

# Tenants Information Guide

*Please take time to read through this information sheet.*

## **ENTRY CONDITION REPORT:**

This will be compiled by the agent and 2 copies supplied, the tenants will sign a copy in office during tenancy induction and take a copy to the property check all photos, sign and return to the office. The initial condition of the property will be established and agreed upon. **This must be returned to our office within 3 days of moving in.** At the time of vacating, the tenants will be required to complete an exit report, which will be compared with the original entry report you complete at the beginning of your tenancy.

## **OCCUPANCY AND OCCUPANTS:**

Only the people originally included on your application form and approved by the owners are allowed to reside at the property. If a new tenant wishes to replace an existing tenant, or an additional person would like to move in, the owners must be informed and application completed. Not advising the agency of additional people will leave you in breach of your tenancy application.

## **RENT PAYMENTS:**

As a matter of personal safety, it is our office policy not to accept cash in our office.

Rent can be paid by setting up an Automatic Payment with your bank or a cash deposit at any branch of the Commonwealth Bank using the following account details to transfer rental amount:

### **Mark Ward Property Rental Trust Account**

**BSB: 064 162**

**Account Number: 1121 5051**

**Please use your personal reference number on page 2 of the General Tenancy Agreement and use this with all deposits into Mark Ward Rental Trust when making an online transaction or cash deposit at Commonwealth Bank.**

For example: RENT (and reference number supplied by agency) or BOND (and reference number supplied by agency) or WATER (and reference number supplied by agency)

**UTILITY CONNECTIONS:**

The tenants must arrange their own services for utilities – ‘**DIRECT CONNECT**’ are able to help with this – please ask us about ‘**DIRECT CONNECT**’ if you require assistance with the following connections:

- Electricity
- Gas
- Insurance
- Internet
- Phone
- Pay TV
- Removalists
- Cleaning
- Truck Hire

If you have no power, please visually check the fuse box for a tripped safety switch. Check if any appliances in use may have overloaded the system and may have caused the safety switch to trip. Please check if neighbouring properties are also without power. If you still can't seem to find a solution to why you have no power, please call your power supplier first to see if there are any outages, or call **ENERGEX on 13 62 62** or visit the website [www.energex.com.au](http://www.energex.com.au) using your phone if the modem and/or PC are not working due to the power outage.

If the problem is caused by one of your appliances, hair straighteners or phone charger - or the safety switch needs to be reset by a registered Electrician, the cost will be your responsibility. Pete from SSD Electrical is available when needed, please call **Pete on 0412 641 645** when required. Thank-you for your understanding.

**GARDENING AND YARD MAINTENANCE:**

You are responsible for regular maintenance of all lawns and gardens unless specified in your General Tenancy Agreement. This will mean regular watering, mowing, edging, pruning and weeding. Lawn clippings are not to be piled in the yard, as this promotes Termite activity. The grass clippings must be removed from the property after each mow. Your property may have a GREEN bin, please put your lawn clippings/garden debris in this bin and put out on the kerbside for the council to collect on the appropriate day.

We do have contractors that can assist you if needed, they are also able to provide a quote.

Mikeles Expert Handyman      0402 757 178

Mark the Yard Man              0410 787 490

**ROUTINE INSPECTIONS:**

As required by our agreement with the owner, we will complete Routine Inspections of the property every 3-4 months. You will be advised in writing giving at least 7 days' notice. Should you not be home, our management keys will be used to gain entry and a business card will be left confirming our visit. Photos are taken of each room and all maintenance items. Please be assured your privacy will be respected at all times.

**POOLS: If applicable**

A pool inspection is conducted prior to the commencement of your tenancy to ensure the water is chemically balanced and all equipment is functioning properly.

It is your responsibility to maintain the pool and report any problems as soon as practicable in writing to [rentals@markwardproperty.com.au](mailto:rentals@markwardproperty.com.au)

Alternatively, you can set up a regular monthly pool service if required, we recommend

Poolwerx Sherwood - Scott                      0414 452 011

**ROUTINE MAINTENANCE, EMERGENCY REPAIRS AND OWNER APPROVAL FOR ALL ALTERATIONS**

All notifications of Emergency and Routine maintenance must be received in writing via [rentals@markwardproperty.com.au](mailto:rentals@markwardproperty.com.au) – please include photos and description of location, this will be sent to both the owners and contractors if needed, to ensure the work is completed after the owner has approved costs and contractor to attend. We would advise the contractor of the Tenants best contact number and endeavour to have a time and date that suits all parties to attend, however if no appointment is made directly between the tenants and contractor, we will issue an Entry Notice to your nominated email address giving the required 24 hours' notice to have the item/s repaired. Alternatively, please advise the office in writing if you prefer the contractor to attend with keys.

## TROUBLESHOOTING and SUGGESTIONS

### HOT WATER SYSTEMS

If there is no hot water, please visually check....

#### ELECTRIC SYSTEM:

- Is the power on?
- Has the safety switch tripped?
- Is the system full of water? (Top up with tap on top of system until water comes out of the overflow)

#### GAS SYSTEM:

- Have you run out of gas? Please call your gas bottle provider.
- Has the pilot light gone out? If so, turn the system off and on again at the power switch, the box is situated outside the house.

Contractors are available to speak to if trouble shooting is required:

SSD ELECTRICAL – PETE                      0412 641 645

VIVA PLUMBING – RICHARD                0475 521 500

### WATER LEAKS

- Water bubbling out of the ground or drains could be a serious problem and may lead to further complications. Please take photos with a detailed description sent to [rentals@markwardproperty.com.au](mailto:rentals@markwardproperty.com.au) or Please phone office immediately on 07 3277 7727

### BATH/SHOWER LEAKS

- Leaking into wardrobes or any area backing into a wet area – a regular check into these area is advisable. If the carpet is wet, sponge and dry the area thoroughly and check again after use of wet area. Advise our office in writing as soon as practicable with photos if possible to [rentals@markwardproperty.com.au](mailto:rentals@markwardproperty.com.au)

### LEAKING FROM THE TOILET

- Regular mopping and turning off taps between use is adequate until a tradesman arrives. Please email through all photos and description to [rentals@markwardproperty.com.au](mailto:rentals@markwardproperty.com.au)

#### **PETS**

- Pets will not be permitted on the property without prior written approval from the owner. If the pet is approved, with conditions agreed to prior to occupancy, it is the responsibility of the tenant to spray for fleas inside and out when the property is vacated.

TOTAL EASE GROUP – ANTHONY

0438 002 291

#### **SMOKE ALARMS**

- Smoke Alarm Solutions service most properties – please contact the office in writing to arrange a visit to the property if the smoke alarms are beeping or require servicing.

#### **YOUR GENERAL TENANCY AGREEMENT**

- For information of costs and obligations associated with ending General Tenancy Agreement prior to the fixed term end date on page 1, please contact the office via email [rentals@markwardproperty.com.au](mailto:rentals@markwardproperty.com.au) or refer please refer to item 7 on page 3 in the standard terms and conditions of your General Tenancy Agreement. This is often referred to as a 'break lease'.

#### **MAINTENANCE**

- It is your responsibility to report all maintenance matters to our office immediately in writing, as soon as they occur to avoid the risk of injury or damage to the property. Please complete a Repair Request Form (also in your Welcome Pack) detailing the nature of the problem with full contact details. Any maintenance arranged by the tenant will be the tenant's cost unless it is an emergency. All other maintenance we can co-ordinate for you on the owner's behalf with written approval. We will endeavour to make your rental experience as pleasant and easy as possible.

#### **WATER USAGE**

- The General Tenancy Agreement states whether the tenants are responsible for full water consumption or excess water consumption at the property. An invoice will be sent to the tenants via email, giving 14 days from invoice date to settle the account into the Rental Trust using the reference **WATER** and the reference number given to each tenant. (Example: WATER 328)
- If you are not sure about this, please call the office to discuss further. The water meter reading is taken at the beginning of the occupancy with the Water Meter reading listed on the Entry Condition Report and again at the end of occupancy. Urban Utilities set all water charges.

#### **CONTENTS INSURANCE**

- Please be advised that the owners building insurance does not cover your personal belongings. It is your responsibility to obtain your own contents insurance in the case of damage or theft.

#### **RUBBISH**

- All rubbish must be placed in the proper bins provided. Rubbish placed in boxes or bags will not be collected by the council and will be removed at the tenant's cost.

#### **POSSUMS**

- If you have trouble with possums at the property, please contact the office for the correct relocation of the possums. Please be aware, possums are protected in Australia.

#### **FAULTY SWITCHES OR FANS**

- Do not attempt to fix it yourself. Do not use a faulty or crackling light switch. Please put all repair requests in writing with photos provided and location description [rentals@markwardproperty.com.au](mailto:rentals@markwardproperty.com.au)

#### **LIGHTS**

- Replace the bulb if it is not working, visually check if the safety switch has tripped, and then, if still faulty, contact our office for assistance in writing [rentals@markwardproperty.com.au](mailto:rentals@markwardproperty.com.au)

#### **HOT PLATES AND ELEMENTS**

- If not working, please check if the power is connected, or the Electricity box for a tripped safety switch. Contact our office in writing to arrange repairs [rentals@markwardproperty.com.au](mailto:rentals@markwardproperty.com.au)
- Solid hot plate elements need special care. Please use element protector cream. It is an easy application and will stop deterioration of the elements. Available from supermarkets.

#### **SHOWER SCREENS**

- These must be cleaned regularly as soap scum will cause permanent damage to the glass and grout. Microfibre cloths and bicarb soda is a fabulous alternative for soap scum removal, rather than heavy duty abrasive cleaners, which sometimes can make the problem worse and cause the glass to become etched and scratched.

#### **RENT ARREARS**

- If you are having difficulty paying your rent, we understand that sometimes in life these things happen, we are all human, please communicate with us to discuss the problem so we are able to advise the owners of the issue.
- Once you become 8 days in arrears, a Notice to Remedy Breach (RTA form 11) will be issued. Should you fail to remedy the situation within 7 days, a Notice to Leave (RTA form 12) will be issued and you will be required to vacate the premises.
- We would expect you to stay in credit with your rental payments at all times as Mark Ward Property has a zero tolerance to rent arrears Policy in place.

- The payment history ledger is available at any time by emailing a request to receive it, please contact [rentals@markwardproperty.com.au](mailto:rentals@markwardproperty.com.au) – a receipt of each payment is emailed to each tenant listed on the General Tenancy Agreement.

#### VACATING AND BOND REFUND

- A Notice of Intent To Leave (RTA form 13) must be completed by all tenants and given to our office when you are looking to leave. A minimum notice period of 2 weeks is required and must be received in writing, however please contact the RTA on 1300 366 311 if you need any guidance in this area. You will be required to complete an Exit Condition Report and return this Report with all keys and remotes, to the office located at 36a Ainsworth Street, Salisbury. Rent will be charged until all keys and remotes are returned to our office. We will then complete a vacate inspection. The vacate inspection guide will be given to you along with a blank Exit Condition Report, when your Notice To Leave (RTA form 13) has been received.
- It is the Agencies responsibility to make sure you have an Entry Condition Report at the beginning of the tenancy, and the tenants' responsibility to make sure the Agency is issued with an Exit Condition Report at the end of the tenancy. We will complete the Exit Report and return it to you with any cleaning or damage items noted. You will have 24 hours to rectify any items noted on the Exit Condition Report or alternatively we are able to email you with photos of any cleaning or damaged items. **If not completed or arranged directly when contacted within 24 hours, our Agency will arrange for a contractor to complete all work noted on the Exit Condition Report and claim the amount charged by the contractor, from the Bond amount held with the RTA.**

#### POOL PROBLEMS

- Water level is a priority and must be kept at a level to allow water to flow through the skimmer box always. Failure to do so could cause damage to the pump and equipment.
- The leaf basket must be emptied daily
- The filters must be cleaned at least once per week
- No metal objects are to be allowed in the pool as they cause corrosion marks
- No animals are to be allowed in the pool as this creates chemical imbalance.
- Vacuum at least once a week to keep pool free of debris.
- Perform regular checks of the pump to ensure motor is working correctly and efficiently
- If the pool is maintained for you, it is still part of your responsibility to raise any problems or concerns with our office or Poolwerx, please call Scott on 0414 452 011 to discuss concerns.

#### **ANTS**

- The best way to combat Ants is "Ant Rid" or boiling water poured straight down into the nest.
- Please contact the office in writing to arrange a General Pest Control with owner approval.

#### **POLISHED FLOORS**

##### **Washing the Floor**

- Do not wash a newly coated floor for the first 5 days. Use only a dust/fringe mop during this period.
- Mop the floor once a week with appropriate polished floor cleaner.
- Do not use methylated spirits or other cleaning preparations like kerosene or turpentine.
- All washing should be with a damp cotton mop or equivalent and should be rinsed clean between use.
- Never floor coat the floor with water. In extreme cases it can cause the coating to separate from the timber.
- Use cold or warm water. Hot water can damage the coating surface.

##### **Spillages and Marking**

- Wipe or clean up spillages immediately
- Stains and marks can usually be removed with undiluted Bona Parkett Cleaner, rubbed with a soft clean cloth or tissue.
- Felt tip pen markings can sometimes be removed by rubbing with Eucalyptus oil. Be careful not to damage the coating surface.

##### **Furnishings Direct Contact**

- All furniture and appliance contact points should be protected with felt pads or feet protectors.
- Ensure that these pads and protectors are brushed and vacuumed regularly as they can accumulate abrasive grit particles. Lift and do not drag furnishings and appliances.



**It is our policy to look after the rights of both the Owners and Tenants equally.**

**We ask the Owners to make sure that**

- Their property is maintained in a fit and proper condition.
- They respect the privacy of the tenants in their property.

**We ask the tenants to make sure that**

- We are told immediately if any part of the property is damaged or broken so we can rectify the situation as soon as possible.
- Repair request forms are available by emailing [rentals@markwardproperty.com.au](mailto:rentals@markwardproperty.com.au) or sending all items of concern or repair with photos to us by email.

**In return Mark Ward Property will**

- Organise any repairs to be done as soon as possible with minimum inconvenience to the tenant once we have owner approval.
- Deal promptly with any concerns of either the tenant or the owner in a professional manner.

## Have you remembered to...

- Connect the Phone, Electricity and Gas
- Organised a mail re-direction through Australia Post
- Notify the Electoral role, Centrelink and Taxation office of your new details.

## Office hours...

Monday to Friday 8.30am to 5.30pm

Saturday 8.30am to 12.30pm (NB : PMs are not in office on Saturday)

## Your Property Manager is...

**Lynette Cassidy 0450 056 766**

[rentals@markwardproperty.com.au](mailto:rentals@markwardproperty.com.au)

Alternatively call our office on 07 3277 7727