

Tenants Information Guide

Please take time to read through this information sheet.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY

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, initial date 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 7 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 can 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 an application must be 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.

UTILITY CONNECTIONS:

The tenants must arrange their own services for utilities – ‘MY CONNECT’ are able to help with this – please ask us about ‘MY 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 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.

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 with gardening needs if required, they are also able to provide a quote.

DUN WHITE MAINTENANCE, ROBIN WHITE PH: 0433 325 632

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 always be respected.

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 via the Bricks and Agent App.

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

THE POOL BARN: 3275 2588

ROUTINE MAINTENANCE, EMERGENCY REPAIRS AND OWNER APPROVAL FOR ALL ALTERATIONS

All notifications of Emergency and Routine maintenance must be received via the Bricks and Agent App or in writing via email to your property manager as listed on your General Tenancy Agreement. 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 authorised the contractor to attend.

We would advise the Contractor of the Tenant's best contact number in an endeavour to organise a time and date that would suit all parties for the contractor to attend to the issue.

If a time to attend the property cannot be arranged 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, and the contractor will be supplied with our "Master Set" of keys to access your home. 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 and lodge via the Bricks and Agent Maintenance App. Or please phone the office immediately on 07 3277 7727.

BATH/SHOWER LEAKS

- Leaking into wardrobes or any area backing into a wet area – a regular check into this area is advisable. If the carpet is wet, sponge and dry the area thoroughly and check again after use of wet area. Please take photos with a detailed description and lodge via the Bricks and Agent App

LEAKING FROM THE TOILET

- Regular mopping and turning off taps between use is adequate until a tradesman arrives. Please take photos with a detailed description and lodge via the Bricks and Agent App.

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.

We recommend you contact Rick as per below for pest control spraying

FRONTIER PROPERTY SERVICES, RICK GUMMERSON PH: 0412 193 403

SMOKE ALARMS

- Safe Home Services service most properties – please contact the office via the Bricks and Agent App. or in writing to your Property Manager as listed on your General Tenancy Agreement 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 to your property manager as listed on your General Tenancy Agreement or please refer to item 7 on page 3 in the standard terms and conditions of your General Tenancy Agreement.

MAINTENANCE

- It is your responsibility to report all maintenance matters to our office immediately via the Bricks and Agent App. or in writing to your Property Manager as listed on your General Tenancy Agreement as soon as they occur to avoid the risk of injury or damage to the property. 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 30 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 owner's 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 lodge all repair requests via the Bricks and Agent App. or in writing to your Property Manager as listed on your General Tenancy Agreement.

LIGHTS

- Replace the bulb if it is not working, visually check if the safety switch has tripped, and then, if still faulty, please lodge all repair requests via the Bricks and Agent App. or in writing to your Property Manager as listed on your General Tenancy Agreement.

HOT PLATES AND ELEMENTS

- If not working, please check if the power is connected, or the Electricity box for a tripped safety switch. Please lodge all repair requests via the Bricks and Agent App. or in writing to your Property Manager as listed on your General Tenancy Agreement.
- 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 can advise the owners of the issue and refer you to organisations that are able to assist with these issues. Please ask your Property Manager for options.

- 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 always stay in credit with your rental payments as Mark Ward Property has a zero tolerance to rent arrears Policy in place.

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 intending 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. **We are not required by law to facilitate your return to the property after the keys have been surrendered to our office.**
- **To take care of issues that we find when we do the vacate inspection, we will however, as a token of "Goodwill" and, provided time restraints allow for this to happen, allow you to have 24 hours to rectify any items noted on the Exit Condition Report, or alternatively, we will email you any photos of any cleaning or damaged items. If not completed or arranged directly when contacted within the 24 hours allocated to you, to return to the property, 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. Please do not disconnect the power until at least three working days after vacating.**

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 The Pool Barn on 3275 2588 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.

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 5.00pm

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