



LAKEFORD REAL ESTATE

TENANT WELCOME KIT

Dear Tenant/s

Congratulations on securing your new home. We hope your moving process is not too stressful and you are settled as quickly as possible.

At Lakeford Real Estate, we like to ensure our tenants are well informed of what to expect from our agency during your tenancy. We also take this opportunity to explain what we expect from our tenants and outline the responsibilities that come with signing a Residential Tenancy Agreement.

The following pages contain important information regarding your tenancy.

Should you have any questions or concerns now or throughout the tenancy, please do not hesitate to contact our office and one of our Property Managers will be able to assist.

Our preferred method of communication is via email. If you would like to speak directly with your Property Manager at our office, please call our office on 6742 6677 to make an appointment at an agreed time to ensure they will be available to speak with you.

Kind Regards
Lakeford Real Estate

OFFICE DETAILS:

Lakeford Real Estate
100 Marquis Street, GUNNEDAH NSW 2380
Ph: 6742 6677
Email: office@lakefordrealestate.com.au
Web: <https://www.lakefordrealestate.com.au/>



LAKEFORD REAL ESTATE

BEFORE MOVING IN

THE NEXT STEP

Once you have been approved for a property, you will receive this document along with a draft of the Residential Tenancy Agreement that you will be signing to enable you to seek independent advice prior to signing.

In order to secure the property, we require you to pay one weeks rent as a non-refundable holding deposit (converts to one weeks rent on lease commencement). Prior to signing the lease, we require a 2nd week's rent and bond which is the equivalent of 4 week's rent (total of 6 weeks). Details of where to pay this will be outlined clearly in the email.

Once funds have been paid, you will need to contact our office to make an appointment to sign the required documents and collect keys. Please note; keys cannot be collected until the day your tenancy starts.

YOUR PORTER

Prior to moving into the property, you will need to arrange to have all utilities connected. Your Porter is a **free** connections service and are able to connect your services with the best rates/deals being offered. This complimentary service is organised by Lakeford Real Estate for your convenience.

Your Porter will contact you automatically as part of the tenancy process, but for more information, please visit [Your Porter information.](#)

Your Porter ~ Free Connections Available:

- Electricity
- Gas
- Internet
- Pay TV
- Telephone
- Home & Contents Insurance
- Life Insurance
- Car Insurance
- Health Insurance
- Home Loan

INSURANCE

Tenants should arrange insurance for your contents. Your belongings are not covered under the Landlord's policies in the event something occurs.



ENTRY CONDITION REPORT

A copy of the entry condition report for the property will be provided at the commencement of your tenancy. Please complete, sign and return to the office WITHIN 1 WEEK.

The Entry Condition Report documents the condition of your rental property before moving in. This is the most important document to secure your bond refund. By paying attention to detail and filling out the report properly, you can ensure the end of your tenancy will be easily managed.

Why is it important?

By not returning the report in the specified time frame, you are agreeing to the property manager's report of the property and you are accountable for any issues that may have been overlooked.

Once sent to the agency, you will receive a signed copy of the report via email for your records.

When vacating the property at the end of your lease, your property manager will inspect the property against the entry condition report for any damage during the tenancy.

How do I fill it out?

The report is divided into sections, outlining different rooms and features of the property. Follow the sections of the report and write comments on any marks, damage or faults as you go in the 'tenants section'. This may mean testing that all facilities such as ovens, lights and water taps are in working condition.

If you disagree with some of the comments made by the agent upon inspecting the condition of the property, leave your comments in the tenant section of the report; you may also agree but want to add more information.

It is also helpful to take photos and have them dated to ensure you have proper evidence should any issues arise.

If you require more room to make comments, add a separate page and ensure you refer your comments to the designated section in the report and sign and date each page.

We recommend you allocate a minimum of 1 hour prior to moving into the property to complete this form.

SAFETY SWITCH FOR POWER CIRCUIT

The tenant/s agree to test the Safety Switch if installed for the Power Circuit on the Power board at the beginning of the tenancy and to advise Lakeford Real Estate urgently if the safety switch fails. Instructions and information details:

What is a safety switch?

Safety switches are an insurance against electric shock and are designed to prevent injury or death.

They monitor the flow of electricity through a circuit. They automatically shut off the electricity supply when current is detected leaking from faulty switches, wiring or electrical appliances. This stops the chance of current flowing to earth, through a person; electrocuting them.

Installing a safety switch is an inexpensive safety measure that protects everyone.

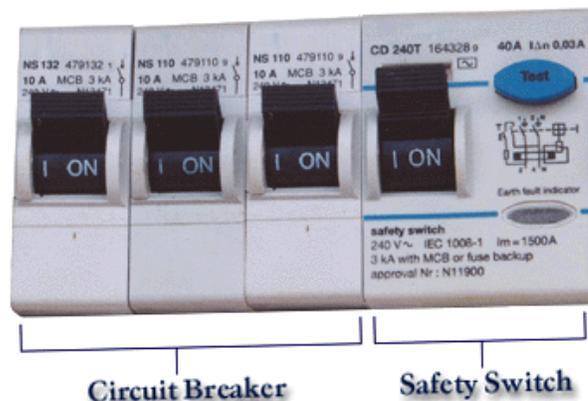
Are safety switches failsafe?

Nothing is failsafe. Safety switches should be regularly checked; just like a smoke alarm or other safety device, if it is not working properly, it cannot protect.

It is also important to make sure electrical appliances, electrical wiring, extension leads and other electrical equipment are regularly checked and kept in good working order.

How do I know if a safety switch is installed?

Check by looking at the switchboard for the TEST/RESET button. That tells you if there is a safety switch installed. When you open the switchboard you should see something like this:



Typical switchboard – this shows the main switch, safety switch with test button and circuit breakers. All homes have circuit breakers or fuses. These are designed to protect the wiring and appliances within the premises. Only safety switches are designed to protect people.

Testing a safety switch

- To test a safety switch, simply press the TEST button.
- This should automatically trip the switch to the 'off' position.
- Reset by pushing the switch back to 'on'.
- If it doesn't work, contact your property Manager immediately.
- Carry out the safety switch test every 3 months

Why did it 'trip'?

- If a safety switch turns off the power, it may be that a resident could be using a faulty appliance or the electrical wiring may have become faulty.
- Reset the safety switch. If it trips again, unplug the last appliance used. If everything works okay, take that appliance to a licensed electrical contractor to be checked.
- If the safety switch keeps tripping, disconnect all appliances and plug them in, one at a time, until the faulty one is located.

Avoid touching appliances while carrying out this process.



DURING YOUR TENANCY

GENERAL RENTING RULES

- Pay your rent on time
- Keep the property clean, tidy and undamaged (includes yard)
- Keep to the terms of your tenancy agreement
- Respect your neighbours' right to peace and quiet
- If you are in a Strata property, please refer to the body corporate by laws for specific requirements

RENT ARREARS

We understand that there are sometimes unforeseen circumstances that result in rent not being paid on time. If your rental payments are going to be delayed, please contact our office to discuss. It is important that all tenants are aware of our process and the effect this can have on your ability to rent in future.

FROM 4 DAYS IN ARREARS Tenants will be contacted via SMS, phone call or both. Daily SMS will continue until such time as rent is received in our account

7 DAYS IN ARREARS Tenant/s will be issued with a Notice of Arrears. This is a permanent record on your rental history and can badly affect your future rental options. If not rectified a Termination Notice to Vacate is issued once 15 days in arrears.

15 DAYS IN ARREARS Tenant/s will be issued with a Termination Notice to vacate for rental arrears for failure to remedy breach with 14 days' notice to vacate. Tenant/s will be expected to have vacated the property by the expiry date and adhered to all requirements outlined. If tenant/s have not vacated the property by the expiry date, we will lodge an application with NCAT for a warrant of possession. If there are monies owed in excess of the bond, the tenant/s details will be listed on TICA and funds pursued through NCAT.



ROUTINE INSPECTIONS

The property will be inspected approximately 3 months from the commencement of the tenancy and then either quarterly or 6 monthly thereafter (depending on owner instruction and initial inspection). Information relating to the inspection and notice of entry will be received by you at least 7 days prior to the inspection. You will also be reminded of the routine inspection via SMS the day before the scheduled inspection.

Please be aware that the owner of the property will receive a copy of the report and the condition and cleanliness of the property may determine if the owner is willing to renew your lease in the future.

On the day, we will be inspecting the premises to ensure the property is being well maintained and to identify any repairs or maintenance that need to be addressed.

What we inspect

The inspection's key purpose is to visually inspect the areas applicable to the property as listed below, and identify repairs and maintenance needed.

Interior

- ✓ Floors and floor coverings
- ✓ Walls
- ✓ Doors & locks including front and rear
- ✓ Ceilings and fans if applicable
- ✓ Light fittings
- ✓ Power points
- ✓ Built in cupboards – hands, runners, shelving and rails as applicable
- ✓ Curtains and blinds/window coverings
- ✓ Fixtures eg oven and hotplates
- ✓ All wet areas – taps, pipes below sink, basins and laundry tub
- ✓ White goods and furniture if included in tenancy

Exterior

- ✓ Exterior of house
- ✓ Garage / carport
- ✓ Gardens and lawns
- ✓ Paintwork
- ✓ Guttering and downpipes
- ✓ Steps – structure and paint
- ✓ Balcony and decks
- ✓ Driveway, paths, courtyard
- ✓ Clothesline
- ✓ Fencing
- ✓ Taps
- ✓ External light fittings
- ✓ Safety switch
- ✓ Pool / spa if applicable



KEYS

In the event you lock yourself out or lose your set of keys, if a management set is available, you can arrange to collect from our office and have copies cut (at your own expense).

Identification will be required at the time of collection and keys will need to be returned the same day. If keys are not returned, the locks will be changed at your expense.

After Hours –

Phone Property Manager to see if someone is available to provide a copy of the keys (if available) ~ there is an after hours call-out fee of \$55.00 (GST inclusive) and is to be paid when keys provided unless alternative arrangements are made.

If staff are not available to attend or keys are not available; the tenant will need to contact a locksmith at their own expense. If any locks are changed, the tenant is responsible for supplying 2 x copies to Lakeford Real Estate.

TROUBLE SHOOTING GUIDE

HOT WATER SYSTEM

- Is the power switched on?
- Has the power box tripped the safety switch or blown a fuse?
- Check for leaks

LIGHTS

- Has the power box tripped the safety switch or blown a fuse

POWER

- Do surrounding properties have electricity? (blackout)
- Has the power box tripped the safety switch or blown a fuse?
- If the safety switch has been tripped, reset and if it trips again you will need to unplug all appliances from the power points. Reset the switch and re-plug each of the items one at a time to identify what is causing the problem.

(PLEASE NOTE: If an electrician is called out to a property and it is discovered that a tenant's faulty appliance is the cause, the tenant will be responsible and invoiced for the account).

AIR CONDITIONER

- Has the power box tripped the safety switch or blown a fuse?
- Check indoor filters – lift the front cover and slide the filters out. Once out, brush them off and rinse in water then dry before putting back in.
- Check top of indoor unit to ensure nothing is stopping air entering the unit.
- Check around outdoor unit to ensure there is nothing behind or in front obstructing air flow.
- Check settings on the remote ie. Check it is on the correct mode – eg. heating or cooling.

(PLEASE NOTE: If it is discovered that the above causes have not been ruled out first (and attended to by the tenant); eg. blocked filters or something obstructing the air flow, the tenant will be responsible and invoiced for the account).

BLOCKED DRAINS

- Have you cleared the drain of any hair and soap build-up?
- Have you tried using a plunger?
- Have you tried clearing the drains with specific cleaning agents for drains – eg. Draino?

(PLEASE NOTE: If a plumber is called out to a property and it is discovered that a blockage was caused by the tenant, the tenant will be responsible and invoiced for the account).



LAKEFORD REAL ESTATE

GENERAL MAINTENANCE & EMERGENCY REPAIRS

All requests for general repairs must be provided in writing to our office. Please utilize the [Maintenance Repair Request form](#) or email directly through to office@lakefordrealestate.com.au. Please provide as much detail as possible (including photos) as well as providing authorisation and best contact information to access the property for the repairs to be done. *Please only contact staff after hours if an emergency.*

There is a process which must be followed to have maintenance carried out. A tenant should never stop paying their rent to force the owner/agent to undertake repairs. This is a breach of the tenancy agreement and will result in a Breach Notice in line with our arrears procedure.

In the event of an **EMERGENCY REPAIR**, please follow the below steps:

1. Phone our office on 02 6742 6677 and notify us of the situation
2. If outside office hours, please phone Ciara: 0457 627 056, Janelle: 0427 806 357 or John: 0408 607 880
3. In the event you are unable to speak to one of our staff, the tenant can arrange a qualified tradesperson to carry out the repair – refer to our preferred tradesmen following.

Electrician BK Electrical (Brendan) 0410 522 967
Troy Dries Electrical 0412 189 730

Plumber SK Plumbing (Shane) 0417 250 366

EMERGENCY REPAIRS

- A burst water service or a serious water service leak
- A blocked or broken toilet
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- A failure or breakdown of the gas, electricity or water supply to the premises
- A failure or breakdown of an essential service or hot water, cooking or heating appliance
- A fault or damage that makes the premises unsafe or unsecure
- A fault or damage likely to injure a person, damage property or unduly inconvenience a resident of the premises
- A serious fault in a staircase, lift or other common area or premises that unduly inconveniences a resident in gaining access to, or using the premises

PLEASE NOTE: *If the repair is not considered an emergency repair or is found to be caused by negligence or fault of an appliance or tenant, the tenant will be responsible and invoiced for the account.*



PARKING

All vehicles are to be parked in the designated parking areas of the property. **Vehicles are not to be parked on grass, footpaths or any common areas of the body corporate.** Any damage as a result of parking (including oil stains) will be the responsibility of the tenant.

POOLS

If a swimming pool is included as part of the rental property, the tenant is responsible for the everyday maintenance and upkeep of the pool.

No pool is to be installed or erected without permission. If permission is granted, the tenant is responsible for ensuring the pool is compliant with all relevant legislation. We recommend the tenant contacts the local council or government authority for further information.

WATER CHARGES

If the property is water efficient, you are responsible for all water consumption charges for the property. Water charges will be invoiced to you accordingly. This invoice is paid to Lakeford Real Estate (not Council) in the same way you pay your rent with additional "water" reference.

SMOKE ALARMS

If there are any issues with the alarm, please advise Lakeford Real Estate as a matter of urgency. (Our owners pay a company to attend to your smoke alarm if it is considered to be faulty or is beeping etc).

The tenant must not remove a smoke alarm, remove the battery (other than replace it) or do anything to reduce the effectiveness of the alarm – this would be a breach of the Residential Tenancy Agreement.

MOULD

Who Is Responsible?

This is entirely dependent on when and how the mould developed. For example, if the mould developed due to a tenant's negligence, it may become your responsibility to remove the mould.

It is the responsibility of the tenant to notify the agency or property manager as soon as they discover the mould. For more information, please visit: <https://www.health.nsw.gov.au/environment/factsheets/Pages/mould.aspx>

How to Prevent Mould

- ✓ Use the exhaust fan when using the bathroom or laundry;
- ✓ If condensation builds on the walls or ceiling, dry the area thoroughly;
- ✓ Allow ventilation through the property by opening a door or window;
- ✓ Leave internal doors open to allow for circulation;
- ✓ Allow plenty of sunlight to come into the property;
- ✓ To prevent mould growing; remove as soon as it becomes apparent & dispose of any items affected by mould.



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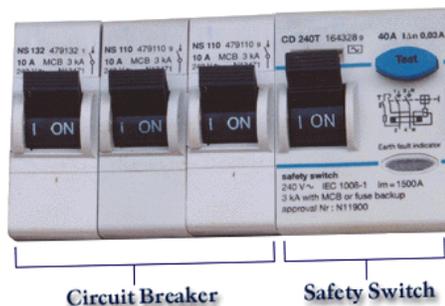
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BREAK LEASE

Tenants who wish to move out of the property before the end of the fixed term lease are required to give Lakeford Real Estate a minimum of 2 weeks written notice. They must meet all required financial responsibilities as per the Residential Tenancy Agreement and complete a [Notice to Vacate](#) form. Financial responsibilities for breaking a lease include:

If the fixed term of the agreement is for three years or less, you may nominate to pay the break fee as follows; this option must be paid in full at the time of handing over possession of the property (return of keys):

- ❖ Six (6) weeks rent if the tenant moves out in the first half of the fixed term
- ❖ Four (4) weeks rent if the tenant moves out in the second half of the fixed term.

** *Alternatively*

Tenants are required to pay a Re-Letting fee of one week's rent plus GST, which goes toward the cost of re-letting the property and;

Tenants are responsible for paying rent for the remainder of the lease, or until the property is re-let, whichever is sooner. Lakeford Real Estate endeavours to re-let the property as quickly as possible to mitigate financial loss.

CHANGE OF SHARED TENANCY

If there is a change of circumstances to the people residing in the property, there are a number of steps you will need to follow.

- You must notify our office of the change in circumstances in writing
- Application forms must be submitted for any new occupants
- Applications will be sent to the owner for approval
- Once approval has been granted, we can complete the relevant change of shared bond/lease forms

NOTE: This is only applicable if one of the original lease holders remains in the property. If no original lease holder intends to remain in the property, it is considered a break lease situation.

Lakeford Real Estate will require the vacating tenant to sign the "Change of Shared Tenancy" bond form which will transfer the bond into the remaining tenant/s name only (when vacating tenant is to be removed from the lease – cancelling their responsibility for the condition of the property as per the previously signed Residential Tenancy Agreement). Bond money is held as security for the property and is not released until all original tenants vacate. Tenants must make their own financial agreement for reimbursement if necessary.



AT THE END OF A TENANCY

VACATING THE PROPERTY

At the end of a fixed term tenancy, one of three things will occur:

- You will be offered a lease renewal for a new fixed term tenancy
- You will be issued with a notice to leave at the end of the lease
- You will remain on a period (continuation) lease

You will be contacted approximately 3 months prior to your lease ending. If you do not wish to continue the tenancy after the lease end, you are required to provide Lakeford Real Estate with a minimum of 2 weeks' written notice prior to the lease end date in writing by completing a [Notice to Vacate](#) form.

BOND REFUND

The following list will help you to get your bond refunded in the shortest possible time:

- ✓ Ensure all rent is paid up to and including date of vacate;
- ✓ Ensure all keys are returned to our office;
- ✓ Ensure the property is cleaned and returned to the same condition as it was before you moved in (refer to entry condition report). To help ensure the property is sufficiently cleaned – please [click for Vacate Cleaning Checklist](#)
- ✓ Ensure the carpets have been professionally cleaned;
- ✓ If pets have been at the property during your tenancy, a professional flea & tick treatment must be carried out
- ✓ Ensure bank account details and forwarding address have been provided to Lakeford Real Estate.