WARBURTON'

ESTATE AGENTS

TENANCY HANDBOOK

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Tenancy Handbook

Congratulations on your tenancy approval. You have been approved because we are confident that like all our tenants, we believe you will be able to pay the rent on time, keep the inside clean and maintain the property, lawns and gardens.

We would like to extend to you and your family on behalf of our client, your landlord, our very best wishes for a comfortable and happy tenancy.

Tenancy is a two-way responsibility. You have obligations to us and we have obligations to you, but it is not normally difficult to make it a happy association.

Our staff are always available to help you. If there is anything concerning your tenancy which you wish to discuss, please contact our Property Management Team.

We have created this guide to assist you with being prepared for your tenancy induction and also to assist you with having the right expectations during your tenancy with Warburton Estate Agents.

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

Getting Started – What You Must Do First

Utility Connections – Getting Connected

It is a tenant responsibility to ensure your power, gas, phone, internet etc have been connected into your name. Make sure you organise your utility connections to take effect on the day you move into the property. This can be done by calling your provider and informing them you will be moving. You will need to supply to them the move in date and also the property's address.

Power and Gas

When inspecting a rental property try to take note if you will need electricity, gas connections or both.

Telephone and Internet

Make sure to contact your provider and give them all the information they need to either transfer these utilities over, or to open a new account.

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 your residential rental property address) please email these details to us at welcome@warburtonre.com.au

Keys
Should you wish to copy keys it is important to note we will need back all keys given to you at tenancy start and also all extra copies created during your tenancy period. If you change the locks during tenancy, you are obligated to provide us with a full new set of keys for property access and written approval must be sought before proceeding.

Payment and Lodgment of Your Bond
Your bond will be lodged with the Rental Bond Board and you can expect confirmation from them indicating your lodgement number.

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

During Your Tenancy

General Repairs

We insist that all repairs are lodged in writing.

Emergency Repairs

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

- ✓ Water pipes have broken or burst
- ✓ Blocked or broken toilet (if a second toilet is not available)
- ✓ Serious roof leak or gas leak
- ✓ Dangerous electrical fault, dangerous power point, loose live wire etc;
- ✓ Flooding, rainwater inundation inside the property or serious flood damage
- ✓ Serious storm, fire or impact damage (i.e. impact by a motor vehicle)
- ✓ Failure or breakdown of the gas, electricity or water supply to the premises
- ✓ Failure or breakdown of an essential service or appliance on the premises for water or cooking
- ✓ Hot water service failure on a weekend, or long weekend (this would not be considered an after -hours emergency if this occurs on a week night)
- ✓ Fault or damage that makes premises unsafe or insecure
- ✓ Fault likely to injure a person, cause damage or extreme inconvenience

AFTER HOURS EMERGENCY REPAIRS

Should an emergency repair be required after hours, then please refer to our Emergency Contact list.

PLUMBER
Wilkinsons Plumbing
02 6545 3833

ELECTRICIAN
Maxwell Spark Electrical
0423 846 696

SES 13 25 00

There is always an after hours call out fee so it is important to know if a repair is an emergency or a general repair. Getting this wrong may be costly to the tenant if the repair is conducted after hours!

Routine Inspection Guide

Routine Inspections and Photos

We will conduct a routine inspection at the property approximately every 6 and 12 months. The main purpose 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 may also involve taking photos of any repairs required and a photo of the grounds front and back. It is policy that we *do not take* photos of tenant possessions.

What we look out for at inspections inside the Property

- ✓ Walls/ light switches/doorways and doors are clean from marks
- ✓ The carpets are clean and stain free
- ✓ The windows and screens are clean
- ✓ The kitchen area is clean and oven/stove top is free of burnt on food and carbon staining
- ✓ Shower, Bathroom and Toilet, Laundry and all tiling is clean
- ✓ All areas and rooms are fully accessible (not locked)

Outside the Property

- ✓ The lawns are freshly cut/edged and maintained
- ✓ Gardens tidy and presentable/weeds removed
- ✓ Rubbish/lawn clippings removed
- ✓ No unregistered car bodies on the property
- ✓ Oil Stains removed from 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

- ✓ Any droppings are picked up and removed
- ✓ Any pet damage or rubbish scattered is repaired and cleaned up
- ✓ Ensure all/any dogs are properly restrained for the inspection

Rent Reviews

Rent reviews occur at lease renewal time and are adjusted in accordance with market conditions.

The landlord cannot increase the rent during the fixed term unless the agreement sets out the amount of the increase.

The tenant must get 60 days notice in writing if the landlord wants to increase the rent. This applies even when the agreement provides for, or permits, a rent increase.

The tenant can apply to the Consumer, Trade and Tenancy Tribunal within 30 days of getting the notice of the rent increase for an order that the rent increase is excessive, having regard to the general market level of rents for similar premises in similar locations.

Lease Renewals

Provided that your rent has been paid on time, and the property has been kept clean and undamaged and the landlord is happy to continue your tenancy, we will advise you of the impending expiry of the Tenancy Agreement and advise our instructions whether a further term is to be offered and under what terms. Once your invitation is received, it is important that you let us know whether you accept the renewal invitation or you wish to vacate. We need this advice in writing from you as soon as possible.

The Residential Tenancy Agreement has a continuation clause which allows a tenant to continue on under the same terms and conditions at the expiry of the fixed term (continuing basis), unless they receive correspondence stating otherwise ie notification of a rent increase or notice to vacate.

Changing of Tenants / Sub-Letting

Sub-Letting

Subletting is not permitted without written approval from us. Permission usually involves a formal application being completed and submitted by the prospective tenant/occupant. To ensure a quick and hassle free change of shared tenancy, our office will require the following items:

- ✓ A written letter from the vacating tenant stating their intention to vacate the property and advise that the rent and bond will be the responsibility of the remaining tenant/s.
- ✓ A written letter from the remaining tenant/s to advise they have knowledge of the change and that they will be responsible for the property including rental payments.

Once both letters have been received by our office we will contact the landlord/s and seek their approval for alterations to be made to the Residential Tenancy Agreement.

A "Change of Shared Tenancy Notice" form is required to be completed by both tenants. This document will be sent to the residential address or available for collection at our office. This document should be returned to our office once completed. An appointment should be arranged with our property manager to sign the vacating tenant/s name off the Residential Tenancy Agreement. If you are arranging for a new tenant/s to replace the vacating tenant/s an application form which is available from our office is required to be completed and approved by the owner prior to any persons moving into the property.

The landlord may refuse a sub-letting or co-tenancy request under a number of circumstances, these include:

- ✓ If it would result in overcrowding
- ✓ If the person was listed on a bad tenant database
- ✓ If the number of occupants permitted under the lease would be exceeded
- ✓ Or any other good reason.

Your Rent Payments

Zero Tolerance Policy for late rental payments.
We pride ourselves in our careful tenant qualification and screening process. Applications are approved only on the grounds that we are confident that the rent will be paid on time, every time. Warburton Estate Agents does not tolerate rental arrears. We expect your rent to be paid two weeks in advance minimum as per your lease agreement. If your rent does fall behind you will be hearing from our office. Rent is payable in advance.

Your account must be maintained in advance at all times. If for some reason your account falls into arrears, we are left with no alternative but to take action, which will be unpleasant for both parties.

We trust that we are never placed in this position.

If you are having difficulty paying your rent ALWAYS CONTACT US to discuss your problems.
However should you not contact us this is the procedure we will follow:

- 3 days in arrears we text or email you advising of arrears
- 7 days in arrears you receive a formal letter from us
- 11 days in arrears you will receive either a further email, a phone call or a personal visit
- 15 days in arrears Termination Notice is automatically forwarded

If you do not comply with the Termination Notice we apply to the Consumer, Trader and Tenancy Tribunal to have the matter heard and enforced.

Tenancy Handbook

As part of our procedure, every time one of the above steps are carried out an action is noted through our action/conversation diary which will remain on your tenancy history. Sometimes some tenants are continually late with payments.

If we have a tenant that is consistently behind despite all 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.

Understanding 'Rent in Advance'
Please ensure your rent is always paid in advance. Some tenants find this concept hard to understand, and some mistakenly believe that the first 2 weeks rent paid is held in trust for use at the end of tenancy, like a bond.

It is important to note the first 2 weeks rent paid is for your first 2 weeks of tenancy. Rent in advance concept is simple to understand. If you go into a shop and you select a can of drink from the fridge. If you open the can, drink the contents and then walk to the counter to pay you would agree you might find the store owner not pleased with your actions! The right thing is to pay for the can of drink first, then consume the contents after paying!

Paying rent in advance works exactly the same way. You purchase the time period in advance, and then consume the time period by dwelling in the property. Once the time period is finished or consumed, you then pay for the next time period again before using it, by continuing in the lease and dwelling in the property. This is the meaning of rent in advance.

Taking Care – Inside the Property

Misplaced Keys
If you have misplaced your keys during business hours you may come to our office and pay a deposit of $50.00 and borrow our office set. The deposit will be refunded once all keys have been returned. 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 cost.

IMPORTANT!
Most modern window fly screens can only be removed from the inside of the property. Attempting to remove them from the outside will result in damage to the fly screen frame work and will result in the fly screen having to be repaired or replaced at your cost. This may cost more than what it would cost to have a locksmith attend the property to allow you access back in.

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. Loud music, parties or otherwise can disrupt a neighbours right to peace and the quiet enjoyment of their residence.

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 worst case scenario, causing the unit to breakdown resulting in costly repairs and or replacement.

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.

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Smoke Alarms

Should you believe for any reason the smoke alarm(s) installed are not working or the batteries are not functioning, please let us know immediately. Protect your safety by being vigilant and report to us any issues, to ensure your safety in the case of a fire. Smoke alarms are checked annually and it is the tenants responsibility to change the batteries.

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:

- ✓ **Walls, switches, power points, skirting, doors and doorways** - please keep these free from marks and dirty finger marks.
- ✓ **Cobwebs/dusting** - please remove cobwebs to windows, walls and ceilings. Keep vents dusted. Light fittings and ceiling fans - keep them dusted regularly.
- ✓ **Curtains/blinds** - keep these cleaned, dusted and also (if suitable) machine or dry clean curtains and netting on an annual basis.
- ✓ **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.

- ✓ **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.
- ✓ **Wet Areas, bathroom, toilet and laundry grouting/tiles** - please ensure all tiles are kept free from grime, soap scum and mould.
- ✓ **Ventilation** - please ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation, causing mould and possible health problems.

Carpet Cleaning

All carpets need to be cleaned on a six to twelve month basis, simply because of general living. The best time is after winter or at the end of a wet period. We recommend professional steam cleaning and we do not recommend the use of 'do-it-yourself' hire machines. These machines lack the ability to adequately withdraw soapy water the machine may have squirted in.

Sometimes it is tempting to not have the carpets cleaned on vacating because they have been used only minimally and some rooms hardly used at all. We liken this type of situation to borrowing a shirt. Even if we may have worn this for only an hour and not a full day, it is expected that it be returned clean. It is the same for carpets as the next tenants taking possession also need to have clean carpets so this expectation can be transferred to them.

By Law it is not compulsory to have the carpets cleaned but the tenant is responsible for leaving the carpet clean. If the carpet is not clean then you will be charged for carpet cleaning.

If your lease allows you to keep a cat or dog, then according to that lease carpet cleaning is compulsory.

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In the Kitchen

Chopping Boards

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

Bench-top Joins

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.

Grouting/Tiling/Taps

Be sure that if you notice grouting or silicone sealing coming off/loose around any tiles near or around the taps and/or taps dripping/leaking to let us know by Maintenance request. If moisture should get in between tiles, this can damage the wall behind.

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.
Please use care when using scourers as these may scratch and damage enamel surfaces. When cleaning stoves/ovens use a spray-on oven cleaner. 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/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.

Cupboards/Drawers

Most cupboards and drawers are lined with white lining, which is great for easy cleaning. However substances spilled like sauces will in time prove difficult to remove and may leave permanent stains. Cupboard shelving, doors, doorframes and inside drawers/cutlery tidies should be cleaned at least on an annual basis. Also keep food in sealable containers to avoid insects and vermin gaining access to food and breeding and also creating a disease risk from germs, faeces and urine. Also regularly check for any water leaks from sinks and/or basins.

Dishwashers

Dishwashers provided as part of your tenancy need to be cleaned on a regular basis, and any build-up of food remains removed including any water and/or calcium stains. The correct cleaning products must be used.

In the Wet Areas

Bathroom, Toilet and Laundry

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 try a drain cleaning product like draino. Be sure to follow the product instructions carefully. If

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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. 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.

Loose tiles

Should you notice loose tiles to walls, the shower recess or to tiles over the laundry trough etc, please be sure to let us know.

Wall water damage

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 a tap head or tap handles. 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 to 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.

Taking Care – Outside the Property

Weeding and Shrub Trimming
Weeding of gardens beds, inside lawns, paths, paving and other outside areas are the responsibility of the tenant. Trimming of bushes and shrubs in and around the garden are also the responsibility of the tenant unless garden maintenance is included in your lease agreement).

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 as we would be happy to recommend a service to you. This is at tenant cost unless otherwise stated in your lease agreement.

Rubbish
Please ensure any rubbish is regularly removed from the property. This includes car parts, tyres and things like lawn clippings, drink bottles as well as other items that can easily be considered rubbish or general junk.

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.

Oil Drippage
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 drippage 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, reticulation and pipework can be costly. Engine oil drippage 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.
Please do not park on lawns or garden areas. Also oil stains are difficult to remove from driveways. Prevention is always better than costly cleaning and repairing lawns and gardens!

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.

Supply of Pool Chemicals

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

Swimming Pools & Spas

Pool/Spa covers, accessories, equipment and pool furniture

It is the responsibility of the tenant to maintain and keep in good condition any accessories, cleaning and maintenance equipment. This also includes any outdoor/pool furniture supplied.

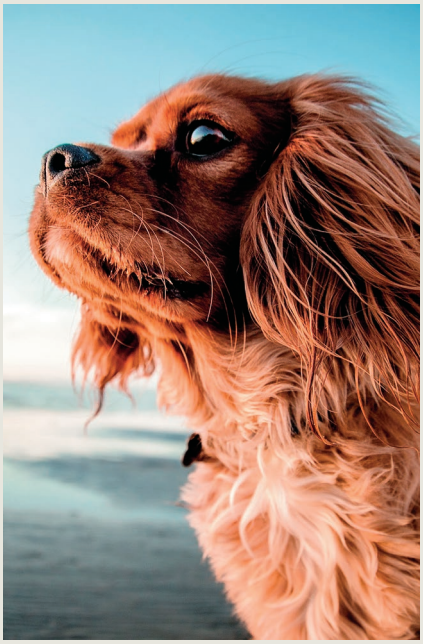
Pool cleaning/equipment must be kept out of the sun and stored responsibly. Supplied pool/spa covers must be neatly rolled or folded up and stored away out of the weather when not in use to preserve its lifespan and usefulness.

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. Pools and spas must be kept regularly clean at all times, unless a pool cleaning/maintenance service has been agreed to and provided by the landlord.

Pets at the Property – Right Expectations

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



✓ **Yard Kept Clean** - keep the yard clean and free from animal faeces.

✓ **Rubbish Kept Cleared** - clean up any rubbish/items scattered by the pet.

✓ **Flea infestation** - in the event of any fleas or flea eggs being present as a result of the animal, Warburton Estate Agents will need to arrange for flea fumigation of the property prior to and upon/after vacating the premises. This is at tenant cost.

✓ **No Pets Inside** - pets are not allowed inside the residence at any time unless approved by the landlord.

✓ **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.

✓ **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).

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- ✓ **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.
- ✓ **Temporary Pets** - the tenant will not harbour, substitute or "pet-sit" any other pet, and will remove any of the pet's offspring within 45 days of birth (should this occur).
- ✓ **Food and Water** - not to leave food for the pet outside the premises where it may attract other animals and/or insects.
- ✓ **Bi-Laws and Local Council** - abide by all local, city or state laws, licensing and health requirements regarding pets, including vaccinations.
- ✓ **Pets not permitted inside!** Unless otherwise agreed in writing, pets are not permitted inside the property at any time!

Your Safety – Being Aware

The highest priority always must be for your safety, and the safety of your children, occupants and your visitors.

Some things to be aware of include:

- ✓ Exposed wiring
- ✓ Faulty power points and switches
- ✓ Gas smell or odour
- ✓ Damage to paving and pathways that could cause someone to trip
- ✓ Suspicious or dangerous plants in the garden that are poisonous/toxic or that you may be allergic to them
- ✓ Bee swarms coming onto the property mainly during spring, especially if someone is allergic to bee stings
- ✓ If you need to clean a property with high ceilings or light fittings that are hard to reach, please do so with care and use the appropriate equipment and do not do anything considered unsafe, do not attempt to clean gutters/downpipes yourself, this is the Owners responsibility
- ✓ Loose floorboards that could cause someone to fall through them and cause injury
- ✓ Loose balcony railings, steps or decking woodwork
- ✓ Loose or faulty locks, in particular entry doors and screen doors
- ✓ Broken or cracked windows, and broken/loose window locks

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. A copy of the Strata by-laws will be incorporated into the lease agreement and will be provided at the start of the tenancy.

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.

Vacating the Property

Notice in Writing
When you intend to vacate the property, in all instances we require your notice in writing.

Ending a Fixed Term
If you are leaving at the end of your current fixed term lease, we require at least 21 days notice in writing. If you wish to leave at the end of your current fixed term lease and advise us before hand – only 14 days notice is required. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted.

Ending a Non-Fixed (Periodic) Term
If you are leaving on a non-fixed term (periodic) lease, we require at least 21 days notice in writing. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted to us.

Breaking a Fixed Term
Should you wish to leave during a fixed term lease, we require your notice in writing. We are unable to accept your intention verbally.
In the case of breaking a fixed term lease, the following costs will be incurred:

(a) Rent 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, it is also your responsibility to ensure the grounds are watered and maintained for this period.
(d) Access will be required to show the premises to prospective tenants

Tenancy Handbook

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:

- ✓ Rent - any outstanding rent is paid promptly.
- ✓ 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.
- ✓ Outstanding Accounts - please ensure that any monies outstanding like water, any damages, compensation amounts and break lease fees are paid.
- ✓ Keys - ensure that all keys, remote controls etc 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.

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 cleaned. Be aware that using cheap 'do it yourself' carpet cleaning hire machines may initially save on cost, but in the long run may cost you a lot more, as they generally do not have the power to get carpets properly cleaned. This can result in professional carpet cleaning still being required after you have paid to hire a machine as well.

Please note 'do it yourself' carpet cleaning hire machines are not accepted as part of the vacating process!

The Final 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. We do not wish to travel to the property ready for the inspection and find the property not 100% ready.

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. Even if your monies are eventually paid, this doesn't mean your details will be withdrawn from the database.

It is important to know your details may still be lodged for 5 years after your debt has been cleared, indicating there was originally a problem.

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 owing.

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, 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.
✓ 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 framework.
- ✓ **Bathroom** - clean sink, mirror, cabinet, vanity unit and drawers, shower recess, glass screen and screen doors, bath and wall tiles. 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** - wash any washable curtains and netting. If other curtains are visibly dusty or dirty, consider dry cleaning.

Tenancy Handbook

✓ **Blinds** - if you have venetian blinds, clean off the blind slats. Any other type of blinds should be able to be wiped down.
✓ **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. By law you are not obliged to do this, but as a tenant I am sure you appreciate that the previous tenant has done this for you. Phone us for details of who we recommend and use for professional carpet cleaning.

Outside 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.
✓ **Guttering** - please ensure that the gutters are freshly cleaned of any dirt/silt and leaves/twigs.
✓ **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 carport and garage floors, paths and 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, veranda 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.

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