



Tenant Handbook



Welcome

We hope you enjoy your stay.

This booklet is a summary of some of your roles as tenants within the complex. We encourage you to familiarise yourself with its content and refer to it as necessary.

Reference is made to the 'Body Corporate By Laws' a copy of which is given to you when you move in. The complex is operated under the 'Residential Tenancies and Rooming Accommodation Act 2009' – a copy of this act is available online or by contacting the Residential Tenancy Authority.

At the end of your lease you are required (under the Residential Tenancies Act) to provide at least 14 days written notice of the date you intend to leave – this needs to be a Form 13 'Notice of intention to leave' form available on the RTA website or through the property manager.

This handbook will also outline your cleaning and other responsibilities when moving out.

Please ensure that your mail is correctly addressed and that it includes your unit number.



Getting Started

Living in a unit complex comes with its own unique set of rules. Here are a few things you need to know: -

All pet's need to be approved by the body corporate and as such if you have not filled out a pet application form you will not be allowed to have them on the property.

- ✓ Replacement & cost of light bulbs is the responsibility of the tenant. Please ensure if your lights are not working that you try to replace the bulbs before letting management know.
- ✓ There is to be no smoking inside the property or external balcony areas.
- ✓ If you lose your keys it is at your expense to replace them
- ✓ Property inspections are carried out every 4 months. You will receive a notification via email of the date and time it is to take place. You are not required to present during the inspection
- ✓ No unapproved occupants can reside at the premises for more than 1 week – application required.
- ✓ All outdoor areas that are not common property must be maintained by the tenant including balconies – please note you are not allowed to hose off the balconies as it will leak onto the apartment spaces below. You will need to use a mop and bucket.
- ✓ Residents are responsible for the behaviour of their guests and are liable for any damage caused by their guests.



- ✓ The BBQ and swimming pool all lend themselves to social interaction, however it is expected that residents clean up the area they have been using, respect the noise curfew and refrain from eating or drinking inside the pool enclosure. For the safety of all, the common areas of are GLASS FREE
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Your allocated car space is for storing of your vehicle only. If you require extra storage you may apply via management/body corporate at your expense.

- ✓ Any accidental damage or items broken by the Tenant or their Visitors are the requirement of the tenant to replace at their cost to the Owner/Agents satisfaction. (Items covered under normal warranty conditions excluded).
- ✓ There is to be no smoking inside the unit.
- ✓ Under no circumstances are residents to have in their possession any firearms, ammunition, fireworks, hunting knives or other weapons. Substances prohibited by law are also banned. Disregard of this rule would be considered a serious breach and will result in the immediate termination of the tenancy agreement.
- ✓ All food and general non-recyclable rubbish should be placed into a plastic bag and tied securely before being placed in shoots or skip bins. Bags of rubbish are not to be left on landings, stairwells or outside units. If your building has a rubbish shoot any large items like pizza boxes, cardboard boxes etc are not to be placed in the shoots but taken down to the recycling bins as this can block the shoots and inconvenience other residences.



Your lease obligations & by laws of the complex

Now your application has been approved you will have received your lease and a copy of the complex by laws. In these documents you will find important information regarding your responsibilities. Below are some of the points you will find in them: -

- ✓ The tenant's contents are not covered by the Landlords Insurance – in the event there is a fire, or a burglary please ensure you have the correct insurance.
- ✓ The tenant agrees that if the Entry Condition Report is not returned to our office within three days of receipt - our office copy is binding.
- ✓ The tenant agrees that if they elect to break their lease, they will be responsible to pay, up-front, all the owners re-let costs plus Advertising Fee of \$150 plus GST to begin the break lease process, and any outstanding rent up until the date a new tenant signs an Agreement for the Premises.
- ✓ Any change of tenants which are effectively on the lease will constitute a break of lease as new applicants will have to be approved, and preparation of a new lease I.E. \$150.00 per tenant.
- ✓ Tenant acknowledges receiving and understanding all Body Corporate By-Laws & Building Rules and is responsible for any breach of these By-Laws & Rules, and/or any fines incurred by the Tenants breach.



Moving out procedure

- ✓ The apartment is to be professionally cleaned on exit including steam/shampoo clean of carpets & receipts provided to the office by the lease end date. If this is not done prior to end date, rental day rate will apply & deducted from the bond.
- ✓ If the premises are not cleaned to the agent's satisfaction and within a reasonable time frame, a professional cleaner will be engaged to clean where required and the cost will be deducted from the bond.
- ✓ All fully furnished properties must be returned to the same standard that they were at the beginning of the tenancy. All furniture and soft furnishing must be clean and in the same position as at the point of entry. If cleaning or changes are required, this will be charged at \$75 per hour payable by the Lessee.

Please ensure you -

- ✓ Redirect your mail at the post office.
- ✓ Disconnect the utilities
- ✓ Pay outstanding accounts for rent, if any.
- ✓ Cancel automatic rent payments at your bank.
- ✓ Clean car space – remove items
- ✓ Return all keys
- ✓ Keys and paperwork to be left on the bench inside the apartment with the door locked behind you on departure



IMPORTANT

- ✚ Rent must be maintained **one week in advance**. Keep in mind that weekends and public holidays delay rental payment receipting. To avoid having rental arrears please try and pay your rent 4 days prior to the due date.



- ✚ If you have any maintenance issues please email us directly with as much information as you can, we cannot accept verbal or text maintenance requests. Please send them to **blake@nicherealty.com.au**



Who we are

Our Property Management team is led by Tim Fraser, who has been in the real estate industry for over 20years. Emma Beard is our Property Manager who handles all tenancy requirements, Blake Fraser is the Building Maintenance Manager who you will contact if you have any unit repair issues & Tess Fielding heads our administration team who lends support to the team.

Our experienced and qualified staff offer genuine personal service and professional guidance. We pride ourselves in our honest communication and the rapport we build with clients. Our expert marketing and negotiating abilities has led to a successful working relationship with both owners, tenants and body corporations.

Contact Us

Property Manager

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Building Maintenance Manager

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Administration

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