Notice to Vacate the rented premises is sent to you via Registered Post and if rent is still not in credit 5 business days after this Notice is sent, an application is made to the Victorian Civil and Administration Tribunal for possession of the rented premises.

Please remember our landlords have financial commitments to meet and they rely on the rent being paid on time.

Your Contact Details:

Please ensure your contact phone numbers, including work, home and mobile phones are up to date. This is important in the case of maintenance and organizing repairs as well as our office being able to contact you.

Insurance:

It is your responsibility to arrange for contents insurance for your possessions. The landlord's insurance policy covers the building and sometimes fixtures and fittings inside the property.

Ending the Tenancy / Lease break:

If you wish to vacate the property at the end of the fixed term agreement, **you must give written notice twenty eight (28) days prior to the lease end date or thereafter.** Vacating forms are available at our office.

***Lease break** - if you need to break your lease agreement, contact our office to discuss the fees and costs associated. Remember, you are responsible for rent and maintaining the property until a new tenant moves in.*

Reporting Maintenance:

Prior to reporting maintenance, please ensure you have all the required details to ensure our staff understand the repairs required. Maintenance can be reported by phone, or we have maintenance forms at our office where you can fill out all the details. **Note: light bulbs, fluorescent tubes and starters, lighting pilot lights and cleaning of filters on air conditioners, heaters and dishwashers are not the landlords responsibility.**

After Hours emergency maintenance can be phoned through on 5133 7669. If the emergency maintenance reported is storm related (roof tiles off, roof sheeting loose or coming off) please phone the SES on 132 500 for their assistance, and call our office to report the matter on the first business day.

If you lock yourself out of the property after hours, this is **NOT** considered a maintenance issue and you will be required to contact a locksmith to gain entry, and will therefore be responsible for the locksmith account. **Remember, if you change the locks at the property, you are required to supply our office with a spare key as per the Residential Tenancies Act 1997.**

Car Parking:

Cars can only be parked in designated areas. You are not permitted to park cars on nature strips or lawn areas and this is a breach of your lease agreement.

Picture Hooks:

Only use existing picture hooks that are in the walls. If you wish to hang more pictures, you need to get permission from the Landlord to install more picture hooks.

Do not use sticky tape or blu-tack on walls to hang or place pictures on walls, these items can damage the paintwork and you will be required to repair the damage caused.

Bond Refunds after Final Inspections:

Bonds are refunded only after keys have been received by our office and the final inspection has been completed. To obtain a full bond refund at the end of your tenancy, it is recommended that you leave the property in the same condition as it was when your tenancy commenced. A checklist is sent to you prior to you vacating a property and you should adhere to this as well as your original condition report.