

Tenancy Handbook

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Welcome to Renting with Laing+Simmons Dee Why

Congratulations on your tenancy approval

You have been approved because we are confident that, like all our tenants you will be able to pay the rent on time & maintain the property to a high standard and we would like to extend to you our 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.

For your convenience we have prepared a guide to acquaint you with the range of procedures and services we provide. We encourage you to share your feedback. Whether praise or concern, your valuable comments will help us ensure that we are meeting expectations.

SHARE YOUR FEEDBACK

Getting Ready for your Tenancy Induction

To ensure you have the right expectations regarding the start of your tenancy and the induction process, we ask you to read over the following important points:

During the Tenancy Induction we will go through the following with you:

Tenancy Agreement

- + The specific details of your tenancy with us, to make sure everything on the lease is correct and agreed to.

Payment of Rent

- + How rent is to be paid to our office

Zero Tolerance Late Rent Policy

- + We will explain our zero tolerance policy to late rent payments

Bond Lodgement

- + Lodgement of your bond with the Office of Fair Trading is now direct to "Rental Bonds On Line"

Property Condition Report

- + We will explain what you need to do with your property condition report and that it must be returned to the office within seven days of moving in.

Repairs & Emergency Repairs

- + Our procedures will be explained to at the lease signing.

New Tenant Checklist

- + Will be issued to you at the lease signing with the Residential Tenancy Agreement
- + Any other important matters

Possession Granted

Please note that possession will not be granted until the following has been fulfilled:

- Rent - your initial two weeks rent has been received by our agency
 - Bond - your full bond payment has been lodged and received by Rental Bonds Online
- Please Note Keys will not be handed out BEFORE the lease day begins

Notes

Appointment and Time Allocation

As we need to explain all your tenancy details thoroughly, please allow approximately 45 minutes for your tenancy induction.

Please ensure all approved tenants are present.

We cannot sign lease agreements if one of the approved tenants is not present at the appointment.

Keeping Your Appointment Time

The time you have been allocated for your tenancy induction has been specifically allocated amongst our other appointments, which are usually "back to back". This means it is crucial you are on time for the appointment because if you are late, our induction time may have to be rescheduled several hours later until the next time slot is available.

Avoid being inconvenienced, therefore to avoid unnecessary delays and inconvenience please ensure you are on time for your appointment. If you believe you will be delayed, even by 10 minutes, please call us ahead so we can confirm if another appointment time will need to be made to accommodate your change in appointment circumstances.

No Cash Policy

We have a no cash policy!

Initial and ongoing payments are to be made using DEFT Website (<https://www.deft.com.au/>)

We regret that we are unable to accept a personal or a company cheque, and due to security reasons, we are unable to accept cash.

Bank cheques/Money orders to be made out to Laing+Simmons Dee Why

How We Collect Your Rent

BPAY® - via your

Your Rent Payments

Zero Tolerance Policy for Late Rentals

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 of our Zero Tolerance policy for late rent payments.

Follow-up involves phone calls and persistent personal contact. This has caused some people upset, embarrassment and also resentment.

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 of us. We trust we are never placed in this position.

If you happen to fall into arrears or know that you will be unable to make a rental payment, please contact the office and discuss the situation with your Property Manager.

These actions form our arrears management procedure and occur at time specified:

3 days in arrears - A reminder email is sent advising of arrears

7 days in arrears - Email and Letter is sent to Tenants to advise of the breach. The Landlord is also advised of the breach.

10 days in arrears - Text message and phone call to remind and discuss matter.

15 days in arrears - A Non-Payment of Rent Termination with 14 days' notice to vacate.

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

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 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 issued with a poor performance reference should a new landlord or agent require one.

Understanding Calendar Monthly Payments

Should you requested to pay by calendar month, it is important to understand that the term 'calendar month' does not refer to 4 weeks or 28 days. As each month has either 28, 30 or 31 days, then a calendar monthly amount is more than 4 weeks rent.

To calculate this evenly, we use this simple calculation.

Weekly Rent divided by 7 days = Daily Rent
Daily Rent x 365 days = Yearly Rent

Yearly divided by 12 months = Calendar Monthly Rent

This calculates 12 equal calendar monthly payments, which will be due on the same date each month (i.e. the 15th of each month) instead of the same day (i.e. every second Friday) as is the case with fortnightly payments.

Please note that a calendar month payment is approximately 4.33 of a week's rent.

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.

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.

Utility Connections

It is your responsibility to have the electricity, gas and telephone connected prior to moving in. Sufficient notice should be given to allow connection to be effected. These services must be connected in your name.

Important Condition Telephone Line - If there is no telephone line connected to the premises, the cost of supplying that connection is borne by the applicant for the telephone service. The tenant agrees to leave in the same manner of connection or operation, any telephone service installed in the premises at the commencement of the agreement.

Wanting us to get you connected? Would you like to reduce the hassle and time it takes you to move home? MYConnect offers a FREE service to connect your new home's utilities and provide a full range of moving solutions. With just one call, MYConnect can have your new home connected and all your moving solutions arranged.

Is there a catch? There is no catch. They are free, there are no obligations, and there are no contracts unless you choose to enter into one. They are paid a commission by their suppliers to get you connected!

ConnectNow offers a wide range of services to help you move from your old property into your new home. Their services include: electricity, gas, telephone, internet, pay tv, insurance, removalists, truck hire & cleaning.

Ask us for an application and advice on how to fill in the ConnectNow section of the form.

You can also apply online.

Important - Keys Issued Early

It is important to note we are unable to issue keys early, or grant access to the property any earlier than the allocated tenancy start date. An example of this is where access to the property is required to move boxes into a garage or bedroom to get the moving process started earlier, or a removal truck company requires access a couple of days earlier. Under all circumstances we cannot issue any keys earlier than the start date of the tenancy, for legal and security reasons.

Online Portal

At Laing+Simmons we are always looking for ways to use modern technology to improve the service we provide our valued clients.

We have an online portal for our tenants to have secure 24 hours, 7 days a week access to view your current and past rental payments, property details including your tenant ledger.

This online service also enables you to email your Property Manager directly, we will send you the details on how you log on through your email address. If you dont recieve this email please contact our office.

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 on rentals.deewhy@lsre.com.au

Keys Should you wish to copy keys it is important to note we will need back all keys given to you at the tenancy start, and also all extra copies created during your tenancy period.

If you wish to change the locks during your tenancy you are required to get permission and are obligated to provide us with a full new set of keys for property access.

Payment and Lodgement of Your Bond Your bond will be lodged with the Office of Fair Trading 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.

Tenant Content Insurance It is crucial that you have 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: 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 Two: You are away on holidays and the power cuts out due to an electrical fault in the building. You return home to find your fridge/freezer goods spoilt. The owner's insurance will not cover your fridge/ freezer goods.

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

In all cases above, quality tenants contents insurance should cover your goods for these given examples. Please check with your insurer however for the cover they provide.

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

Smoke Alarms

Landlords are responsible for the installation of smoke alarms in rented premises and where a smoke alarm is installed.

If the smoke alarm has a replaceable battery, the landlord must put a new battery in at the commencement of a tenancy.

After the tenancy begins, the tenant is responsible for replacing the battery if needed.

The tenant agrees not to remove or interfere with the operation of any smoke alarm installed on the residential premises except with reasonable excuse and to notify the landlord if any smoke alarm installed on the residential premises is not functioning properly.

Routine Inspection & Photos

We will conduct a routine inspection at the property three (3) months into your tenancy and then approximately every 6 months thereafter. You will be advised in by email, text or in writing via the post of the inspection date and time.

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 photos of the property. It is our 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, carpets are clean and stain free
- + Windows and screens intact/clean
- + Kitchen area clean and oven/stove top is free of burnt on food
- + Shower, bathroom and toilet, laundry and all tiling is clean
- + All areas and rooms fully accessible (not locked)

Outside the Property

- + Lawns are cut/edged and maintained
- + Gardens tidy and presentable/weeds removed
- + Rubbish/lawn clippings removed
- + No unregistered car bodies on the property
- + Oil stains removed to carports, garages and driveways
- + All areas, garages, store rooms etc all accessible
- + Swimming pools/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, Trader 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 of 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

If a tenant wants a new or replacement co-tenant to move in and sign the lease, the tenant first needs to ask the landlord for permission.

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 from our office. This document should be returned to our office once completed.

An appointment should be arranged with your Property Manager to sign the vacating tenant/s name off the Residential Tenancy Agreement this would include the signature of the remaining tenant, so both parties will need to be present at the appointment.

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
- + In the number of occupants permitted under the lease would be exceeded

Renewing the lease

Continuing Lease

There is a continuation clause in the Residential Tenancy Agreement that applies after the fixed term has ended, where a tenant has the option to continue the lease under the same terms, unless they receive notice expressing otherwise.

The notice can be in the form of a rent increase or a notice to vacate.

TICA

TICA is a database containing information regarding both defaulting and excellent tenants, which is widely supported by the industry. The type of information held by TICA is whether you have been listed on the database for any reason, and the contact details of the person who made that listing. This information is held for the purpose of consideration by letting agents who may be considering an application by you. This will affect further tenancy arrangements with other real estate agents not only in your local area, but across Australia and New Zealand.

Therefore we encourage everyone to ensure their rent is paid on time, so that our business relationship remains beneficial for both parties. For specific details regarding the database see www.tradingreference.com

Please call us should you have any queries regarding our Zero Tolerance Late Rent Policy.

Misplaced Keys and Property Care

Misplaced keys

If you have misplaced your keys during business hours you may come to our office and borrow our office set. 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 cost.

IMPORTANT Most modern window flyscreens can only be removed from the inside of the property. Attempting to remove them from the outside will result in damage to the flyscreen frame work, and will result in the flyscreen 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 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 cars.

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 break down 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.

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.

Repairs and Maintenance

General Repairs

We insist that all repairs are lodged in writing. You can lodge a repair request online through [Property Tree.au](https://www.propertytree.au) or email your Property Manager directly.

Emergency Repairs

Emergency repairs 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 second toilet not available)
- + serious roof leak or gas leak
- + dangerous electrical fault, dangerous power point, loose live wire etc
- + flooding, rain water inundation inside the property, or serious flood damage
- + serious storm, fire or impact damage (I,e impact damage by a motor vehicle)
- + failure or breakdown of the gas, electricity or water supply to the premises
- + failure or breakdown of any essential service on the premises for hot water, cooking, heating and laundering
- + fault or damage that causes the premises to be unsafe or not secure
- + fault likely to injure a person, cause damage or extreme inconvenience.

After hours emergency repairs

Should an emergency repair be required after hours then you need to firstly attempt to contact your property manager, secondly refer to your tenancy agreement or Trades Guide in this handbook for details of our recommended tradesperson.

It is always 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 afterhours.

Property Care 2

Pot plants

Please keep pot plants outside the property at all times. Pot plants placed inside on hard surfaces, tiles and floors like lino, may leave a circular indent, stains and damage. Pot plants placed on carpet areas run the risk of carpet rot underneath, should moisture overflow or escape even with plates and containers placed underneath to attempt to prevent this.

Aquariums

Like pot plants, aquarium stands can leave rust marks to floors and can cause carpet to 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.

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.

Tenant Painting

It is company policy that tenants do not paint any part of the property themselves. We have found in the past that some tenants have not painted the property to a professional standard, resulting in a professional painter being called in to rectify work. It is a policy that any painting can only be carried out by experienced, professional painters with the landlord's written permission.

Fixtures and Fittings

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

Smoke Alarms

Should you believe for any reason the smoke alarm(s) installed are not working properly and it is not just the batteries that need replacing, 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.

Picture Hooks

If you wish to install any new picture hooks, let us know in writing what type of hooks you wish to use and a floor plan of where in the property you would like to put them. 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.

Washing Curtains

Most curtains and netting are machine washable but it is vitally important that this is established before any washing occurs.

Drapes may only be suitable for dry cleaning, so please check all labels first. Sun damaged, brittle curtains or netting may disintegrate should they be machine washed, so it is best to check the strength of fabric by gently tugging on the material with your fingers. If the material easily pulls apart in your fingers, the material is unsuitable for washing.

Property Care 3

House Cracking and Movement

Please let us know if you notice any cracks to walls, ceilings and movement. If cracks were in place when you moved in, please let us know if you notice them worsening or growing larger. Please either report these in writing or point out to us at the routine inspection.

Wall Movement

Cracking to walls and ceilings can create extensive damage. Be sure to report to us immediately should you notice any wall movement or cracks to walls or ceilings.

Termites

Termites will quickly eat through a property and can cause extensive damage. Signs like wood becoming brittle (doorways, skirting boards, wood roof beams etc). Sounding hollow when tapped or knocked and/or with the presence of mud deposits are the tell-tale signs of termites, other than obvious signs of seeing termites themselves. Another warning sign inside can be blistering/lifting paint to inside the walls, as they are known to eat away paper backing gyprock walls, allowing the plaster to crumble away allowing the termites to come to the wall surface, staying just under the paint lining.

- + Wood lying around and even wooden furniture outside can attract and encourage them.
- + Dripping outdoor taps next to the house can also cause damp and favourable conditions for termites to be attracted.
- + If you see any signs of termites, or termite damage please bring this to our attention immediately.
- + Termites are small and destructive! (picture not to scale)
- + These mud deposits indicate active termites.

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 clean, dusted and also (if suitable) machine or dry clean curtains or netting on an annual basis.
- d) Window/sills/window tracks and flyscreens
 - keep regularly cleaned and dusted. Please note most modern windows are easily removed from their tracks by lifting then sliding window up at the bottom, and pushing 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.
- f) Ventilation – please ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation, causing mould and possible health problems.
- g) Wet Areas, bathroom, toilet and laundry grouting/tiles – please ensure all tiles are kept free from grime, soap scum

and mould.

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 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 to 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.

On vacating please present a receipt to show the carpets have been professionally cleaned.

Always use a professional carpet cleaner and not a "do-it-yourself" hire machines!

General Cleaning - In 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 benchtop 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 silicon sealing coming off/loose around any tiles near or around the taps and/or taps dripping/ leaking to let us know by repair request. If moisture should get in between tiles, this can damage the wall behind, and even seep into chipboard that is usually present in bench tops causing swelling and irreversible damage to the wood.

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 the enamel surfaces.

When cleaning stoves/ovens use a spray on 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

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.

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.

Dishwashers

Dishwashers provided as part of your tenancy need to be cleaned on a regular basis, and any build up of food remains removed.

General Cleaning - In 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 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, do not flush foreign objects like sanitary products down the toilet. 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 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 usually identifies either loose tiles, waterproofing problem 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 pressure exposes leakage in the taps.

Toilet 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 system please let us know. The leaking valve is usually repairable 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.

General Cleaning - Outside

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 www.sydneywater.com.au.

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.

Weeding and Shrub Trimming

Weeding of garden beds, 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.

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 more than happy to recommend a service to you. This is at the tenant cost.

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 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.

Please log onto www.warringahcouncil.com.au www.pittwatercouncil.com.au or www.manlycouncil.com.au for details of bin collection for your area

Oil Drillage

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 drillage occur at any time, 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 of any type or vehicle be parked on lawns, gardens or any area not created for, or designed as a vehicle parking area. Damage to lawns and landscaping can be costly, engine oil 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 Spa

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.

Maintain pool water level

It is essential particularly in the summer months when water evaporation is at highest; to maintain the pool water level approximately half way up the skimmer box inlet. This will ensure the system functions correctly. If the water level drops below the skimmer box damage can occur to pumps etc.

Emptying skimmer baskets

Skimmer baskets should be checked at least weekly for debris. Pools that have lots of trees around them may need to have their skimmer baskets emptied daily. These baskets are located behind the skimmer door on the side of the pool, and are accessed via the plastic lid on the deck of the pool. When putting the baskets back, make sure that they are sitting properly in their place. Some baskets require a small weight or rock in them so that they don't float out of place.

Vacuuming pool

If you have an automatic vacuum cleaner for your pool, it will require emptying of rubbish and debris. If you have a suction cleaner (such as a Baracuda or Kreepy Krauly) then all that is required is to empty the skimmer basket. If you have a pressure cleaner (such as a Jet Vac or Polaris 280) then there will usually be a mesh bag attached to the cleaner. This needs to be emptied out.

If you do not have an automatic cleaner then you will need to manually vacuum the pool. This is done with manual vacuum head, hose and telescopic pole. The hose is attached to the skimmer box via an appropriate vacuum plate. Vacuuming can only be done with the pump turned on, as this provides suction.

Please make sure that the hose is completely full of water, as any pockets of air in the system can damage the pool pump.

Supply of Pool Chemicals

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

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.

Pets at the Property

In the circumstances where you are permitted pets to be kept on the property, we make sure you agree to the following strict conditions:

- + To keep the yard clean and free from animal droppings
- + That, in the event of any fleas being present as a result of the animal, you will arrange flea fumigation of the property prior to vacating the premises.
- + You will not allow the animal inside the residence.
- + You will repair any damage to the premises caused by the animal.
- + Other than the pet listed in the Tenancy Agreement and approved by the owner, you will not keep any other animals of any kind on the rental premises, even on a short term or temporary basis.
- + You agree that the agreement is only for the specific pets described in the Tenancy Agreement and you will not harbour, substitute or "petsit" any other pet, and you will remove any of the pet's offspring within 30 days of birth (should this occur).
- + The pet shall not cause any sort of nuisance or disturbance to neighbours. Noise day or night, must not disturb others. You agree to do whatever is necessary to keep your pet from making noise that would annoy others, and you will take steps to immediately rectify complaints made by the neighbours or other tenants.
- + If the landlord allows the tenant to keep a pet, the lease can include a carpet cleaning term.

You understand that failure to comply with these terms shall give the owner the right to revoke permission to keep the pet, and is also grounds for further action.

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
- + 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.

If you notice anything unsafe, or of a concern at your property, please advise your Property Manager in writing.

Your Safety – Blinds, Curtains & Balconies

Child Safety Guidelines

Most people don't give a second thought to the cords used to open and close curtains and blinds. For this reason, NSW Fair Trading urges parents and carers to take steps to remove the very real threat posed to youngsters by existing curtains and blind cords.

Steps to Protecting Children

Take these four simple steps to ensure that blind and curtain cords/chains in your home are out of reach of children, particularly children under six years of age:

- + Check all blinds and curtain cords – both at home and when away on holidays. Make sure they are out of reach of children.
- + Make loose cords safe – use cleats or cut the cord loop and attach a tassel at the end of each strand
- + choose safe blinds and curtains – make sure new curtains and blinds have warning labels and provide a way to secure the cords out of reach
- + keep children away from all cords – move furniture, cots and beds away.

Window and Balcony Safety

Each year around 50 children fall from windows or balconies and many suffer serious injuries. Sometimes, these falls are fatal.

Take the following steps to reduce the risk of a fall injury:

- + Do fix windows open at no more than 12.5cm (and ensure they can only be opened by adults), or fit secure window guards
- + Do keep furniture, and other things children can climb on, away from windows.
- + Do keep an eye out for potentially dangerous windows when visiting other people's homes and keep a close eye on your child.
- + Do cover low windows with shatter resistant film if safety glass is not installed, to prevent children from cutting themselves if they run into low windows.
- + Don't rely on fly screens to keep children in, they are designed to keep insects out, they are not strong enough to hold children in.

Balcony Safety

Take the following steps to reduce the risk of a fall injury:

- + Do lock doors and windows when the balcony is not being used.
- + Do take notice of balcony rails/fences – the standards older buildings were built under (that continue to apply to them) may be different from today's standards. New rails/ fences on balconies must be at least 1m high, with no gaps wider than 12.5 cm. On high balconies footholds must be restricted to prevent climbing.
- + Do keep an eye out for potentially dangerous balconies when visiting other people's homes and keep a close eye on your child.
- + Don't put furniture and pot plants near balcony edges, because children can climb or stand on them.
- + Don't put lightweight furniture on the balcony. Children can drag it to the edge.

For more information & tips go to the NSW Health website at www.health.nsw.gov.au/childsafety or Kidsafe NSW at www.kidsafensw.org

Saving Power - Some Tips

Source for Power Saving Tips - energy Australia, website www.energy.com.au

Keeping Cool and Saving Power

Keep windows covered - in the heat of the day ensure windows are covered by curtains, blinds or shutters.

Shut off the air-conditioner - don't leave your air-conditioner running all day when at work, or keep it running throughout the night.

Keeping cooled rooms centralised - when cooling a central room, keep the doors closed to cool it more quickly and efficiently.

Use a Thermometer - purchase a thermometer and keep your temperature between 23 and 26 degrees. For every degree cooler, this will add approx 10% to your power bill to maintain.

Moderate is best - use the economy setting on air-conditioners to maintain moderate instead of cold temperature.

Keeping Warm and Saving Power

Use electric blankets - instead of warming a room before going to bed, just heat your bed with an electric blanket then switch this off before going to bed.

Close doors - keeping doors closed is one way to keep heating centralised to certain living areas, conserving heat and power.

Door snakes - ensure gaps at the bottom of doors are blocked up by door snakes to stop cold drafts and help keep rooms warm.

Exhaust fans - close doors with rooms that have exhaust fans like bathrooms and the kitchen, as cool air will enter the home through these vent holes.

Extra clothing - wear extra clothing when it gets cold, and throw an extra blanket on the bed.

Use a thermometer - purchase a thermometer and keep your temperature between 18 and 21 degrees. For every degree warmer, this will add approx 10% to your power bill to maintain. Want it warmer? Put on an extra jumper!

Other useful Power Saving Tips

Use cold water - use cold water for your washing machine instead of warm or hot water.

Drying Clothes - If its sunny hang your clothes to dry outside instead using the clothes dryer.

Lights - switch off lights after use and do not leave lights on in rooms if not being used.

Saving Water – Great Tips

We have put together some useful water saving tips to help you reduce your water usage and save you money.

In the Kitchen

Did you know that 5-15% of a household's water use is in the kitchen?

A dishwasher uses 20-50 litres of water per cycle.

Washing dishes by hand uses about 18 litres of water.

A kitchen sink when completely full holds approx 24 litres of water.

Don't let the tap run while you wait for it to warm up or cool down, without first placing the plug in the sink to collect all the water.

You can also run this initial water into a container, which can be poured onto the garden or into pot plants.

Try filling your sink by half, just enough to cover your dishes when washing them.

Save all your dishes until the evening and wash them all in one go.

Start by washing the least dirty dishes first, and then leave the dirtiest till last.

In the Bathroom

Approx 14- 25% of a household's water use is in the bathroom.

Washing your hands can use up to 5 litres of water.

The basin tap can use 15 litres a minute.

Don't leave the tap running while you are brushing your teeth, or having a shave. If shaving, then perhaps fill the sink partially for rinsing your razor and face.

When waiting for the shower water to warm up, place a bucket in the shower to catch this water, and pour onto the garden later.

Take shorter showers and even purchase a 4 minute egg timer and adjust your showering routine to 4 minutes.

If your family members prefer a bath, and if your shower is over the bath then allow the showers to be taken first with the plug in, and the last person to use the water can have their bath last. You might need to top up with warmer water to get the right temperature!

In the Toilet

Approx 20% of a household's water use is in the toilet.

Please note that a modern toilet uses 9 litres of water on full flush, and 4.5 litres on half flush.

In the Laundry

Approx 15-35% of a household water use is in the laundry.

A top loading washing machine uses 170- 265 litres per wash where as a front loading washing machine only uses about 100 litres per wash.

If your clothes are not very dirty, only use the shortest wash cycle on your washing machine.

Pre-treating stains before washing will reduce the chance of the need for re-washing after coming out of the washing machine.

Instead of using the woollens and delicate cycle on a washing machine, consider hand washing these items.

Older washing machines use enough water per cycle to fill a bath!

Around the House

Washing the car with the hose can use anywhere from 50- 300 litres per wash.

Evaporation from an uncovered pool can over the course of a year equal the entire volume of the pool!

Ensure all taps inside and outside are turned off tight. Don't force them too tight however as this can damage the washer, causing more leaking.

Don't buy children toys that require a steady flow and use of water like slip'n slides, or need constant filling like water guns. Not only do these items require water, sometimes children tend to leave taps running while using them.

In the Garden

Use these tips only in line with your relevant and current watering restrictions.

Up to 35% of water usage in a household can be used in the garden (without water restrictions in place).

Don't assume your garden needs watering. Check the soil first around plants to see if it is dry before watering.

A good soaking on the garden once or twice per week is better than watering every day.

Don't allow more than a centimetre of water to accumulate on the ground. This excess water can easily run off and be wasted.

If your garden is on a slope, just water for short periods so that runoff water doesn't escape and be wasted.

Check your four day weather forecast to see if good rain is expected before watering.

Tips and water use info from the book '365 Water Saving Tips', Published by Hinkler Books Pty Ltd, Heatherton Victoria.

Strata Titles / Body Corporate

Strata schemes are effectively small communities where the activities and attitudes of residents can have a significant impact on the satisfaction and enjoyment of others.

Therefore, it is important to be aware of your responsibilities and obligations when you live in a strata unit. By-laws are made to facilitate the administration and harmony - the smooth and dispute-free running of a strata scheme. They generally cover the use of common property and the behaviour of residents but can also deal with many other aspects of the scheme.

Without them the scheme would basically operate as a 'free-for-all' situation where anyone could essentially do whatever they pleased to their property, the common property and each other. Just imagine the sort of chaos that situation would create over time.

Important By-laws:

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

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

When the fixed term period of the agreement is due to run out, we require at least 14 days notice to end the tenancy. This notice can be served up to and including the last day of the fixed term and must be in writing. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted.

Ending a Continuing Tenancy

Once the fixed term period has ended, you are required to give at least 21 days notice. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted.

Breaking of a Fixed Term Lease

If you are wanting to end your tenancy agreement early you should give as much notice as possible, in writing giving the date you intend to leave and ask for the landlord (or agent) to help find a new tenant.

A landlord can claim compensation for any loss they suffer as a result of a tenant ending the agreement early. Some of the costs a tenant could be liable for include:

- + Rent until new tenants move in or the existing agreement runs out (whichever happens first)
- + A re-letting fee + GST (usually 1 week's rent) when the property is let by an agent who charges the landlord a fee for finding new tenants and
- + Advertising costs

The landlord also has a duty to keep the tenant's loss to a minimum and make a reasonable effort to find a new tenant.

Getting Your Bond Back Quickly

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 that will be given to you by your property manager. as 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.

Once these criteria have been met we can then refund your bond. Delays to this in all cases relates to one or more of these criteria not being met.

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 'Vacating' Guide that will be issued to you.

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 rectify any cleaning issues and will also delay the return of the bond.

Carpet Cleaning Please ensure the carpets are professionally steam 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 required after you have paid to hire a machine as well!

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.

If you are unable to attend, your Property Manager will carry out the final inspection of the property and attempt to finalise the refund of your rental bond within 4 working days of the keys being returned to our office.

Your property manager will contact you to discuss the outcome of the final inspection within 24 hours of it being carried out, if there are items requiring attention i.e cleaning issues you will be given 24 hours to rectify (this may vary depending on when the property is being re-occupied) if you authorise works to be completed on your behalf you will be given a detailed breakdown of deductions from your rental bond.

Please be aware that general cleaning, carpet cleaning, repair of damages and payment of outstanding monies should be undertaken before vacating the property.

Outstanding Monies / Damages

It is important to note that if you vacate with outstanding monies and damages, your details will be lodged on TICA 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.

Eviction

Should an eviction occur, your details will be lodged on the TICA database.

Personal Information

Privacy Policy

+ In accordance with our documented Privacy Policy, all personal information will be held in the strictest confidence and will not be released to a third party without your written authorisation.

+ Any updates or corrections to your account with us will be recorded in our system immediately upon receipt.

Professional standards

+ The highest standards of honesty, integrity and professional practice will be conducted in compliance with the Code of Conduct of the Real Estate Institute of Australia and our property management policies and procedures manual.

Getting the Property ready for Vacating

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

Getting the Property ready for Vacating Outside

Lawns - freshly mowed and edged.

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.

Paths - 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.

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.

Garages and tool sheds - please remove any items from inside and behind garages and tool sheds that belong to you, including rubbish.

Recommended Tradesperson List

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 only then delays the bond refund process.

Therefore to get your bond back quickly here are some tradespeople we trust, use and recommend on a regular basis. We use them also because of their reasonable rates.

TO BE ADDED

Service Standards for Customers

Appointments

- + We will arrive before the time specified for any appointment.
- + For any delay created beyond our control, we will ring and advise prior to the agreed appointment time.

Communication

Office hours are 9.00 am – 5.30pm Monday to Friday and 8.30 - 5.00pm Saturday

We will respond to:

- + telephone messages by close of business that day
- + email - within 24 hours
- + fax - within 24 hours
- + Mail - within 48 hours

Documentation

- + We will provide all documentation in clear and concise English.
- + We ensure that all documentation is accurate and complete.

Processing of Tenancy Applications

- + Tenancy applications will be thoroughly checked and the outcome communicated to both you and the landlord within 48 hours of receipt.

Periodic inspections

- + We carry out periodic inspections three months after your tenancy commences and six monthly thereafter.

Rent arrears

- + We will follow up all rent payments in accordance with our documented and unique arrears process, and the requirements of the Residential Tenancies Act.

Repairs and Maintenance

- + All repair requests need to be in writing to our office, and work order activated within 2 working days (pending owner's authorisation)
- + All Urgent repairs will be arranged within 4 hours

Vacating

We will carry out a pre-vacating inspection and advise you of the outcome.

After vacating:

- + Inspect the property and within 4 working days finalise the rental bond
- + If deductions are required, a detailed breakdown will be provided to you.