

TENANT INFORMATION GUIDE

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CONDITION REPORT

Very important when moving in. It has to be filled out by the tenant and agent so you both agree to the condition of the property. Must be returned within 7 business days.

ELECTRICITY/PHONE

It is the tenant's responsibility to have gas, electricity and telephone connected in your name and to have the account finalised when you vacate.

OCCUPANCY

Only the people originally included on the application form and approved by the owner are allowed to reside at the property permanently. If a new tenant wishes to replace an existing tenant. The office must be informed in order to approve the new application and complete the Residential Tenancy Agreement paperwork.

PAYING RENT

We accept rent payments only by direct debit, electronic transfer, deposit book at any Commonwealth Bank and Rental Rewards (credit card).

If you are having difficulty paying rent, always contact us to discuss.

Our procedures on arrears are: -

- 5 DAYS** - We will send a reminder sms
- 10 DAYS** - We will issue you with a letter of demand
- 14 DAYS** - In accordance with the Residential Tenancy Act issue you with a Termination Notice, which will require you to vacate the premises within 14 days.

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BREAKING YOUR LEASE

Your lease is for a fixed term and cannot be varied without agreement. Should you need to break your lease before the end of the fixed term you are responsible to pay a break lease fee. [See page 9 of lease agreement](#)

BREAKING YOUR LEASE

Please see Page 9-10 of Lease Agreement (In tenancy Forms)

WATER USAGE

If you live in a house, townhouse, semi or any other property that is separately metered you are responsible for payment of water usage. This needs to be paid separately to your rent.

CONTENTS INSURANCE

Please note, Landlord's insurance DOES NOT cover your personal belongings and it is in your interest to obtain Content's Insurance in case of flood, fire, damage & theft. Please see below for further information on Content's Insurance for Tenant's.

RUBBISH

Rubbish must be placed in the appropriate bins. If you are in a unit/townhouse, the bins will have a designated area.

PICTURES

DO NOT use blu-tac or sticky type substances to hang things on wall as the removal can cause damage. If no picture hooks are already in place, please contact us to arrange approval by Landlord.

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GARDENS

You are responsible for the lawns and gardens unless otherwise specified in your lease. This includes, watering, weeding trimming & mowing. Please seek advice from your Property Manager before removing plants or pruning large trees/bushes.

ROUTINE INSPECTIONS

Routine Inspections are carried out on all properties and you will need 7 days (not including that day) notice. This is a good opportunity to advise your Property Manager of any maintenance problems or concerns you may have. If you are not present, they will access the property with the office set of keys.

PROPERTY FOR SALE

If during your tenancy the property goes up for sale, don't stress! If you are in a fixed term lease, you are there for the term of the lease, if you are on a continued lease (month-to-month), the Landlord must give you 30 days notice on the exchange of contracts.

KEYS

Your office will usually have a sets of keys to help you back in your property if you lock yourself out! If you do this after hours, our recommended locksmith can be contacted at a cost to you.

If you lose a security key/remote/swipe it is your responsibility to pay.

SMOKE DETECTORS

It is a statutory requirement that a functioning smoke detector be installed in your rental property. NEVER disable your smoke detector or you will be responsible for the repairs.