



New Tenant Information

Important Information for Tenants – DO NOT DISCARD

The following information is provided to assist you when moving into your new home and for the ongoing relationship with your Property Manager.

CONTACTING YOUR PROPERTY MANAGER

Please direct all correspondence to your Property Manager in writing, via email if possible. Please call for any urgent matters. Please advise your Property Manager if you update your telephone number or email address throughout your tenancy. There are various reasons you may need to be contacted throughout your tenancy so this continual updating of information is vital.

RENTAL PAYMENTS

During the tenancy, rent payments are to be made in advance as set out under the tenancy agreement.

Calendar monthly rent is calculated as follows:

Weekly rent ÷ 7 (days in a week) x 365 (days in a year) ÷ 12 (months in year) = Calendar Monthly Rent.

If at any time you are unable to make a payment on or before the due date, please make contact with your Property Manager prior to midday on the date the rent falls due. Please remember that our Landlords also have financial commitments to meet and rely on the rent being paid on time.

Our preferred method of rental payment is by Direct Debit. Rent Card / BPay or Rental Rewards is available upon discussion with your Property Manager. All 3 methods are a quick and convenient process whereby rent can be paid over the phone, via the internet or at your local post office. You can also choose to have your rent paid directly from your credit card automatically; or by being reminded prior to rent being due.

No responsibility will be taken for cheques left under our door. If making rental payments by mail, a receipt will only be mailed out if a receipt is requested and a self-addressed stamped envelope is provided. Please ensure that you write the address of the property you are leasing on the back of the cheque.

BOND

Your bond will be lodged with the Residential Tenancies Bond Authority (RTBA). The bond is held as security against any damage or undue wear and tear. The bond will be refunded promptly after you vacate, provided the property is left as close as possible to the condition as when the Tenancy Agreement commenced and there are no monies owing for rent or other items to be finalised.

PROPERTY CONDITION AS INSPECTED

Tenant/s acknowledge that they have inspected the condition of the property and lease the property 'as inspected'. There will be **no changes** to the property unless already discussed at the point of application. *Please refer to the Maintenance section of this form on how to make additional requests.*

TENANTS CONTENTS INSURANCE

It is your responsibility to insure your personal possessions. Any damage caused to your possessions from water/mould/fire etc or theft are **not** covered by landlord insurance. *We strongly urge you to have your own insurance policy that includes damage caused to fixtures and fittings such as bathroom/kitchen cabinets, carpet or floorboards from flooding caused accidentally by tenants.*



PETS

Pets are **not** permitted on the property unless it has been agreed to at the start of your tenancy and you have a pet clause inserted into your lease. If you want a pet during your tenancy you must request this in writing with details of the pet and it **must** be approved by both the landlord and body corporate if necessary before the pet is allowed to be kept at the property (you may also be required to pay a higher bond).

VENTILATION

Mould, moisture on walls, ceilings or windows, or condensation results from not getting enough air flow through the inside of your apartment or house. Increase airflow by opening windows more often, especially in the bathroom and kitchen.

CHANGE OF OCCUPANTS / TENANT TRANSFER

The Landlord has approved the tenancy in the names of all parties on the Lease Agreement. If there are any changes to the tenancy our office must be advised in writing by **all** parties of the Agreement. Any new tenants going in must be approved by the landlord **prior** to moving in.

Please follow the below steps:

- All tenants to provide written notice to the agent that they all agree to the changes taking place
- Any new applicants must fill out an application form and be approved **before** moving in
- Fee of \$195.00 must be paid to our office (via the same method you pay your rent)
- Once the above steps have been completed, paperwork will be sent for all parties to sign

The transfer has not legally taken place until the paperwork is returned signed by all parties. If no new tenants are going in, the tenant/s remaining in the property **must** provide proof of income that they can afford to take on the property without the other tenant/s.

We suggest you provide the current Lease Agreement & Property Condition Report to any new tenants going in to look through as they will be signing to take on the responsibility & paying towards the current bond held on the property. If any outgoing tenants have caused damage to the property, we suggest you make sure it is fixed otherwise tenants left at the end of the tenancy will be responsible and money may be deducted from the bond.

The RTBA will not release partial funds of the bond so the outgoing tenant/s must be paid their share of the bond by ingoing tenant/s or continuing tenant/s and only the names/signatures on the bond will change.

KEYS

Gary Peer & Associates Pty Ltd generally retains a duplicate set of keys to all properties for emergency access, maintenance to be carried out and routine inspections. Under special circumstances and upon producing identification, the keys can be borrowed during office hours, but must be returned within twenty-four (24) hours. This service is not available out of office hours or on public holidays. It would therefore be advisable that you also make private arrangements regarding the location of a spare key, should you inadvertently lock yourself out.

In most instances the lock combinations to external doors and gates have not been changed prior to your tenancy. You are permitted to change the locks during your tenancy however you **must** supply our office with a copy of the new key.

ROUTINE INSPECTIONS

During the course of your tenancy the premises will be inspected periodically by your Property Manager after the required notice has been given.

Routine Inspections are carried out every six months and you will have your first inspection after the first three months. You will be sent a letter prior to advise of a day and timeframe that we will be attending.

If your property has an alarm, please switch it off on the day of the inspection. If you wish for it to be on then please advise your Property Manager prior that the alarm will be on and provide the alarm code.

Please advise your Property Manager if there will be a pet present during the inspection (if applicable).



SMOKE DETECTORS

Please advise your Property Manager immediately if you suspect they are not working or have any concerns regarding the smoke alarms in your property.

NO SMOKING INSIDE

Smoking inside the premises is not permitted. All cigarette butts and ash is to be placed in an appropriate receptacle.

CONDITION REPORT

This document establishes the condition of the property (based on a visual inspection) at the commencement of your tenancy and is the basis on which your bond is refunded.

You legally have **three** business days from the date of commencement to check and make any adjustments if necessary. Please ensure you sign and initial where required and return the original copy to us, keeping the duplicate copy for your records. If your copy is not returned on time, the original on file will stand as the record for the condition of the property.

Please note the Condition Report is NOT a formal maintenance request and items noted on the condition report will not be actioned. *Please refer to the maintenance section of this form on how to report maintenance.*

UPKEEP OF PROPERTY/ DISPOSAL OF RUBBISH etc

Where applicable, the upkeep of the gardens and grounds are your responsibility. Please do not store unnecessary paper, rubbish, bottles, cans etc. on or around the premises.

SERVICES/UTILITIES

On the Move will be in contact with you to verify your identity to establish your water account, if water is separately metered.

To determine the last active phone number at the property, plug a phone into a phone point in the property, dial **127 22 123** and the last active phone number will come up.

We recommend you locate the following services at your property and be familiar with their position in the case of an emergency.

- Water Mains
- Gas Mains
- Electricity Mains meter box

Your Property Manager will attempt to make sure the main switch for power is in the OFF position before you move in however cannot take any responsibility if this is not done.

ENDING YOUR TENANCY

If you wish to vacate at the end of your fixed term agreement or if you are on a month by month tenancy, you **MUST** provide our office with 28 days notice in writing, this may be in the form of a letter or email. If you have not had a response from your Property Manager within 2 business days then please follow up to ensure your notice has been received by our office. Once you have given notice, our Leasing Department and/or your Property Manager will contact you to arrange open for inspections at the property if the property is being re-leased.

All keys must be handed in on your vacate date along with a carpet cleaning receipt and forwarding address. You must arrange for all utilities to be disconnected and switch the mains switch into the OFF position.

TROUBLE SHOOTING

For trouble shooting maintenance tips, refer to the separate ***Trouble Shooting Tips*** included in your Tenancy Pack.



Maintenance of your rental property

All non urgent maintenance **must** be reported in writing, urgent repairs can be called through. The Property Manager will then need to seek authorisation from the landlord before any maintenance is attended to.

Damage or flooding caused by dishwashers, washing machines or any other appliances left operating whilst not in attendance is the tenant's liability. You cannot rely on machines not becoming faulty during operation and the landlord cannot be held responsible for lack of supervision.

WHEN YOU FIRST MOVE IN:

- Please complete your property condition report. If you would like to request any maintenance, please fill out a separate maintenance request form provided in your commencement pack and return it with your condition report or alternatively email your Property Manager the required maintenance issues. The Condition Report is not a maintenance request.
- Please allow a settling in period before reporting any non urgent maintenance as you may notice several items that require attention only a few days apart.

DURING THE TENANCY:

- Maintenance **must always** be advised in writing, preferably via email to your Property Manager.
- Non urgent maintenance and simple requests are attended to at the owner's discretion.
- Tradesmen will be given your contact details so you can arrange access with them direct. If you cannot be home, please authorise the tradesman to collect a key from our office. **Your Property Manager will not attend to allow access.**
- The agreed time for the repair is to be during normal business hours for the tradesman attending, not after hours unless you, the tenant, are prepared to pay an additional charge for the tradesman to attend after business hours (if the tradesperson offers this option).
- If confirmed arrangements regarding access for any tradesmen are not kept by you, and a call out fee is charged, this fee will be passed onto you for payment.

EMERGENCY MAINTENANCE:

During our business hours, emergency maintenance must be called through to our office. All emergency repairs are attended to as promptly as possible, however, it is often necessary to obtain the landlords approval and/or quotes before any work can commence, so unfortunately a time lag is sometimes unavoidable.

Under the Residential Tenancies Act 1997, we advise that the following can be considered urgent:

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| ▪ Burst Water Service | ▪ Gas Leak | ▪ Broken or Blocked Toilet |
| ▪ Serious Roof Leak | ▪ Dangerous Electrical Fault | ▪ Flooding or Flood Damage |
| ▪ Failure or Breakdown of Gas | ▪ Serious Storm or Fire Damage | ▪ Electricity or Water Supply |

In the case of an extreme emergency while our office is closed, please use the following tradesmen for the repair and email your Property Manager afterwards to advise. Do not call tradesmen if the issue is not an emergency or if the emergency occurs during our normal business hours. If you authorise after hours emergency tradesmen and the problem was not urgent or it could have waited until business hours, you will be liable for the cost of the call out.

For Electrical issues, if the problem is found to be resulting from your faulty appliance tripping the safety switch, you will be held liable for the cost of the electrician attending.

PLUMBER 1: Ezy-Plumb: 0402 169 096

ELECTRICIAN: At Your Maintenance: 9020 4633

GLAZIER: BCI Glass: 0411 551 262

PLUMBER 2: Domain Plumbing: 0430 000 007

CARPET / FLOODING: Steamy's Carpet Care: 0418 174 901

LOCKSMITH: Ace Locksmiths: 9534 0586

*If you experience any severe weather conditions such as wild storms and/or flooding, please take into consideration that in these circumstances, services may be limited due to a large volume of people in crisis and not enough tradesmen to assist. This may mean tradesmen need to prioritise which situations require assistance and your property may not be attended to straight away. Do what you can to help prevent further damage to the property and your belongings until you are able to get assistance. Please note the SES can be contacted in these extreme circumstances however no tradesmen will get on a ladder/roof in severe or wet weather conditions. **SES Ph: 132 500***