

# Steven Davis Real Estate Tenant Handbook

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# Welcome to Renting with Steven Davis Real Estate

As a new tenant, we welcome you to SDRE and aim to provide you with a positive rental experience. At all times we will endeavour to provide service excellence through our on-going commitment to managing your tenancy.

## Communication

We believe communication to be one of the most important components of the way in which SDRE conduct business. Please feel free at any stage of your tenancy to contact us with queries or concerns you may have,

SDRE staff will always assist you on the phone but we do request that all communication is backed up with an email.

## OFFICE AND CONTACT DETAILS

Office Hours	Monday - Friday 8.30 am - 4.30 pm <b>You need to ring and make an appointment</b>
Address	53 George Street, KENSINGTON WA 6151
Phone	(08) 9474 9909
Emergency Contact	0418 904 657
Website	<a href="http://www.sdre.com.au">www.sdre.com.au</a>
Principal/Licensee	Steven Davis / <a href="mailto:steven@sdre.com.au">steven@sdre.com.au</a>
Property Manager	Sarah Skinner / <a href="mailto:pm@sdre.com.au">pm@sdre.com.au</a>

# Getting Started- What You Must Do First!

## Payment of Security Bond & First Two Weeks Rent in Advance

Your Bond and two weeks rent in advance is due within 24 hours of being accepted. Once we receive your Bond and the Lease Agreement has been signed- you will receive an email from Bonds Online to Lodge the Bond with the Bond Administrator.

## Lease Sign Up Appointment

- As we need to explain all your tenancy details thoroughly, please allocate up to 45 minutes for your tenancy induction.

All Persons to be Present- all tenants approved on the application will need to be present.

## Possession Granted- Please note keys will be handed over once the following has been fulfilled-

- a) The Lease Agreement has been signed and your tenancy start date has commenced
- b) Rent- Your first two weeks rent has been received
- c) Bond-your full bond payment has been received

## During the Lease Sign up we will go through the following with you

- a) Tenancy Agreement - the specific details of your tenancy with us.
- b) Payment of Rent – Agreed rent payment methods.
- c) Zero Tolerance Late Rent Policy - we will explain our zero-tolerance policy to late rent payments and discuss timing of payments.
- d) Property Condition Report - We will provide you with two (2) copies; you have seven (7) days to check and mark any changes on both copies, sign and return one copy to our office.  
If you do not return a copy then it will be taken that you accept the report as an accurate record of the condition of the property.
- e) Repairs and Emergency Repairs: The tenant shall notify the lessor (Steven Davis Real Estate) as soon as practicable about urgent repairs and repairs shall be carried out as soon as practicable. Anything that exposes the tenant to injury, damage or undue hardship must be arranged (not completed) to be fixed within 24 hours of being reported.

## Repairs

Any other urgent repairs need to be arranged within 48 hours. Urgent repairs are those that are not an essential service but if left unattended are necessary to avoid the risk of injuring a person, causing property damage or causing the tenant undue hardship or inconvenience.

In relation to urgent repairs necessary for the supply or restoration of a service, which are prescribed in the Regulations as an essential service, an appointment for repair must be arranged within 24 hours (burst water service, gas leaks or dangerous electrical faults). Any other urgent repairs need to have an appointment arranged within 48 hours.

### Utility Connections-Getting Connected

It is a tenant’s responsibility to ensure your power, gas, phone, internet, etc have been connected into your name.

#### **Electricity and Gas**

Synergy (Electricity)	13 13 53
Alinta (Gas)	13 13 58
Kleenheat (Gas)	13 21 80

### Tenants 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 owner’s property (i.e. fire, storm damage, power outages etc.) then your goods and possessions are not insured by the owner.

Example One: You are away on holidays and the power cuts out due to an electrical fault in the building. Your return home to find your fridge/freezer goods spoilt. The owner’s insurance will not cover your fridge/freezer goods.

Example Two: An electrical fault in the building starts a fire and the property is destroyed. Your possessions will not be covered by the owner’s insurance.

Example Three: A storm blows a tree onto the house and in the process, your belongings are damaged. The owner’s insurance will not cover your possessions.

In all cases above, a quality tenant content’s insurance policy should cover your goods for these given examples.

Please check with your insurer however for the cover they can provide you.

You need to ensure that all your goods are adequately insured and the owner/agent will not be liable for damaged or destroyed tenant possessions.

## Routine Inspections

The main purpose of the inspection is to provide a report to the owner that you are maintaining the property, and also to check for any repairs and make any recommendations to the owner.

Please see a detailed list of what we look out for below.

Photos- also note that the inspection will involve taking photos of all areas of the property.

We expect the property to be generally clean and tidy when we inspect.

This includes the bench tops and kitchen sink being clear and the floors being free of items of clothing and/or toys.

### Inside the Property

- Walls, light switches, doorways, doors and skirting boards are clean. All marks, handprints, dust and cobwebs are removed
- The carpets are clean and stain free
- Tiles, vinyl or any other hard floor surfaces are clean
- The windows and screens are clean including tracks
- Air conditioner vents are clean
- The kitchen bench tops and cupboard doors are clean
- Oven, shelves, grill, drip trays and hot plates as well as oven surrounds and control knobs are all clean with no burnt-on food or oil residue
- Exhaust fans and range hood are free of dust and grease
- Shower and bath tiling, grout, glass and mirrors all to be clean
- Toilet to be cleaned, including seat, lid, pan, bowl – inside and out
- Light fittings to be dusted and free of insect spots
- Drapes, curtain, blinds to be free of dust and grease
- All areas and rooms are fully accessible (not locked)

### Outside the Property

- The lawns are freshly cut/edged and maintained
- All reticulation and sprinklers to be in good working order
- Gardens tidy and presentable/weeds removed
- All paved areas to be swept and free of leaves, weeds or rubbish
- Cobwebs removed
- Rubbish/lawn clippings removed
- Oil Stains removed to carports, garages and driveways
- All areas, garages, store rooms etc are all accessible
- Swimming pool/spa - water and sides/bottom are clean

### If You Have an Approved Pet

- All droppings are picked up and removed
- Any pet damage is repaired, including holes to be filled in
- Ensure all/any dogs are properly restrained for the inspection as we will need to be able to inspect the yard

## Rent Reviews

Rent reviews occur at lease renewal time and are adjusted in accordance with market conditions. Please also note that a rent review may occur during a 12 month fixed term lease at the six month period, as long as this is indicated with a clause in the tenancy agreement terms and conditions.

## Your Rent Payments

### We have a 'Zero' Tolerance Policy for Late Rent Payments.

We pride ourselves in our careful tenant qualification and screening processes.

Applications are approved ONLY on the grounds that we are confident that the rent will be paid on time, every time.

However, a minority of tenants still get behind in their rent, despite all of our tenant screening procedures. As we do not know who this will be when we sign tenancy agreements, we need to advise each tenant our Zero Tolerance policy for late rent payments.

Follow-up involves phone calls and persistent personal contact.

Day rent is due (1 Day Late)- If it is not received as cleared funds into the trust account on the day the rent is due, a friendly email reminder will be sent letting the tenant know that their rent is currently overdue.

2 Days Behind- Phone call to tenant. Issue "Breach of Agreement for Non-Payment of Rent" / "Rent Default" or "Remedial Notice" depending on which form is current.

If the tenant remains outstanding once the breach term has expired, we will contact the owner to issue a "**Notice of Termination for Non-Payment of Rent**".

This notice seeks to terminate the tenancy and requires the tenant to vacate the premises within the next 7 days.

Sometimes, some tenants are continually late with payments. If we have a tenant that is consistently behind despite all of our best efforts, we will recommend to the landlord for this lease not to be renewed. The tenant will then be required to vacate the property at the end of their lease and also be furnished with a poor performance reference should a new landlord or agent require one.

## The National Internet Tenancy Database - Rent Default

In extreme cases, details of the tenancy are lodged on a National Internet Tenancy Data Base.

This will affect further tenancy arrangements with other real estate agents not only in your local area, but across Australia and New Zealand.

This could cause you severe inconvenience and hardship for your future accommodation prospects.

It is important to note that all real estate agents check this tenancy database when they receive an application for tenancy. If we list you on a Tenancy Database you will be notified in writing. Therefore, we encourage everyone to ensure their rent is paid on time, so that our business relationship remains beneficial for both parties.

If you are transferring your rent online- we recommend to transfer at least **2 business days** before your rent is due to ensure it clears on time.



## INSIDE THE PROPERTY

### Misplaced Keys

If you have misplaced your keys during business hours you may come to our office and borrow our office set. (Please call the office before coming in to make an appointment). The office set will need to be returned no later than the next business day. If you have misplaced your keys after hours, you may call a locksmith to assist you back into the property. This is at the tenant's expense.

### Property Damage

If property damage has occurred you are obligated to let us know immediately, or on the next business day if occurring on a weekend or public holiday.

### Noise/Disruption

It is important to note that the utmost care must be taken to ensure that you do not infringe on disrupting your neighbours with noise.

The playing of loud music, gatherings of groups of people, parties or otherwise can disrupt a neighbour's right to peace and the quiet enjoyment of their residence.

In the case of units and apartments, particular care must be taken with respect to noise due to the close proximity of other properties, usually located on the other side of the wall.

This also includes your obligation to ensure that your visitors are not disrupting neighbours when walking from your premises to their parked vehicles.

### Air conditioners

Please, regularly clean any filters and intake vents to ensure there is no build up of dirt and dust, and that the unit is able to draw in air effectively, not hindering performance, or in the worse case scenario, causing the unit to breakdown resulting in costly repairs and/or replacement.

Please also note that if an air conditioner breaks down due to filters and vents not being kept clean, costs to rectify the damage or even replace the unit might be charged to tenants.

### Carpet Care

Please do not place any object on the carpet that will damage it. In particular **DO NOT** iron on the floor nor place hair straightening irons on the carpet as they will scorch it. Repairs or replacement will be at your expense.

### Fireplaces

If the property you are renting has a fireplace, this cannot be used unless you have been given permission from us in writing. Sometimes these are ornamental, or the flue/chimney has been blocked up. Using them could cause a fire to occur. If this is the case, please ensure a spark catcher is used at all times in front of the fire to protect carpets and flooring from coal burns and ash damage.

### Pot Plants

Please place pot plants on saucers to prevent any rusts stains, circular dents and damage to the flooring.

### Strict No Smoking Policy

All properties have a strict 'no smoking inside' policy. If tenants still choose to smoke inside the property, they will be responsible for specialised cleaning and deodorising of the inside of the property to reduce and eliminate unpleasant smoke odours. This can easily run into the hundreds of dollars, and is charged to the tenant. Cigarette butts must be disposed of in a suitable container – not left in the garden or disposed of down drains.

## Aquariums

Please do not put aquariums on carpet, like pot plants, aquarium stands can leave rust marks to floors and can cause carpet rot if placed on carpets. Furthermore, if placed on carpets the weight of the aquarium filled with water may cause permanent indentations and damage in the base of the carpet pile.

## Fixtures and Fittings

If you wish to install or remove any fixtures or fittings, you must request this beforehand in writing.

## Smoke Alarms

Smoke alarms should be checked on a regular basis to be sure that they are working. There is a test button located on the unit. In most of our properties we arrange annual maintenance of these on the landlord's behalf. Protect your safety by being vigilant and report to us any issues, to ensure your safety in the case of a fire.

## Picture Hooks

If you wish to install any new picture hooks, please let us know in writing what type of hooks you wish to use. Please assess the type of walls that are in the property, and the type of picture hooks that are suitable. We will let you know in writing before you are permitted to install appropriate picture hooks.

## General Cleaning

It is expected that the property be kept reasonably clean, and this is also a tenancy agreement requirement.

Pay particular attention to:

- a) Walls, switches, power points, skirtings, doors and doorways - please keep these free from marks and dirty finger marks.
- b) Cobwebs/dusting - please remove cobwebs to windows, walls and ceilings. Keep vents dusted. Light fittings and ceiling fans - keep them dusted regularly.
- c) Curtains/blinds - keep these cleaned, dusted and also (if suitable) machine or dry clean curtains and netting on an annual basis.
- d) Windows/sills/window tracks and flyscreens - keep regularly cleaned and dusted. Please note most modern windows are easily removed from their tracks by lifting the sliding window up at the bottom, and pulling this out for easy cleaning.
- e) Floors - please keep regularly swept and mopped. Floors in the kitchen and wet areas may need to be scrubbed to keep surfaces, tiles and grouting looking clean. Please DO NOT hose out floors with water.
- f) Ventilation - please ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation, causing mould and possible health problems.
- g) Bathroom, toilet and laundry grouting/tiles - please ensure all tiles are kept free from grime, soap scum and mould. Excess water should be wiped from bench tops to ensure the internal cupboards are not water damaged. Hair dye and other strong chemicals should NOT be used in basins or baths as these may damage the surface.

## Carpet Cleaning

All carpets need to be cleaned at the end of the Lease Agreement or every twelve months, simply because of general living. The best time is in the warmer months so they dry quickly.

## In the Kitchen

### Bench Tops

Please ensure chopping boards are used on bench tops, so that bench tops are preserved from unnecessary cut marks and associated damage.

Protect bench top surfaces from burns by using protective tile or cork mats or a trivet for hot pans, pots or deep fryers.

Burn marks on bench tops may result in you being charged the cost of the bench top replacement. Be on the lookout for joins in the bench-top that have gaps, and the surface laminate has started to bulge or lift at a join.

Please let us know if this is starting to occur as this may indicate moisture has seeped into a join, and is swelling the chipboard wood underneath.

### Water

Please wipe up all water from bench tops, as excess water may spill down into the cupboard below and cause damage to the edging, hinges or the shelving. Replacement due to water damage other than a burst pipe will be a tenant expense.

### Oven and Stove Tops

Please ensure that stove tops, grillers and ovens are kept free of burnt on food. Food, crumbs and spills when left long enough become burnt on, blackened and carbonised, making them very difficult to remove. If you clean immediately after cooking it will be easier to clean. Please clean under the control knobs.

Please use care when using scourers as these may scratch and damage enamel surfaces.

DO NOT use scourers on stainless steel stove or splash-backs.

When cleaning stoves/ovens, please use a spray-on oven cleaner and be sure to read and follow the product instructions carefully, as even though these types of products are very effective, they tend to contain harmful caustic fumes and require rubber gloves to be worn at all times when using the product.

Please also check that the product is suitable to the type of surface you are applying this to, as some surfaces like stainless steel may become permanently marred/stained using an oven cleaner.

### Exhaust Fans/Vents and Range hoods

Please ensure any vents and range hood filters are kept clean. Ensure the exhaust fan cover is clean and kept free of grime build up. From time to time these should be taken down and removed to be soaked in hot soapy water, and then scrubbed clean. Please use extreme caution when removing these. If you believe this is unsafe (i.e. a high exhaust fan), then let us know so we can arrange to have these cleaned.

## Bathroom, Toilet and Laundry

### Water

Please wipe up all water from bench tops, as excess water may spill down into the cupboard below and cause damage to the edging, hinges or the shelving. Replacement due to water damage other than a burst pipe will be at the tenant's expense.

### Shower Screens

If you notice cracking to glass in shower screens or shower doors please report this to us immediately. Wired shower screen glass can crack under thermal expansion (consistent hot and cold temperatures) where as toughened glass usually only cracks if impacted (hit by something). If the shower screen is cracked due to impact damage, this will in most cases need to be paid by the tenant.

### **Blocked sinks/drains**

Should a sink or basin become blocked, first put bi carb soda then add white vinegar after 30 minutes. If the sink or basin is still blocked after treatment, please let us know so we can arrange for a plumber to attend to the problem.

### **Foreign objects down drains**

Please take care not to allow children to place toys or other items down drains. Please also clear hair from grates and sinks as build-up of hair can quickly block the drain. If your property has a septic tank system, please do not flush foreign objects like sanitary products down the toilet and avoid use of chemicals as this interferes with the natural bacterial process to breakdown material in the system. If a plumber is employed by us to clear pipes, drains, basins or sinks and it is determined that the blockage was caused by something considered foreign, this expense will be billed to the tenant for payment. **DO NOT PLACE CIGARETTE BUTTS IN DRAINS**

### **Damage to benchtops or basin**

Use of hair dyes, chemicals or hair straightening irons may damage the bench-top or basin and replacement for this type of damage is at the tenant's expense.

### **Water Damage to Walls**

Should you notice water damage to a wall adjacent to a shower recess, bathroom basin etc. please let us know immediately.

This can be identified by bubbling or peeling paint, or even water or mould marks to the flooring/carpet. This usually identifies either loose tiles or a broken/leaking pipe in the wall, and will need attending to immediately to prevent further damage from occurring.

### **Taps leaking**

Please report any taps leaking either from the tap base, head or handles or under the sink. This includes washing machine taps. Sometimes washing machine taps will leak only when connected to automatic washing machine hoses as the tap water pressure exposes leakage in the taps.

### **Toilets leaking**

Water trickling or leaking into the bowl from the cistern usually indicates a worn cistern washer and needs to be fixed by a plumber. Water left to trickle into the bowl continuously may inflate your water bill and therefore needs to be reported to us when noticed. Also leaking may occur from the tap behind the toilet.

### **Hot water system leaks**

Should you notice the hot water service leaking from the valve or from the base of the unit please let us know. The leaking valve is usually fixable by a plumber, however water leaking from the base of a water storage unit usually indicates the unit has rusted through and may need replacement in the near future.

### **Hot Water Re-Light**

It is the tenant's responsibility to re-light the pilot light, should it blow out.

We recommend checking the Hot Water System unit for instructions, if there are no instructions then try googling the Brand/Model to find instructions on how to re-light the pilot light.

## Taking Care - Outside the Property

### Water Restrictions

It is important for you to be aware of what water restrictions are in place for the region. For up to date water restriction information please log onto the Water Corporation Website

### Watering Your Garden and Water Restrictions

Watering your lawns and gardens must be done within watering restrictions; however we insist that watering is conducted to the maximum allowed by the restrictions in place. What we do not want is watering not done at all because of a wrong belief that a total watering ban is in place. Watering is still required unless the current water restriction has banned all forms of watering.

### Watering Systems

Please ensure that all watering systems are working properly, and are checked regularly throughout the tenancy to ensure they continue to work effectively. Watering systems can only be used should current water restrictions allow. Please report any faulty or broken reticulation immediately. **DO NOT PARK VEHICLES ON THE LAWN AS THIS CAN DAMAGE SPRINKLERS.**

### Weeding and Shrub Trimming

Weeding of gardens beds, inside lawns, paths, paving and other outside areas are the responsibility of the tenant as are the of bushes and shrubs in and around the garden. Trimming of large trees and large palms and cleaning gutters is a landlord responsibility.

### Lawn Maintenance

Please ensure that lawns are regularly mowed and edged, keeping them neat and tidy. Should you wish to have someone regularly mow your lawn, let us know and we would be happy to recommend a service to you. This is at the tenant's expense.

### Supplied Hoses/Fittings

Supplied hoses, fittings and accessories must be kept in good condition and please ensure that everything is returned and in place upon vacating of the property, free of any damage.

### Rubbish

Please ensure any rubbish is regularly removed from the property. This includes car parts, tyres, batteries, unwanted furniture and garden waste. Formal household rubbish and waste must only be placed inside rubbish containers (i.e. wheelie bins) and removed weekly from the property, or otherwise as required. This cannot be allowed to accumulate.

Please log onto your local council's website for details of bin collection as well as green waste and hard waste collections for your area.

## Oil Stains

Any cars parked on driveways, under carports and garages must have a drip tray placed underneath. Only if the vehicle does not drip any oil at all is a drip tray not required. Please also note that any visitor's cars must be parked off the premises if they drip oil. Should oil stains occur at anytime, this must be cleaned up immediately to prevent oil seeping in and permanently staining. Please note any permanent staining will result in compensation being charged to the tenant.

## Parking on Lawns/Gardens

It is important that at no time can cars or any type of vehicle be parked on any lawns, gardens or any area not created for, or designated as a vehicle parking area. Damage to lawns, landscaping and reticulation can be costly. Engine oil stains to gardens and lawns will also create permanent damage to the soil area, being costly to rectify. Any damage of this type will be charged to tenants in full.

## Swimming Pools and Outdoor Spas

If the property you are renting has a swimming pool and spa please pay attention to the following.

**Pool/Spa Cleaning Pool/spa cleaning and maintenance, unless it is agreed that the landlord will be supplying a regular cleaning and maintenance service as per your tenancy agreement, this will be a tenant responsibility.**

Please note that if regular cleaning does not occur by the tenant, high costs can be incurred to bring it back to its original clean state. If this occurs, this will be at tenant cost. It is also a tenant responsibility to ensure that the pool/spa is kept topped up with water, and must not empty the pool/spa without written approval from us. A pool handbook/video will be supplied to you at the commencement of the tenancy to ensure you are familiar with the pool cleaning equipment and chemicals required.

## Supply of Pool Chemicals

Supplying of pool treatment chemicals will be a tenant responsibility, at tenant cost.

## Pool/Spa covers, accessories and equipment

It is the responsibility of the tenant to maintain and keep in good condition any accessories, cleaning and maintenance equipment. Pool cleaning/equipment must be kept out of the sun and stored responsibly. Supplied pool/spa covers must be neatly rolled or folded up and stored away out of the weather when not in use to preserve its lifespan and usefulness.

## Pool/Spa Fences and Gates

We must be notified immediately if fences and gates are not functioning correctly, and the gate fails to self-close promptly when opened. State pool/spa regulations must be kept at all times.

### Bond and Changing Tenants

Should permission be granted for tenants to change/transfer during a tenancy agreement, then the outgoing tenant must liaise and arrange with the incoming tenant to be paid their share of the bond lodged. Please ensure that you then liaise with us for any transfer of names required on the original bond. All bond forms will be required to be signed and lodged with the Bond Administrator.

### Sub-Letting

Subletting is not permitted. This includes assigning the tenancy over to a third party, or allowing other occupants to move in without written permission. Permission for additional occupants involves a formal application being completed and submitted by the prospective tenant/occupant before approval by the landlord

### Pets at the Property

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:

- a) Yard Kept Clean - keep the yard clean and free from animal faeces.
- b) Rubbish Kept Cleared - clean up any rubbish/items scattered by the pet.
- c) Flea infestation - in the event of any fleas or flea eggs being present as a result of the animal, you will need to arrange for flea fumigation once the pet has been removed from the property and prior to returning the keys. This is at tenant cost. Please provide a receipt to the agent.
- d) No Pets Inside - pets are not allowed inside the residence at any time unless permission has been granted by the owner.
- e) Damage Rectification - repair any damage to the premises caused by the animal, and will protect and immediately rectify any damage caused to garden irrigation systems and fittings.
- f) Garden Damage - replace plants or vegetation damaged or destroyed by the pet directly, or indirectly (ie. plants died because a garden irrigation system was damaged by the pet).
- g) Additional Pets - other than any pet listed above and approved by the owner, not keep any other animals of any kind on the rental premises, (even on a short-term or temporary basis), including dogs, cats, birds, fish, reptiles, or any other animals.
- h) Disturbance and Noise - the pet shall not cause any sort of nuisance or disturbance to neighbours. Noise, day or night, must not disturb others. You must do whatever is necessary to keep the pet from making noise that would annoy others, and will take steps to immediately rectify complaints made by neighbours or other tenants.

## 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. These 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 any person's legitimate and lawful use of the 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 and 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

From 1st July 2013 if a fixed term lease is ending you will need to give 30 days' notice of your intention to vacate, in writing and all tenants on the lease will need to sign this notice.

Tenants on a periodic lease will need to provide 21 days' notice of the intention to vacate in writing and once again all tenants on the lease will need to sign this notice.

### Breaking a Fixed Term

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

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

- (a) Rent and outgoings until a tenant approved by the landlord takes possession, or the lease expires (whichever occurs first).
- (b) Reletting fees and advertising costs to relet the premises. This is payable pro-rata depending how much of the lease remains when a new tenant is secured.
- (c) Should the premises be vacant before a new tenant is secured, you are still responsible for the maintenance and cleanliness of the property until a new tenant takes possession.

## Getting Your Bond Back Quickly- Criteria

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:

- a) Rent -any outstanding rent is paid promptly.
- b) Property Ready - the property is cleaned, carpets professionally cleaned and grounds returned to their ingoing condition. Please follow the final vacating guide at the end of this handbook. The property must also pass the final inspection conducted by this agency.
- c) Outstanding Accounts - please ensure that any monies outstanding like water, any damages, compensation amounts and break lease fees are paid.
- d) Keys - ensure that all keys, remote controls etc. have been returned. If keys are NOT returned then locks will be changed at the tenant's expense. If remotes are NOT returned these will be replaced and re-set at the tenant's expense.

## Outstanding Rent

Please note that it is against the tenancy legislation for you 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.

## Cleaning

Please use the 'Getting the Property Ready for Vacating' guide at the end of this booklet.

It is also important to understand that cleaning thoroughness can be hampered by tiredness after moving into another property. We encourage you to employ a cleaner so this process is not compromised. Should the cleaning process not be completed thoroughly, this can result in extra costs associated in rectifying any cleaning issues and will also delay the return of the bond.

## Carpet Cleaning

Please ensure the carpets are professionally steam cleaned and provide our office with the receipt.

## Window Treatment Cleaning

Please ensure the window treatments are professionally cleaned and provide our office with the receipt.

## The Final Inspection (Bond Inspection)

Only once the property has been fully vacated, cleaned and grounds made ready with keys returned can we commence our 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. This inspection will be conducted during our usual business hours: 8.30am – 4.30pm Monday to Friday. You may be present for the bond inspection.

## Outstanding Monies/Damages

It is important to note that if you vacate with outstanding monies and damages, your details will be lodged on a national internet tenancy database. It is important to know your details may still be lodged for 3 years. Therefore, due to the serious nature of these databases and how they can affect your future renting prospects, it is best that all monies owed be paid as soon as possible so no monies are outstanding.

## National Tenancy Database

The national internet tenancy database is a collection of tenancy information on an internet website lodged by real estate agents, mostly regarding tenant default action 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 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 lodgement of their details.

If we lodge your details on a tenancy database we will advise of this in writing. For specific details regarding the database we use, see [www.ntd.net.au](http://www.ntd.net.au)

## Getting the Property Ready for Vacating - Checklist

- Mail Redirection - please ensure that all mail is re-directed to your new address. You can complete a form with Australia Post to assist with this.
- Utilities - electricity, gas, internet, phone, etc. Please ensure all accounts are advised and cancelled accordingly. Appliance manuals - please leave them on the kitchen counter.
- Keys - please ensure you have all keys as handed to you at the start of tenancy. Also hand over any extra keys you have arranged to have cut.

## Inside the Property

- Walls - please clean off any dirty marks, removable scuff marks, finger or food marks etc.
- Ceilings - please remove any cobwebs.
- Ceiling mould - please clean off (particularly in wet areas and sometimes in bedrooms).
- Light fittings - clean off dust and remove any dead insects inside.
- All light globes must be working.
- Ceiling fans - wipe fan blades and tops of fittings to remove dust build up.
- Skirting boards - wipe down with a damp cloth.
- Doorways, doors - wipe off finger marks and any other removable marks.
- Windows - clean inside and out. Please note - nearly all modern sliding aluminium windows can be lifted and pulled out for easy cleaning. Also sills and runners (wipe out dust build up and any dead insects. A vacuum cleaner and paint brush can really help here).
- Flyscreens - brushed and dusted down. Please be aware, most modern sliding aluminium windows allow for the flyscreens to be taken off from the inside only, once the sliding part of the window has been moved first. Attempting to take them off from the outside may result in damaging them.
- Screen doors - front and back including frames – wiped clean and screen wire brushed. Stoves - clean stove top, control display, knobs, panels around knobs, any pull out or in-built drip trays, griller racks, trays and any inserts, oven racks, trays and oven bottom, walls and oven roof. A good oven cleaner will clean most ovens - however it is of importance that you read carefully the instructions on the product. Some cleaners can actually hinder oven surfaces (like stainless steel), and also some products have dangerous caustic fumes. Therefore, use with extreme caution!
- Kitchen range hood - clean pull out filters and clean framework.
- Dishwasher – run cycle with dishwasher cleaner.
- Bathroom - clean sink, mirror, cabinet, vanity unit and drawers, shower recess, glass screen and screen doors, bath and wall tiles including grout. Please ensure both the sink and bath has a plug available.
- Toilet - clean cistern, seat, bowl inside and also outside around the base. Don't forget the skirting tiles around the toilet.
- Laundry - clean both the inside and outside of the trough, and underneath. Please ensure a plug is present.
- Tiling - make sure all tiling and grouting to the kitchen, toilet, bathroom and laundry areas are clean.
- Exhaust - vents and fan covers are to be clean of any dust and dirt.
- Air-conditioners - front vents and filters cleaned of built up dirt. Modern systems (Wall Type) - filters easily pull out and can be brushed down with a hand brush. If there is a ducted reverse cycle air-conditioner unit, the air intake filter should be cleaned. This is usually on the ceiling in the passage area.
- Air-conditioning ceiling duct vents - please clean down if dusty or dirty.

- Cupboards/drawers - please clean/wash inside and out. Also, doors and door frames, front and back of doors need to be cleaned.
- Curtains - These need to be professionally cleaned.
- Blinds – These need to be professionally cleaned.
- Floors - floors to be mopped/washed if needed - please ensure corners and hard to get areas are also cleaned.
- Carpets - please ensure the carpets are professionally cleaned.

### Outside of the Property

- Lawns - freshly mowed and edged (best done a couple of days before the tenant takes possession).
- Gardens - remove any weeds, any rubbish and built up leaves etc.
- Rubbish - remove any rubbish that you have placed at the property. Be sure to check behind sheds, under shrubs and trees. This includes lawn clippings piled and compost left. Sweep paths and paving areas.
- Oil spillage removal – check and clean the carport and garage floors, paths and the driveway. If you have used a barbeque, check for any grease spots and spillages etc.
- Cigarette butts - if there are cigarette butts lying around - please pick up and remove.
- Garages and tool sheds - please remove any items from inside and behind garages and tool sheds that belong to you, including rubbish

### If you have a pet

- Pet droppings - please remove from gardens, lawns and any out of the way areas. Please dispose of in the bin – please do not bury them.
- Dog urine - remove/clean where your pet may habitually urinate (Base of walls, verandah posts etc.)
- Dog stains - to outside walls.
- Check where your dog regularly lies down, there might be 'tell tale signs' on walls etc.
- Dog/Cat claw damage - check screen doors, flyscreens and curtains. Please replace the screen wire if required.
- Dog chew damage - please ensure watering systems are free of dog chew damage and are repaired accordingly.
- Pet hair - please ensure any visible pet hair inside is removed.
- Fumigation - if your lease stipulates fumigation, please ensure this is arranged.

## Trades Guide - Get Some Help to Get the Property Ready

Getting the property ready on time for inspection can be exhausting and sometimes employing some extra help is a smarter and better way to go.

The tiredness factor when moving out to another property and then having to return to the original rental property to clean and get the grounds and garden ready can be a real headache. That is why so many tenants cut corners and not do a thorough job. This will delay the bond refund process if we need to employ tradesmen to complete cleaning, gardening or repairs.

Therefore, to get your bond back quickly here are some tradespeople we trust, use and recommend on a regular basis.

Please note that cleaning and repairs from tenant/damage are at tenant expense.

### Who we use and recommend

Professional Cleaning – Please contact the office for our preferred cleaners

Carpet Cleaner – Goodrich Enterprises 0403 610 163

Window Treatment Cleaning- Amazing Clean Blinds 9361 7077

Lawn Mowing/Gardening – M & L Lawns 9355 2371

Driveway Sprayer/Cleaner – Westlands Property Maintenance 0412 134 061

Rubbish Removal – Westlands Property Maintenance 0412 134 061

Handyman – Westlands Property Maintenance 0412 134 061

Glass Breakage – JC Glass 9344 2927

Pest Controller/Fumigator - Goodrich Enterprises 0403 610 163 or Rentokil 6430 6500