

# TENANT MOVING-IN INFORMATION SHEET

## TENANCY AGREEMENT, TENANT INFORMATION BOOKLET AND SPECIAL TERMS

Prior to signing your tenancy agreement, it is a requirement by law that you carefully read and understand all terms in the agreement (including the special terms) as well as reviewing the tenant information booklet.

## CONTACTING OUR OFFICE

To receive prompt action, the best form of contact with our office is via email. If you do not have access to email, please feel welcome to contact our office directly by telephone.

## PRIORITY CONTACT HOURS

The best time to contact our office to ensure that you speak with your property manager is between 10:00am to 12:00pm or 2:00pm to 5:00pm Monday to Friday. Outside of these hours our property management team are attending to appointments and inspections.

## COMMUNICATION

It is important that all requests are submitted to our office in writing.

## ARRANGING APPOINTMENTS

It is important if you wish to visit the office to discuss any issues with a member of our team to arrange an appointment time. Our property management team are often out of the office conducting inspections, and we know there is nothing more annoying than having to wait.

## RENT

Rent is payable in accordance with your tenancy agreement terms. As our landlords have financial commitments to meet it is important for you to pay rent on time. However, if you are going to be late with your rental payment, it is important that you notify our office. All late rental payments will be recorded on your rental ledger, which may be required as a supporting document from future rental agents and landlords.

## REPAIRS

The tenancy agreement clearly outlines your rights and obligations in regard to repairs and maintenance. If you are ever unsure of whose responsibility the repair is, please contact our office. Attending to repair requests is a priority for our office. To ensure that our tradespeople are delivering a superior and reliable level of service and workmanship, we encourage all tenants to contact our office to advise that the work has been completed to your satisfaction.

## ROUTINE INSPECTIONS

Our office will carry out periodic inspections on the property to ascertain the condition of the property and necessary maintenance requirements. (Written notice will be given to you on all occasions) This inspection also provides an opportunity for you to point out any problems or maintenance that you think may be necessary. We also carry out periodic drive-by inspections.

## BREAKING OF TENANCY AGREEMENT

We can assist you should you wish to break your tenancy agreement. If you wish to break your agreement you will be responsible for paying rent until the property is relet to a suitable tenant and a binding agreement is entered into or until the end of the tenancy agreement, whichever is sooner. You will also be responsible for the reletting fees, being equal to the first week's rent or as otherwise agreed, and all advertising costs expended by the office in the process of securing a new tenant.

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## GIVING NOTICE

When it comes time for you to give notice, it is important that it is in writing (on the prescribed form) and posted (allowing two days for postage), handed or faxed to our office. **Two weeks' written notice is required.**

*It is highly recommended by our office that you contact your property manager to confirm that the notice has been received if posting or faxing!*

## CONTENTS INSURANCE

It is your responsibility to insure your belongings and furniture. With the ever-increasing incidence of burglary and theft, we strongly recommend you take out contents insurance.

## PROTECTING YOUR BOND

### CARPETS

To ensure that the property is well-maintained our office highly recommends that you have the carpets professionally cleaned every 12 months.

### CURTAINS

To minimise permanent staining to the backs of the window coverings, we recommend that when windows are opened you draw back the coverings. We also highly recommend that if you notice the backs of the window coverings becoming marked or stained that you have them cleaned in accordance with the care instructions.

## LOCKED OUT OF THE PROPERTY

If you find yourself locked out of your property you may visit our office to collect our office set of keys. It is important to note that for privacy and security reasons, we are only able to give keys to tenants listed on the tenancy agreement and photo identification must be produced.

## PRIVACY STATEMENT

Our office is required to collect personal information from you to manage the tenancy. The information collected may be disclosed to the lessor, tradespeople, government departments or bodies, tenant database registers, body corporates, strata managements, referees (real estate agents or lessors), tribunals, courts, insurance companies or other related third parties necessary to manage your property or as required at law. If you would like access to your information or wish to correct incomplete or out-of-date information, please contact our office.

## TENANCY HICCUPS

We respect your rights as a tenant to quiet enjoyment and privacy during your tenancy and we will do our best to help you during our time together. However, should you believe you have a matter that is not being treated fairly by a member of our team it is our company policy for you to put your complaint in writing. Once we receive the written complaint we will attend to it promptly and respond to you within seven (7) days.

## OUR TEAM IS HERE TO ASSIST YOU DURING YOUR TENANCY!

**Emergency out of office hour telephone number: 0422 370 338**