



RESIDENTIAL & EXECUTIVE LEASING

TENANT HANDBOOK

INFORMATION

DETAILS: TM Residential & Executive Leasing

Telephone (08) 9389 5184

Street Address 103A Waratah Ave, Dalkeith WA 6009

Postal Address PO Box 5402, Dalkeith WA 6009

Office Hours

Monday to Friday 8.30am - 5.00pm

Contacts

Chris Philips 0413 261 072 chris@tmresidential.com.au

Helen Haley 0423 857 488 helen@tmresidential.com.au

Website www.tmresidential.com.au

GETTING STARTED

WELCOME TO YOUR NEW HOME.

We have included a few phone numbers of people that you will need to contact at the beginning or the end of your tenancy.

- **Synergy - 13 13 53**
Contact for a final electricity reading on your old residence and for connection to your new home.
- **Telstra - 13 22 00 or Optus - 1300 301 937 or iinet - 13 19 17**
Phone for connection or visit the website - www.telstra.com.au/movinghome
- **Australia Post**
You should visit your local post office to arrange for re-direction of your mail from your old address to your new address.
- **Alinta Gas - 13 13 58**
For homes that have gas available - please call for connection.
- **Water Usage - no changes required**
We will organise a reading of the meter by the Water Corporation. It is recommended you read the meter yourself upon moving in to confirm the Water Corporation is correct. Water usage is paid directly to TM Executive Leasing once we have invoiced you.

Upon arrival at your new home, you should check:

- **Hot water system** is working. If it is gas you will find the instructions on the inside of the unit, which is found outside. If it is a large unit, over a meter high, you will find this is a storage system. If you run out of water you will need to wait for this to fill up. If it is smaller unit, this will be an instantaneous system. If it is electric, this unit is generally found inside a cupboard in the home. If it is a gas powered system, make sure the main valve is turned on.
- **Security** of the home is very important. Please check all locks upon arriving.
- **Electricity** is connected. The meter box is generally found close to the front door. If the power goes out at any stage, it is quite often a circuit breaker/RCD safety switch which has blown from an appliance. After unplugging all appliances, you can try flicking the switch back up and it will start working again. Do not use the appliance which triggered the switch, as it is usually faulty. Contact your Asset Manager to discuss further.
- **Oven and stove** are working and ready to use.

PROPERTY CONDITION REPORT

You need to fill in any additional comments in the space provided and return the **original** to our office within **SEVEN DAYS** of the date stated on the form for the report to be valid and used in the final inspection.

It is for your benefit that you be very thorough and mark down everything onto the inspection report. This report is what we check against when you vacate and you will be accountable for anything that is found and not marked on the condition report.

If something is not noted down and it is found/noted on the final inspection you will be held accountable for the price of fixing.

If your copy of the condition report is not returned within SEVEN DAYS of being issued, you hereby understand that we will not accept your condition report for the final inspection and our original copy will be used.

INSURANCE

ALL TENANTS SHOULD HAVE THEIR OWN CONTENTS INSURANCE.

You should arrange contents insurance to protect your valuables from theft or damage.

THE LANDLORD IS NOT RESPONSIBLE FOR YOUR CONTENTS.

An accident caused by a burst water pipe for example, which damages your furniture and/or clothes, is not recoverable from the owner or under the owners' insurance policy. You may request the owner claim it under their policy but it is not a given that they will accept to do this for you.

PETS AT THE PREMISES

No pets of any kind are allowed on the premises, **including visiting pets** without prior written permission. If you have received written permission to have a pet on the premises, you will be required as a condition of consent, to have the carpets professionally cleaned and after this, professionally sprayed for fleas inside and out.

Copies of receipts will be requested. This will be required even if you believe your pet has no fleas and/or were kept outside.

MAKING RENT PAYMENTS

Rental payments must be paid a minimum of 2 weeks in advance or as per the lease agreement.

Please remember if you are using any kind of electronic transfer to allow 3 days to reach us prior to your paid to date.

You have the following **options** in relation to paying your rent:

- **BPAY - Biller Code 489294.** Please ensure you enter your reference number so that we can identify that the payment is from you.
- **Rent Card**
Issued to you when you collect your keys.

WHAT HAPPENS IF YOUR RENT FALLS BEHIND?

If the rent falls behind, the following action is taken:

1-2 days “Courtesy reminder text” - you are officially in breach of the lease agreement by not making your payment on time.

3-13 days “Breach of Residential Tenancy Agreement” notice sent (this is recorded on your permanent rental ledger)

14 days “**Termination Notice**” issued and you will be required to vacate the premises and may be registered as a default tenant.

Please note, that there may be problems setting up your account in the first month and if you receive a breach and believe you have paid, please contact us immediately so we can work out what has happened.

Every letter sent due to late payment of your account is permanently marked on your ledger (even after one day). We request that if you are having problems you contact us immediately for discussion.

It is important to make sure that your rental payments are made BEFORE the paid to date.

Your ledger, which is created through your payment history, is used in many applications. Other agencies can contact us for your ledger/payment history when requesting a rental reference or financial institutions, if you are applying for a loan.

Breach of your Tenancy Agreement can also result with lodgment on NTD (defaulting tenant database).

Please note; we are required to state exactly what is on the ledger - if your payments show constant default, your reference will reflect this.

POOLS

At the beginning of each tenancy we will organise a handover with you. If you have not heard from us within the first week of occupying the premises please contact Chris Philips.

STRATA BY-LAWS

If you have moved into a complex of apartments or townhouses please make sure you abide by the common strata by-laws which will be supplied by your Leasing Executive.

WATER/SEWER USAGE PAYMENTS

If the property is separately metered, a meter reading will be taken at the beginning of the tenancy.

We will send you our invoice as we will pay the account and you will be reimbursed. You are required to pay the amount on the invoice to **“TM Executive Leasing” (at 103A Waratah Avenue Dalkeith WA 6009) within fourteen days** of receiving the invoice.

We require that you make a separate entry with your direct transfer so that your payment can be easily identified as a water payment and NOT a rental payment.

DO NOT PAY THE WATER CORPORATION DIRECT UNDER ANY CIRCUMSTANCES.

Slow or non-payment of a water/sewer usage invoice will be treated in the same manner as rental arrears with a Breach letter and/or Termination Notice issued.

ROUTINE / GENERAL INSPECTIONS

Under the Residential Tenancy Agreement, we are allowed to conduct 4 general inspections per year. The first inspection will be carried out approximately 6 weeks after your lease commences, then 3 monthly after that.

You will be notified of our inspection in writing via email, at least 7 days prior. If you cannot attend, we will use our keys and leave a card to show we have been. Please be aware that digital photos of the interior and exterior may be taken for the purposes of informing owners of the property condition.

If you have an **alarm, or if you have a dog** that will be at the premises unsupervised, you need to contact the office to prior to the inspection.

On our routine report, we note down everything - how the property is presented, how the lawns and gardens look. This report is then passed onto the owner and also kept on our records for the purposes of future rental references. For this reason, we request that you make an effort to have the property looking as good as it can. **Please pay particular attention to washing up, putting clothes and toys away, make beds, mow lawns, weed gardens and remove excess rubbish.**

COOKING AND ODOURS IN THE PROPERTY

The tenant is required to keep the property free from odours, oil and grime build up associated with cooking. The range hood and extraction fans should be used at all times when cooking and the filters require regular cleaning.

LAWNS, GARDENS & RUBBISH REMOVAL

The tenant agrees (where lawn mowing is applicable), that lawn mowing on a fortnightly basis in Summer and three to four weekly in Winter, is fair and reasonable. **You are required to attend to lawns regularly, without fail**, if you have a problem completing this, we suggest you pay a professional.

The condition of the green bin is to be maintained, kept in a provided area or safe place and not to be left curbside for extended periods of time after collection.

If a reticulation system has been provided with the premises, you are responsible for advising our office immediately if the system is not working. Result in failing to advise our office of a fault could result in you being made responsible for any damage to lawns and plants.

You are only allowed to use the reticulation/sprinklers to water the garden on your allocated days, either BEFORE 9am or AFTER 6pm. You can hand water the garden during these times any day.

1	Wednesday and Saturday
2	Thursday and Sunday
3	Monday and Friday
4	Tuesday and Saturday
5	Wednesday and Sunday
6	Monday and Thursday
7	Tuesday and Friday
8	Wednesday and Saturday
9	Thursday and Sunday
0	Thursday and Sunday

PAINTINGS, POSTERS, ALTERATIONS

Alterations (attached or detached) to the premises are not permitted without prior written permission from our office. This includes, picture hooks, adhesive hooks, nails, screws, blue tack being driven or attached to the walls, doors or ceilings.

THE PREVIOUS TENANT'S MAIL

Please direct the previous tenants' mail as "RTS, no longer at address". Any arrangements you make with the outgoing tenant/s regarding mail and/or forwarding address is between you and the outgoing tenant.

Please take care to note the owner's name on your lease agreement. Any official looking letters like council or water board notices that may arrive for them should be directed to our office. Please write on the letter "Try c/- TM Executive Leasing, PO Box 5402, Dalkeith WA 6009."

MAINTENANCE REQUESTS

All maintenance requests **MUST** be submitted in writing. Please be very specific when reporting the problem giving as much detail as possible.

If you have an emergency, you can call our office. We still require that you follow your phone call with a request in writing. Please find herewith the following ways to report a repair to our office:

1. **ONLINE WEBSITE REGISTER** visit our site, www.tmresidential.com.au where you can register your request.
2. **EMAIL** - Very quick and efficient way of requesting repairs and you also have a record. Email addresses are on the front page of this booklet
3. **PHONE** - 9389 5184 (office) or your Leasing Executive (emergency only and numbers are on the front page of this booklet)

URGENT “OUT OF HOURS” CONTACT

ALL non-urgent repairs are to be directed to our office for arrangement by TM Executive Leasing within working hours.

Only “urgent” (i.e. cannot wait until working hours) maintenance problems can be directed to our after hours numbers for assistance - please follow this procedure:

1. **Contact the after-hours mobiles.**

After hours contact numbers of the Leasing Executives are on the front page of this booklet.

If the problem CAN wait, please call the office during working hours.

***** Please note if the repair is not classified under the ACT as an emergency repair, you may be liable for the cost *****

PROBLEMS WITH PESTS

If you have a problem with pests, we request that you first take suitable action (like surface spray) as a first option. If you continue to have a problem and you have tried all options, you will need to contact us within the first 3 months of your tenancy. After this time, it is classified as a condition of living by REBA and therefore a tenant responsibility.

SHARED TENANCIES - ONE TENANT LEAVING

You will need to advise our office in writing of a change in tenancy. The new tenant must fill out a standard application which will then be required for approval by the owner. Once this is completed we will then forward you a "Variation of Bond" form for all parties to sign to agree to the change.

BREAKING THE LEASE AGREEMENT EARLY

If you are currently within the fixed term of a lease agreement and you wish to break your lease, please contact the office.

As a tenant breaking a lease agreement you are responsible for all costs associated that a landlord would normally incur to relet the premises whilst within the fixed term.

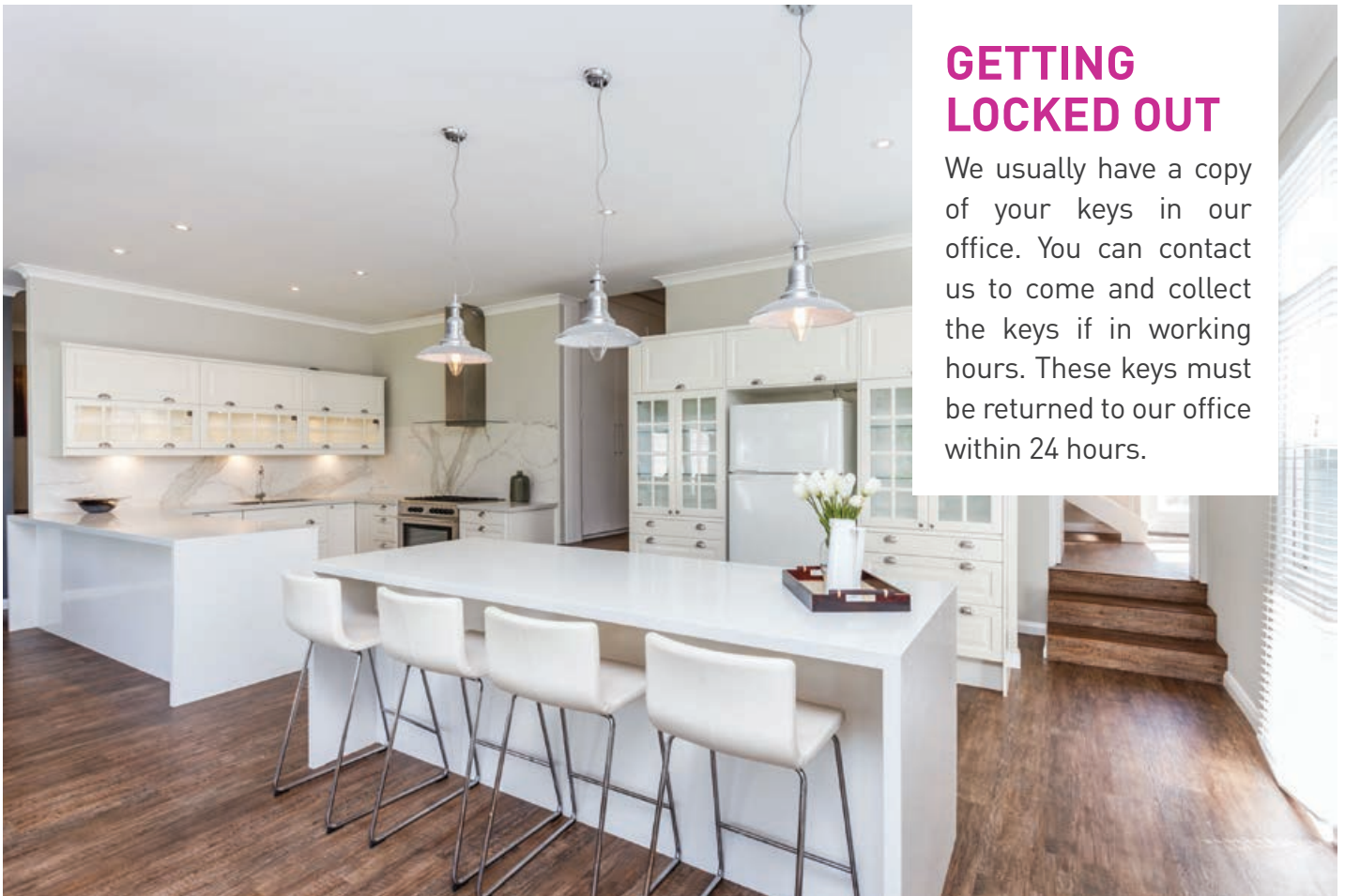
NOTIFICATION of breaking your lease must be given to us IN WRITING. We require that you contact the office to discuss.

SECURITY & LOCKS

At the end of each tenancy we ensure that all keys signed out are returned by the previous occupants.

If you are concerned with the security of your premises, you may arrange to change the barrel in your lock/s. This is at your expense. An you must put in writing this request.

A copy of the key must be provided to TM Executive Leasing under the terms and conditions of the lease agreement.



GETTING LOCKED OUT

We usually have a copy of your keys in our office. You can contact us to come and collect the keys if in working hours. These keys must be returned to our office within 24 hours.

VACATING REQUIREMENTS

YOUR VACATING NOTICE

Please find attached “21 Day Vacating Notice” for you to hand in, fax or email into the office. Please note the 21 days, commences from the day received by the office.

Once your vacating notice is received we commence marketing for a new tenant. In many cases new tenants are found to move in the NEXT DAY after your vacating date. It is therefore extremely important that you immediately advise us of any delay in your vacating plans. For the same reason, it is crucial that the premises are left in good order on your vacating date, so as not to disrupt the new tenancy.

Sign Installation

Once we receive your notice, a “For Lease” sign will be installed at the premises in order to help us re-lease the property.

Prospective Tenants to view your premises

If we are releasing the property on behalf of the owner, we may also be in contact with you to see if you will allow us access for prospective tenants to view as per your Residential Tenancy Agreement.

We will organise with you a suitable time for us to attend and we require that you lock away all small items of value prior to us bringing people through. We will work with you in any way possible and would like thank you in anticipation of your cooperation.

Making Additional Rent Payments

You are required to continue making your rent payments in accordance with your lease agreement until you vacate the premises.

Please note that if you fall behind in your rent in your notice to vacate period and monies are not forthcoming, you will be listed on the bad tenant database - NTD

THE BOND CANNOT BE USED AS RENT, UNDER ANY CIRCUMSTANCES.

Returning Keys

All of the keys, remote controls, cards, permits must be returned to TM Executive Leasing by 5pm on the day you will be vacating. If any keys (to doors, garages or letterboxes) have been lost these will be required, we suggest you arrange for new locks to be installed and new keys to be supplied before the final inspection.

Missing keys can lead to inspection and bond refund delays. Please DO NOT LEAVE ANY KEYS OR REMOTES ON THE PROPERTY.

PLEASE NOTE: You may be held responsible for further rent if the keys are not returned on you're vacate day.

The Final Inspection

The bond inspections are normally completed on the following working day. We will contact you to discuss the outcome after we have attended the premises. Should you be required to attend to the items of concern, the keys can be collected at our office and returned within 24 hours. Should the required work not be completed within 48 hours after discussion or prior to a new tenancy moving in, we will organise this directly with a tradesperson and the funds will be deducted from your bond.

Water/Sewer is calculated from the last bill you received to the vacate date. The meter will be read by the Water Corporation and you will be informed of this amount.

VACATING CHECKLIST

Once you have provided notice to TM Executive Leasing to vacate the premises, we will send you a vacating checklist in order to make the vacation process as smooth as possible. Amongst other things you will be required to attend to the following:

- ☑ Advise gas and electricity utilities to cancel your account at the expiry of the tenancy agreement (TM Executive Leasing will arrange the final water reading by Water Corporation).
- ☑ Arrange for the property, carpets and windows to be cleaned as per Annexure A of the Lease Agreement. Refer to the list of contractors below for cleaning assistance.
- ☑ Hand all keys/remotes back to TM Executive Leasing by 5pm on the day you are vacating.
- ☑ Sign and return Bond Disposal Form to TM Executive Leasing as soon as possible after the Final Inspection.
- ☑ Provide forwarding mail address to TM Executive Leasing.



21 DAY VACATING NOTICE

DATE OF TODAY	
NAME	
THE RENTAL PROPERTY ADDRESS	

I/WE WISH TO VACATE THE ABOVE MENTIONED PREMISES AND HEREBY GIVE 21 DAYS NOTICE.

Reference to Notice Periods required is in Section 14c of your lease agreement.

MY VACATE DATE IS	
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I/WE AGREE TO HAND IN ALL KEYS AND HAVE ALL RENT PAID UP UNTIL THIS DATE.

OUR FORWARDING ADDRESS IS:			
NEW HOME PH:		MOBILE PH:	
WORK NO:		OTHER CONTACT NO.S:	
Reason for leaving Most owners value their tenants and are concerned when they give notice. This is not necessary to fill in, but is helpful when your owner asks us what your reasons are for leaving.			
We hereby agree to all of the above. Signed all Tenants:			

OFFICE USE ONLY

NOTICE RECEIVED BY	DATE RECEIVED	
IS VACATE DATE CORRECT	AMOUNT OWING UNTIL VACATE	

UTILITY APPLICATION FORM



DIRECT CONNECT PROVIDES A FREE SERVICE THAT TAKES THE HASSLE OUT OF MOVING.

Simply complete the form below and return it to your Agent. Direct Connect will make all reasonable efforts to contact you within 24 hours of the nearest working day on receipt of this application to confirm your information and explain the details of the services offered.

Please tick this box if you would like Direct Connect to contact you in relation to any of these utilities and other services.

- | | | | | |
|--------------------------------------|-------------------------------------|-------------------------------------|-----------------------------------|---------------------------------|
| <input type="checkbox"/> Electricity | <input type="checkbox"/> Gas | <input type="checkbox"/> Phone | <input type="checkbox"/> Internet | <input type="checkbox"/> Pay TV |
| <input type="checkbox"/> Insurance | <input type="checkbox"/> Removalist | <input type="checkbox"/> Truck Hire | <input type="checkbox"/> Cleaning | |

PERSONAL DETAILS		
Title		Given Name
Surname		Date of Birth
Mobile phone	Home phone	Work phone

ADDRESS DETAILS	
New address connection details - Address you are moving to	Connection date (if known)



We guarantee that when you connect with one of our market leading electricity and gas suppliers, your services will be connected on the day you move in. Please refer to Direct Connect's Terms & Conditions for further information.

Once Direct Connect has received this application Direct Connect will call you to confirm your details. Direct Connect will make all reasonable efforts to contact you within 24 hours of the nearest working day on receipt of this application to confirm your information and explain the details of the services offered. Direct Connect is a one stop connection service.

Direct Connect's services are free. However, the relevant service providers may charge you a standard connection fee as well as ongoing service charges.

DECLARATION AND EXECUTION: By signing this application, you:

1. Acknowledge and accept Direct Connect's Terms and Conditions (which are included with this application).
2. Invite Direct Connect to contact you by any means (including by telephone or SMS even if the Customer's telephone number is on the Do Not Call Register) in order to provide Direct Connect's services to you, to enter into negotiations with you relating to the supply of relevant services as agent for the service providers, and to market or promote any of the services listed above. This consent will continue for a period of 1 year from the date the Customer enters into the Agreement.
3. Consent to Direct Connect using the information provided by you in this application to arrange for the nominated services, including by providing that information to service providers for this purpose. Where service providers are engaged by you, they may use this information to connect, supply and charge you for their services.
4. Authorise Direct Connect to obtain the National Metering Identifier and / or the Meter Installation Reference Number for the premises you are moving to.
5. Agree that, except to the extent provided in the Terms and Conditions, Direct Connect has no responsibility to you for the connection or supply (or the failure to connect or supply) any of the services.
6. Acknowledge that Direct Connect may receive a fee from service providers, part of which may be paid to the real estate agent or to another person, and that you are not entitled to any part of any such fee.

By signing this application form, I warrant that I am authorised to make this application and to provide the invitations, consents, acknowledgements, authorisations and other undertakings set out in this application on behalf of all applicants listed on this application.

Signature
Date

TM Residential & Executive Leasing
103a Waratah Ave DALKEITH WA
Phone (08) 9389 5184



MAKES MOVING EASY

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