



TENANCY HANDBOOK

Your Introduction & Guide to Renting
with

VARGA REALTY



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WELCOME TO RENTING WITH VARGA REALTY

Congratulations on your tenancy approval. You have been approved because we are confident that, you will be able to pay your rent on time, keep the property in the same condition it has been provided to you and maintain the property inside and out.

We have created this booklet to assist you with your tenancy agreement with Varga Realty, and also to assist you with having the right expectations from Varga Realty.

We believe that a smooth relationship can only occur when we all have the right expectations and work diligently to ensure we both fulfil the tenancy obligations.



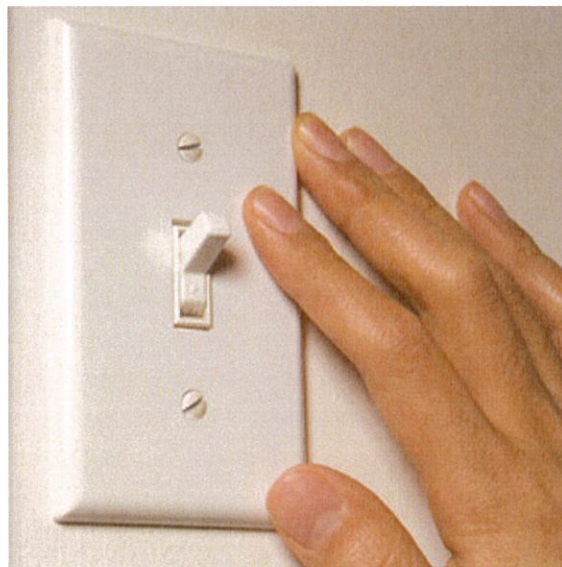
GETTING STARTED

Utility Connections

It is the tenant's responsibility to ensure your power, gas, phone, internet etc. have been connected into your name. Please note that you do not need to have the water account in your name, this remains in the Lessor's name and we will invoice you for the water consumption.

Synergy **13 13 53**

Alinta Gas **13 13 58**



MOVING INTO YOUR RENTAL PROPERTY

Changing Address

Ensure that you let financial organisations, road departments and other important bodies know of your change of address.

Contact Details

Once your new contact details are available like a landline phone number and postal address (if different from residential rental address) please email these details to us, rentals@vargarealty.com.au.

Keys

Should you wish to copy keys it is important to note we will need back all keys given to you at the tenancy sign up, and also all extra copies created during your tenancy period. If for any reason you change the locks during the tenancy, you are obligated to provide us with a full new set of keys for property access.

Payment & Lodgement of Bond Monies

Your bond is to be paid by cash on the day of sign up, or if bank transfer; please ensure it is visible in our bank account on the day the tenancy starts. We then transfer your bond money to the Bond Administrator where it is held until the end of the tenancy period.

Property Condition Report

Please ensure that you return your signed/amended copy of your property condition report to us within 7 days of receiving it. If this is not returned please be aware that the original inspection will be used for the end of tenancy comparison, regardless of whether you agree to the original report or not.

Contents Insurance

It is crucial that you affect your own tenant contents insurance. It is important to note that should your goods be damaged or destroyed by circumstances affecting the Lessor's property (is fire, storm, power outage etc.) then your goods and possessions are not insured by the Lessor.

DURING YOUR TENANCY

General Repairs

We insist that all repairs are reported in writing either by email, post or fax as soon as maintenance issue has been noticed. Please be mindful that if a contractor is sent out to the property as per the tenants instructions and there is found to be no issue or the issue has resulted from an action from the tenant (i.e. blocked toilet due to sanitary products being flushed down the toilet, pilot light needs relighting on the hot water system) the tenant will incur the cost of the invoice.

Lost Keys or Keys Locked Inside House

If it is during business hours you may contact your Property Manager to borrow the office keys, you must provide

identification when collecting and they must be returned on the same day.

If it is outside of office hours you may contact a locksmith directly, however the tenant is responsible for payment of the account.

Emergency Repairs (Section 43 of the Residential Tenancy's Act)

Emergency items are generally those that could cause injury to the tenant or damage to the property, and may include

- Burst water pipes
- Serious roof leak or gas leak
- Dangerous electrical faults
- Flooding
- Serious storm, fire or impact damage
- Failure or breakdown of the gas, electricity or water supply to the property
- Fault or damage that makes the premises unsafe or insecure or likely to injure a person or cause damage.

Afterhours Emergency Repairs

Should an emergency repair be required after hours then you need to notify the appropriate authority and report the problem to the Property Management Department as soon as possible. In the event of a robbery or break in, you will need to notify the police and obtain a police report number.

1. Fire - 000
2. Burst Water Main – Water Corporation 13 13 75
3. Electrical Faulty – Western Power 13 13 51
4. Gas Fault – Alinta Gas 13 13 52
5. Storm damage/flooding – SES 13 25 00

It is always important to know if a repair is an emergency or a general repair. Getting it wrong may be costly to the tenant if the repair is conducted afterhours.

Routine Inspections

We will conduct our first routine inspection 6 weeks after the commencement of your lease and then every 3 months then on (unless otherwise stated in your lease agreement). The main purpose of these inspections is to provide a report to the Lessor that you are maintaining the property, and also to check for any repairs and make any recommendations to the Lessor. Please see list below for what areas are looked at during an inspection.

Inside

- Walls/light switches/doorways and doors are clean from marks
- Carpets are cleaned
- Windows and tracks are clean
- Kitchen area is clean, including oven & stove top
- Bathroom clean, all water areas cleaned and free from mould
- Toilet in a clean condition
- All areas are fully accessible

Outside

- Lawns are mowed and maintained
- Garden beds are tidy and maintained
- Rubbish removed
- No unregistered car bodies in the yard
- Driveway/carport/garage free from oil stains
- All areas are accessible
- Swimming pool/spa is cleaned and maintained
- If you have an approved pet all droppings to be removed

Rent Reviews

Rent reviews occur every 6 months as per your lease agreement. Your rent may be adjusted in accordance with the current market conditions. As per the residential tenancy's act a 60 day rent increase notice will be issued with any rent increase. As per section 31B of the Residential Tenancy's Act if the rent is increased at the start of a new lease agreement the first 30 days of the lease agreement will be at the rental rate of the previous lease agreement. The increase will start 30 days from the start of the new lease agreement.

Lease Renewals

Provided that your rent has been paid on time, and the property is being kept in a clean and undamaged state and the landlord is happy to continue your lease agreement for a further 6 or 12 months, you can expect to receive an invitation of renewal. Once the letter has been received it is important for you to notify Varga Realty of your intentions. We need this advice in writing as soon as practicable. If the lease is not renewed, the lessor will provide thirty (30) day's notice to vacate at the end of the lease agreement.

ARE YOU GOING AWAY?

The following tips may help make your home as safe as possible while you're away. Please advise us when you are going away and in case of an emergency we would appreciate another contact person and number if you are not able to be reached.

We would be happy to check the premises on your behalf if you are going to be away for a longer than normal period.

- Let us know when you are going and the date you are returning.
- Provide an emergency number and contact name e.g. Father; son; employer.
- Remember to pay your rent for the period of time you will be away, preferably before you leave.
- Consider installing automatic light timers to create the impression someone is home.
- An unkempt yard is a sign that perhaps the occupants are away. Arrange to have someone attend to the maintenance of the property if you intend being away for an extended period. It is also a condition of your Tenancy Agreement that the lawns and gardens are well maintained.
- Have someone collect your mail and newspapers.
- Let your neighbours know you are going away; provide them with your contact details; ask them to watch for anything unusual occurring at your property while you are absent.
- Ensure you lock all doors and windows before you leave; check with our office to make sure we have duplicate security keys to the property.
- Leave your wheelie bin out for collection and ask a neighbour to move it back inside your property when emptied.
- Save power by disconnecting all appliances and check all power leads or cords are in good condition to avoid a possible fire.
- Have a last minute check of your hot plates and oven to make sure they are turned off.
- House plants – water plants before you leave and place in laundry tubs or the bath if you're going away for an extended period of time.
- Outside plants – make arrangements for a friend or neighbour to water them if you're going away for an extended period of time. Please ensure this takes place according to water restrictions regulations.
- Answering machine or telephone message bank – avoid leaving a message that will indicate you are on holidays or away for an extended period of time.
- Pets should not be left unattended either inside the property or outside. Please arrange for them to be cared for away from the property.

ZERO TOLERANCE POLICY

Please note that we do have a zero tolerance against late rental payments.

As you are aware the bank may hold the rent for an extra day so please keep this in mind when you are paying your rent.

If your rent is due on the weekend or on a Monday then please have it paid by no later than 4pm on the Thursday beforehand.

If we do not receive the rent on the correct date we will have no other option but to send you a breach notice.

If you have any concerns about the date that your rent is due please let me know.

The Standard Rent Policy

1 day overdue a reminder message will be sent to your mobile and will be continuing until payment has been received in full.

2 days overdue (if no payment) A Breach for Non Payment of Rent will be issued and recorded against you.

14 days after Breach for Non Payment of Rent, a Termination notice will be sent requiring full payment of arrears and possibility of vacant possession of the property.

As per your Tenancy Agreement, you are required to pay your rent one rental period in advance at all times. Failure to comply will result in the above being applied.

All tenants are registered on the National Tenancy Database. This database is accessed by all Real Estate agencies Australia wide and is one of the checks that are performed when processing applications. Upon vacating the property the database is updated as to whether the tenancy was good or bad and reflects onto you as tenants for future information for the Agencies.

PETS AT THE PROPERTY

As per section 29 of the Residential Tenancy Act you will be required to pay a pet bond of \$260 which is held with the Bond Administrator.

Should the landlord have granted permission to keep pets as per your tenancy agreement, the following conditions apply for the duration of this tenancy, and any renewal or extension:

- Yard kept clean and free from animal faeces
- Clean up any rubbish scattered by the pet
- In the event of any fleas or flea eggs being present as a result of the animal, you will need to arrange for a flea fumigation of the property prior to and upon/after vacating the premises. This is at the tenants cost or can be reimbursed from the pet bond held
- Pets are not permitted inside the property at any time unless otherwise agreed with the Lessor.
- Repair any damage to the premises caused by the animal and immediately rectify any damage caused to garden irrigation systems and fittings
- Replace plants or vegetation damaged or destroyed by the animal
- Other than the pets that are listed on the tenancy agreement or have been approved by the lessor, no other pets are allowed to be kept at the property without prior consent
- Tenant must abide by all local, city or state laws, licencing and health requirements regarding pets including vaccinations
- The pet shall not cause any sort of nuisance or disturbance to the neighbours

Failure to comply with these terms shall give the lessor the right to revoke permission to keep the pet at the premises and is also grounds for further action and possible eviction action.



STRATA TITLES/BODY CORPORATE

If you are renting a strata-titled/body corporate property, including a unit, apartment, townhouse or duplex, there are some extra things that you need to be aware of. There include the by-laws of the complex and areas of common property or exclusive use.

Common Property

Within the strata/body corporate complex there will be areas assigned as common property. There are several standard by-laws that relate to common property that we would like to bring to your attention:

- Should you wish to transport furniture or park a vehicle for the purpose of carrying/transporting furniture, you will need permission from the strata/body corporate body. In some cases this will not be permitted
- You cannot use any part of the common area to plant/maintain your own garden or vegetable patch
- You must not obstruct and person's legitimate and lawful use of common property
- No child under your control can be permitted to play in common areas, or in areas that could be dangerous to children (around rubbish bin areas etc.)

Parking

Only parking bays assigned to you can be used by you and your visitors. In some cases visitors are not permitted to park on the property. You are unable to use parking bays assigned to other residents.

Noise & Disturbance

Excessive noise and inappropriate/offensive behaviour that causes a nuisance or disturbance to other occupants is not permitted under the by-laws of the complex. All occupants are not permitted to dispose of rubbish, dirt or other material in an area of common property and must also remain properly clothed when on common property.

Taking Responsibility for your Visitors

It is your responsibility to ensure that your visitors obey by-laws, including parking and their behaviour within common property areas. This also includes ensuring they do not disrupt other residents with noise when walking to and from the car park.

VACATING THE PROPERTY

Notice in Writing

When you intend to vacate the property, in all instances we require the notice in writing (email, fax, or letter)

Ending a Fixed Term or Periodic Lease

If you are leaving at the end of your current fixed term lease, you require to provide at least 30 day's notice in writing. Please note that this amount of notice needs to commence when we have received your notice, not the date it was posted.

Breaking a Fixed Term Lease

Should you wish to vacate the premises during a fixed term lease, you must provide notice in writing. We are unable to accept your intention verbally.

In the case of breaking a fixed lease, the following costs may be incurred;

- Rent & outgoings until a new tenant has been approved by the lessor to take possession of the premises or when the lease expires (whichever occurs first)
- Bond inspection fee charges to the lessor
- Reletting fees and advertising costs to relet the property as per the fees that the lessor would be charged in accordance with their management authority.
- Should the premises be vacant before a new tenant is secured, it is also your responsibility to ensure that the grounds are watered and maintained for this period.

Getting Your Bond Returned

At the end of your tenancy you will no doubt want your bond refunded quickly after you vacate. For your full bond to be paid quickly, you will need to ensure the following:

- Any outstanding rent is paid promptly
- The property is cleaned as per the property condition report, carpets have been professionally cleaned with receipt. Please follow the final vacating guide at the end of this handbook. The property must also pass the final inspection conducted by this agency.
- Please ensure that any monies outstanding like water, damages, compensation amounts etc are paid unless agreed to be taken from the bond money.
- Ensure that all keys, remotes controls have been returned.

Outstanding Rent

Please note that it is against the tenancy legislation to withhold rent at the end of your tenancy with the intention for this to be deducted from the bond. Your rent must be paid in full, leaving your bond intact. Outstanding rent **cannot** be deducted from the bond.

Carpet Cleaning

We use and recommend Magic Dry 9309 6531. If you choose an alternate carpet cleaned please ensure they are accredited with the ACCI (Australian Carpet Cleaners Industry)

The Final Inspection

Only once the property has been fully vacated, cleaned and grounds made ready with keys returned can we commence the final inspection. It is important to note that if a final inspection time has been made and you are aware that you will not be fully ready for the inspection, please call us as soon as possible to rearrange another time.

We do not wish to travel to the property ready for in the inspection and find the property not 100% ready. In some cases we may need to charge a fee should we not be able to complete the inspection and no communication has been received by you to transfer the appointment time.

National Tenancy Database

The National Tenancy Database is a collection of tenancy information on an internet website lodged by Real Estate Agents, mostly regarding tenant default actions like property damage, outstanding monies and eviction. All agents use this database to lodge tenant details. However, when agents are processing application forms, this database is also cross-checked. We are confident that should an agent checking an application find tenant default details lodged; the application will be promptly declined. We urge all of our tenants to ensure they pay their rent on time, keep the property clean, maintain the grounds and ensure the tenancy is finalised satisfactorily with no monies left owing, to avoid an unfortunate lodgement of their details. For specific details regarding the database we use, see www.ntd.net.au



HELPFUL HINTS WHEN VACATING.

It pays to start your cleaning early. Check off the list as you go.

- All hard floors are to be vacuumed and washed, floor waste covers to be cleaned and grout and tiles scrubbed.
- Skirting boards and window sills to be clean and dust free
- All dust, insect and cobwebs to be removed from skylights, cornices and light fittings. All light globes and fluorescent tubes to be in working order.
- Carpets are to be professionally cleaned and the receipt submitted to this office with your keys. Please not DRY CLEANING is NOT acceptable under the terms of your lease agreement.
- Doors, frames, pelmets, walls and woodwork to be wiped over. Finger marks, sticker marks and blu-tac marks to be removed. Including from power points, light switches.
- All windows, glass, sliding doors and flyscreens to be cleaned. Dust flies and cobwebs to be removed from tracks and sills. Hire a window cleaner if necessary.
- Particular attention should be made to the bathrooms, bathroom cabinets, and shower recesses. Tiles and grouting to be free of all soap residue and mildew. Shower screens to be clear of white residue and tracks cleaned.
- Toilet to be thoroughly cleaned including pedestal, seat and lid, pipe work to base.
- Exhaust fan covers to be removed and cleaned, blades to be cleaned.
- Split system air conditioners to be wiped over, filters cleaned and batteries replaced. Ducted Air Conditioning Units, ceiling vents to be cleaned and dust free.
- Venetian blinds to be cleaned thoroughly, Net curtains to be gently washed. Drapes and tracks to be dust free. Vertical blinds are to be cleaned also,
- All bench areas to be wiped down and cupboard doors and shelves wiped (inside and out). All rubbish removed. Sink scrubbed, drainers and waste grates cleaned. Dishwasher, including filters to be spotless.
- Stove, oven and grill to be thoroughly cleaned, all built up grease to be removed. Shelving racks, chrome hob trims and enamel trays to be scrubbed to 'as new' condition. Solid hotplates to be re-sealed. Drip trays cleaned. Exterior of stove, splashback and stove recess, control panel and all knobs to be cleaned.
- Outdoor areas to be swept and cobwebs removed from under eaves and gutters. Outside window sills should be dust free and she/garage/carport to be swept out. All oil marks to driveway and other paving to be removed, including those from BBQ's. Garage doors to be free from dust and cobwebs.

- Gardens to be freshly weeded and lawns cut and edged. Fertiliser to be applied if necessary. This should be done close to the vacate date, not weeks in advance. All clippings, rubbish and garden refuse to be removed from the property. Remove and replace all dead plants, prune other plants as the property condition report description.

Other Reminders:

- Have you advised Synergy, Alinta Gas, Optus, Telstra and Australia Post of the date that you will be vacating the property and given them your forwarding address. We are unable to finalise these accounts on your behalf. You may find it necessary to redirect your mail for a month or so just in case you forget to advise anyone who may send you mail.
- Please ensure that both general rubbish and recycling bins are emptied prior to your vacated date and do not smell. They may require scrubbing with bleach. Bins are not to be over flowing when you hand the keys in.
- Please check your property condition report you were sent when you first entered the property (Should you need a copy please contact our office). The property needs to be in the same if not better condition when you vacate. (Except fair wear and tear)
- Report any forgotten maintenance to your property manager.
- Repair and damage caused through moving or during your tenancy.
- Swimming pools – We require a balance Pool Test Certificate or similar dated within 2 days of your vacate date to ensure all chemicals are balanced correctly.

We understand that in the majority of cases, the items on this list would be automatically attended to however in the rush to vacate the property some of the items can be overlooked. Any items not completed to a satisfactory level will need to be remedied at your cost. This may result in money being deducted from your Bond to re clean or attended to damage or repairs to the property and may delay the release of the bond for waiting on accounts from contractors.

Please feel free to use a professional cleaner, should you require and further information then please contact your property manager.

Note: Rent is charged on a daily basis until the keys are returned to this office during business hours and the property is deemed to be left in a similar condition.

PREFERRED CONTRACTORS

Can we be of assistance by recommending a preferred contractor...

Air Conditioning	Action Air Conditioning Services - 9356 6911
Blind Repairs	Amazing Clean 9361 7077
Building Inspector	Aztech Building 0415 888 281
Carpet Repairs	Westwide Carpets – 0407 774 540
Carpet Cleaners	Magic Dry (Brian)– 9309 6531/0403 770 239
Carpet & Vinyl	Trevor’s Carpets - 9457 7088
Cleaners	A Plus Cleaning - 0425566889
Electrician	Franklin Bell - 1300765090
Finance	Approved Home Loans- 0419 44 964 Driven Finance Group – 0422 239 191 Tidy Up Rubbish Bag Service 0412 770 936
Garden Bags	
Glass Repair	Dependable Glass - 9455 3069
Handyman	Wilsons Maintenance - 0411015166
Lawnmower	Image Lawns & Gardening - 0414925908
Locksmith	Central Lock & Keys – 9259 5288
Pest Control	Bug Busters – 9493 1313
Plumbing & Gas	Ace Plus Plumbing – 9272 1488
Pool Service Supplies	Southside Pool Maintenance - 9455 2770
Removalist	Jack – 0419 955 307
Reticulation Repairs	Canning Irrigation - 9457 9800
Settlement Agent	Apple Settlements – 9371 0088
Tree Lopping	T & A Trees - 9495 2511

Autumn water saving tips

In your home

In your garden

↓ Sprinklers and outdoor water use

→ **Winter sprinkler ban**

What are my watering days?

The dos and don'ts for sprinklers and outdoor use

Watering exemptions

Programming your sprinklers

Sprinkler run times

Waterwise plants for WA

Water saving programs

Winter sprinkler ban


Permanent winter sprinkler bans apply to all scheme and bore water users in **Perth, Mandurah** and some parts of the **South West**, from 1 June to 31 August each year.


The map below shows the areas that the winter sprinkler ban applies to.

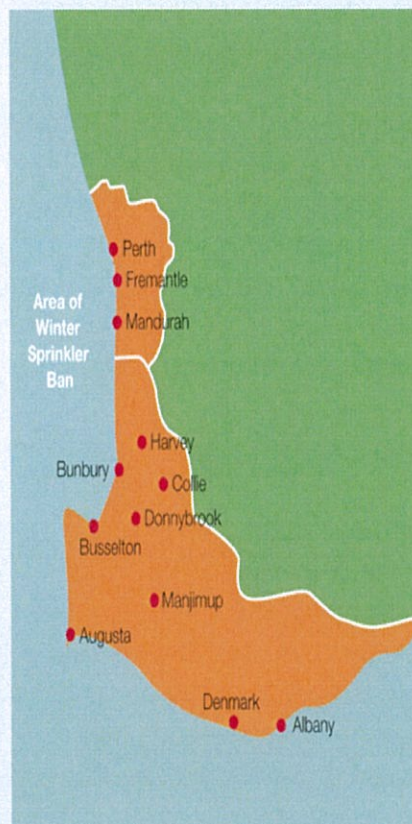
During last year's sprinkler ban over 40 million litres of water were saved each day. Hand-held watering and maintenance testing of bores is still permitted, but anyone using their sprinklers between June and August risks a \$100 fine.

Remember to check the batteries in your automatic irrigation system. In a power black-out, if the battery is not charged, the settings revert to the factory settings and your sprinklers may turn on. A malfunctioning irrigation controller is not an excuse for not complying with your allocated watering days or times!

Related information

 [Department of Water website](#)

 [Water Agencies \(Water use\) By-laws 2010](#)



Area of winter sprinkler ban

Watering days

Perth And Mandurah				
<i>Last digit of Street/Lot number</i>	Scheme users	Scheme users	Bore users	Bore users
	Spring / Summer / Autumn Two day roster	Winter Total Ban	Spring / Summer / Autumn Three day roster	Winter Total Ban
0	Monday and Friday	No watering allowed	Monday, Wednesday and Friday	No watering allowed
1	Wednesday and Saturday	No watering allowed	Monday, Wednesday and Saturday	No watering allowed
2	Sunday and Thursday	No watering allowed	Sunday, Tuesday and Thursday	No watering allowed
3	Monday and Friday	No watering allowed	Monday, Wednesday and Friday	No watering allowed
4	Tuesday and Saturday	No watering allowed	Tuesday, Thursday and Saturday	No watering allowed
5	Sunday and Wednesday	No watering allowed	Sunday, Wednesday and Friday	No watering allowed
6	Monday and Thursday	No watering allowed	Monday, Thursday and Saturday	No watering allowed
7	Tuesday and Friday	No watering allowed	Sunday, Tuesday and Friday	No watering allowed
8	Wednesday and Saturday	No watering allowed	Monday, Wednesday and Saturday	No watering allowed
9	Sunday and Thursday	No watering allowed	Sunday, Tuesday and Thursday	No watering allowed

- Sprinklers can only be used either before 9 am or after 6 pm on your designated watering days.
- Make sure you know the rules for watering your garden and how you can use water outdoors. To make it easier for you, we've provided a simple list of [do's and don'ts](#).
- It is important that your irrigation controller is programmed correctly to your current rostered watering day/s. For help, see: [programming your irrigation controller](#).
- Try to keep to a maximum of 10 minutes per station for pop up sprinklers. [Run times for other types of sprinklers](#).

Varga Realty Contact Details

Tash Coyle

Property Manager

rentals@vargarealty.com.au

0430 996 892

Please email for all maintenance or issues with the property. Please call only when the matter is urgent.

Amy Monksfield

Assistant Property Manager

reception@vargarealty.com.au

0406 616 820

Please email regarding all issues/request with routine inspections.

Shop Address

Shop 7, 46 Rostrata Avenue, Willetton

Open Monday – Friday 9am – 5pm.

If you need to see a Property Manager please ensure you make an appointment as any drop ins cannot be seen at that time.

Postal Address

PO Box 255, Parkwood WA 6147

Office Phone – 9259 0888

Office Fax – 9259 0800