



Tenant Booklet



Welcome to Renowned Property Group

We are excited to welcome you as a valued Tenant. To ensure a smooth and hassle-free tenancy, it is important that you are aware of our agency procedures, and what to expect during your tenancy in accordance with legislative requirements.

We will initially inspect the property within the first three months of your tenancy; after this time we will only conduct inspections approximately every six months so that you may enjoy your tenancy with minimal interruption from us.

As such, we will rely on you to report any maintenance required at the property in the first instance.

ARREARS

- Under the Residential Tenancies & Rooming Accommodation Act (RTRA), you are required to pay rent by the due date in advance as per the terms of your tenancy contract.
- Prompt payment of rent will establish a reliable credit rating with our agency and you may use us as a reference when you are seeking hire purchase, loans or other forms of finance, or are applying for another rental property in the future.
- If you happen to fall into arrears or know that you will be unable to make a rental payment, you should contact your Property Manager immediately to discuss.

The following arrears management procedure is in place at Renowned Property Group and is enforced vigorously:

1-3 days in arrears	Text message reminder
4-7 days in arrears	Text message, phone call and email
8 days in arrears	Form 11 Notice to Remedy Breach issued, phone call – if no response your listed next of kin and/or employer will be contacted in an attempt to resolve this issue
8 - 14 days in arrears	Daily text message and phone calls – commencement of eviction process
15 days in arrears	Form 12 Notice to Leave issued, and vacate procedure enforced. Failure to pay all outstanding rent, or vacate on the due date will result in Tribunal lodgement for a Warrant of Possession

EARLY TERMINATION/BREAK LEASE

In the event that you wish to terminate your lease contract for any reason, prior to the end of the fixed term as specified in Item 5 and in accordance with the provisions of the Lease Agreement, you will be responsible for the following:

- Payment of Letting Fee equal to one week's rent plus GST.
- Rent payable until new tenants move in or the original lease expires.
- Maintaining the property until the property is re-let or the original lease expires.
- Administration Costs of \$15.00.
- Advertising fee of \$300 including GST for a Premiere Listing on realestate.com.au (fees may increase in line with realestate.com.au, domain.com and Renowned Property Group fee structure)
- Provide a minimum of two weeks notice in writing by using Form 13 Notice of Intention to Vacate.
- The exit inspection and bond refund will not be processed until after the new tenants has secured their tenancy, and released you of your rental obligations.

Please note that Renowned Property Group will not advertise or re-let the property until all costs are paid.

MAINTENANCE

Please follow the procedures listed below **before** contacting our office for maintenance. Call-out fees are expensive, and should the repair be deemed a tenant error or misuse, the cost of the service will be your responsibility. All maintenance must be reported to Renowned Property Group in writing with as much detail as possible. Upon approval by the Lessor, a work order will be issued to the relevant tradesperson, and they will contact you directly to organise access to the property.

NO WATER

- Check your mains tap is on.
- Check with your local water authority to see if they are working on the water today.
- Check with a neighbour to see if your property is an isolated problem.
- Check that the water tank pump is turned on.

NO HOT WATER

- Do you have gas bottles and are they connected properly?
- Does your hot water system have a power switch and is it on?
- Is the system leaking water from the bottom?
- If your system is gas, is the pilot light on?
- If your supply of hot water is NOT hot or does not seem to last as long as it should, your hot water system may need topping up. Locate the filler valve on the side of the hot water system and lift the floppy lever until water flows from the overflow. Repeat this process every few months.
- Is the power switch on?
- Has the power box tripped the switch or blown a fuse?

LEAKS

- Take note of when you first noticed the leak.
- Has the leak caused any damage?
- Have you previously reported this to Renowned Property Group?

Water bubbling out of the ground could be a serious problem and could lead to further complications. **Phone Renowned Property Group immediately if this occurs.**

APPLIANCE ISSUES

- Please consult appliance manuals at the property (if available). These can also easily be found online by doing an internet search for the make/model type.
- Is your power connected and are the switches on?
- Clean all filters after use to eliminate future problems.
- Advise our office in writing, giving a full description of the problem, appliance make/model and serial number.

NO POWER

- Have you paid your electricity bill?
- Check the mains switch is on
- Check with the local power authority if they are working on the power today.
- Check with a neighbour to see if your property is an isolated problem. If your neighbour has also lost power, contact your energy provider.
- Check the safety switch to see if it has tripped. If so, reset the switch. If it trips again, unplug all appliances from the power points. Reset the safety switch and plug in appliances one at a time until faulty appliance is located. If you have a fuse box check this for a blown fuse.
- If there is still no power, please notify Renowned Property Group
- Tenants will be required to pay for call-outs where a faulty appliance belonging to them has caused the problem.

LEAKING TOILET

- Regular mopping and turning off the tap between uses is adequate until the tradesperson arrives.
- Advise Renowned Property Group in writing.

HOT PLATES

- Check if power is connected or check power box for tripped switch or blown fuse.
- Advise Renowned Property Group in writing with the make/model number.

LEAKING BATH/SHOWER

- The most common problem in properties is water leaking from wet areas (e.g. bathrooms, laundries, kitchens, into adjoining rooms)
- A regular check for water leaks is advisable. If the carpet/floor is wet, sponge and dry area thoroughly and check again after use. Advise our office if there is a problem.

AIR CONDITIONING/HEATING

- It is your responsibility to regularly clean filters and replenish all remote control batteries.
- Advise Renowned Property Group in writing in the first instance if you notice water dripping or the unit does not cool.

FAULTY SWITCHES OR FANS

- Do not attempt to fix yourself.
- If the fan dials fall off, then it is the tenant's responsibility to replace these.
- Take note of any noises and advise Renowned Property Group in writing as soon as possible and discontinue use.

SMOKE ALARMS

- Incessant beeping is notification that the batteries need replacing.
- It is your responsibility to replenish batteries for smoke alarms during your tenancy.
- Smoke alarms should be tested regularly. Please refer to the RTA website more information on legislation and the tenant's obligations.
- PLEASE NOTE that disconnection of smoke alarms is illegal.

SAFETY SWITCH FOR POWER CIRCUIT

- Testing of safety switch must be regularly conducted
- If your power trips the safety switch, you must test every appliance in the property first to determine the source of the issue.

POOL/SPA

- Check that the skimmer basket is clean and not blocked.
- Pool pump - ensure water is flowing freely through the pipes and pump.
- The chemical balance in the water must be maintained at a correct level at all times at the tenant's expense.
- Automatic pool cleaners must be in the pool.
- Water level in pool must be kept at a level to allow water to flow through the skimmer boxes at all times. Failure to do this will incur enormous expenditure to the tenant.

- Vacuum at least once a week to keep pool clear of debris.
- No metal objects should be left in the pool/spa.
- Leaking or pooling water at pump could mean a cracked casing and will require attention.

PLEASE NOTE: A chemical balance report from a pool shop will be required upon vacating.

LOCKED OUT

- You may borrow our office set of keys, however you will need to leave a cash deposit of \$100 and show photo ID. The keys must be returned to our office by **4pm** on the **same** day.
- After hours - contact a locksmith, but please be advised this will be at your own expense.
- At **no time** can locks be changed without the written consent of the lessor.

ROUTINE INSPECTION

- We conduct routine inspections within the first three months of your tenancy. After this, we will conduct routine inspections every six months.
- Over the Christmas/New Year period we will either move your inspection date forward, or push it back later, so that we do not interrupt you during the holiday season.
- We will access the property using our agency keys if you are unable to attend.
- Inspections are conducted Monday to Friday only, anytime between 8am and 4pm.
- We will take photographs at the property in order to provide the lessor with a comprehensive inspection report - these photographs will not be used for any marketing purposes.

MEETING/APPOINTMENTS

- Meetings with your property manager are by appointment only.
- As the role of a property manager necessitates being away from the office at times, unscheduled visits are discouraged.

FIND YOUR PROPERTY ON OUR ONLINE TENANT PORTAL

24/7 access to your property information including financial statements, photographs, reports, inspections and more.
(Ask us how)