

TENANT INFORMATION GUIDE

Please take a moment to read the following information. If you have any queries feel free to phone one of our experienced property managers.

Condition Report

The condition report has to be filled out by the tenant and agent to ensure that we both agree on the condition of the property. It is a very important form when first moving in. Please return to us within 3 days of moving in. At the time of vacating, you will be required to complete an exit condition report that will compare with the ingoing condition report.

Electricity / Phone

It is the tenants responsibility to have electricity, gas and telephone connected in your name and to have the account finalised when you vacate.

Paying Rent

Our preferred method of receiving payment is via direct debit, you can arrange to set this up through your financial institution. Please call us if you have any questions.

Rent Arrears

If you are having difficulty paying rent; always contact us to discuss your problems first. If you become 4 days in arrears, we will issue a reminder letter first. After 7 days in arrears, we are obliged by law to issue a Notice to 'Remedy Breach' giving you 7 days to bring your rent back up to date. Should the breach not be remedied within the 7 days, then a 'Notice to Leave' is issued, giving you 7 days to vacate the premises.

Maintenance

We ask that you report by completing our repair request form any matters requiring repair or maintenance immediately to avoid the risk of injury to visitors or damage to the rented property. Any maintenance problem arranged by the tenant outside our normal business hours will be at the tenants cost unless it is proven to be an extreme emergency. The only type of maintenance that will be dealt with over the phone is 'Emergency'.

Excess Water - If Applicable on Lease Agreement

According to your 'Tenancy Agreement' you are responsible for payment of excess water usage at the property. Anything over 175 kilolitres is your responsibility.

Breaking Lease

If you are breaking the 'Tenancy Agreement' before the expiry date please contact your Property Manager for information on costs and obligations for breaking your lease.

Vacating the Property

If you intend to vacate the property on the date listed on your 'Tenancy Agreement' or after the expiry date, please complete the 'Notice of Intension to Leave Form' and ensure your property manager receives it at least two weeks before the date you intend to leave. Please also refer to our moving guide.

Occupancy

Only the people originally included on your application and approved by the owner are allowed to reside at the property permanently. If a new tenant wishes to replace an existing tenant you must inform your property manager and complete the 'Changes to Tenants on the Tenancy Agreement Form' and send to your property manager BEFORE the change occurs.

Contents Insurance

Please be aware that the Lessor's property insurance does not cover your personal belongings and it is in your interest to obtain contents insurance in case of damage or theft.

Rubbish

This must be placed in the proper bins provided. Rubbish placed in boxes or bags will not be collected by Council and this can cause health issues.

Pictures

Please do not use Blu-Tack or sticky type substances to hang or place pictures on the wall, as removal of these items usually causes damage to the walls. If no picture hooks are in the premises please contact us to arrange for approval by the Lessor.

Pets

Unless a pet is specifically APPROVED on your lease, pets will not be allowed without prior approval. Please note in unit complexes the Body Corporate By-Laws do not normally allow pets.

Gardens

You are responsible for the lawns and gardens unless specified beforehand. This means watering, weeding, trimming and mowing. Also be aware, that if vehicles are being parked on grassed areas, the condition of the lawn is to be brought back to original condition if and when you terminate the tenancy. This can be very costly, so please keep this in mind when parking on grassed areas not designated as parking.

Routine Inspections

We carry out routine inspections on all of our properties every 3 months and will advise you in writing prior to this occurring. This is always a good opportunity to point out any maintenance problems or other concerns you may have. If you are not present we will access the property with our spare keys.

Property for Sale

If during your tenancy the property goes up for sale, don't worry! You cannot be requested to leave at a moment's notice. If you are under a lease you are there for the term of that lease, other than that the lessor has to give you two months notice to vacate the property.

Keys

We usually have a spare set of keys in the office. If you have lost your keys or have locked yourself out you may collect our set during our office hours. After hours our recommended locksmith can be contacted at your cost.