



# Professionals



## Tenant *Handbook*

**Professionals Granger Clark**

9249 6888

Shop 11, The Market Place S/C, Cnr Alexander Drive &  
Illawarra Crescent North, BALLAJURA WA 6066

[grangerclark.com.au](http://grangerclark.com.au)

# Welcome to Renting with *Professionals* *Granger Clark*

The team at Professionals Granger Clark warmly welcomes you to your new home. We look forward to providing you with exceptional service throughout your tenancy.

This tenant handbook has been prepared to answer some commonly asked questions and to assist you during your time in the property. Should you misplace this handbook, it is also available online and can be accessed via our website.

Our goal is to deliver outstanding customer service and to be readily available should you have any questions or concerns. We also utilise the latest technology to provide you with 24-hour online access to our Tenant Portal, where you can see view your paid to date, invoices and other important information relating to your tenancy.

Our tenants are a valued part of our business, so please don't hesitate to contact us if there is anything we can assist you with.

## **Office Details:**

### **Address:**

Shop 11 The Market Place S/C, Cnr Alexander Drive & Illawarra Cres North, Ballajura WA 6066

### **Hours:**

Monday - Friday 9:00am - 5:00pm

### **Contact Details:**

9249 6888

propertymanagement@grangerclark.com.au

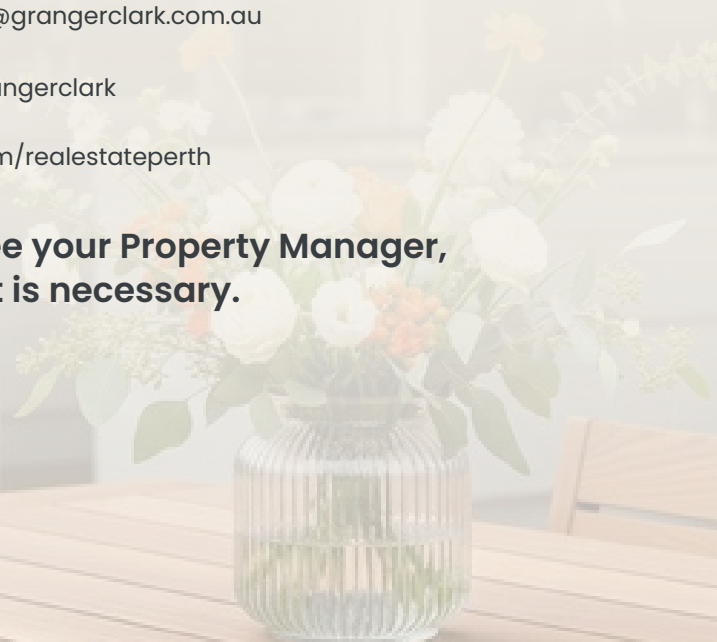


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**If you need to see your Property Manager,  
an appointment is necessary.**



# Commencing Your Tenancy

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## Your Rent Payments

Our preferred method of payment is by EFT.

**Trust Account Name:**

Ballajura Properties Pty Ltd (NAB)

**BSB:** 086-420

**Account Number:** 914 558 377

Please ensure you use your address and/or last name as a reference.

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## Zero Tolerance Policy for Late Payments

We take great care in our tenant qualification and screening processes. Your application has been approved on the basis that we are confident rent will be paid in full and on time at all times. While this is our expectation, we acknowledge that on occasion some tenants may fall behind with their rental payments.

To ensure a smooth, transparent tenancy, it is important that all parties clearly understand their obligations. Accordingly, our Rent Arrears Policy is outlined below:

**1-3 days late** - we will send you an SMS text, email or phone call

**4+ days late** - Termination for "Non Payment of Rent" will be issued

Our follow-up process includes phone calls and ongoing personal contact. While this may feel uncomfortable for some, prompt payment of rent is a condition of your Lease Agreement and these obligations must be met.

Please note this policy also applies to all invoices associated with the tenancy, including water consumption accounts.

If rental payments are not brought up to date, we will seek the Landlord's instructions regarding an application to the Magistrates Court for vacant possession of the property. The Landlord may also elect to engage a third-party debt collection agency to recover any outstanding amounts.

Upon vacating the property, if any monies remain unpaid (including rent, invoices, or repair costs), your details may be listed on National Tenancy Databases. This may affect your ability to secure future rental accommodation with real estate agencies locally, throughout Australia, and in New Zealand. Please note that tenancy database checks form part of standard tenant screening procedures.

We strongly encourage you to ensure all payments are made on time to avoid any impact on your tenancy and future rental prospects.

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## Utility Connections - Getting Connected

It is your responsibility to ensure your power, gas, phone, internet, etc have been connected into your name.

We will arrange for ConnectNow to contact you to assist you in connecting these services.

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## Property Condition Report

At the commencement of your tenancy you will receive an email from Inspection Express providing you access to your Ingoing Property Condition Report. You will have access to this report for 7 days to make any amendments/comments. Upon expiry of the 7 days this report will no longer be available to you to make any further amendments.

We encourage you to take your time and be thorough as this report will be used at the final bond inspection when you vacate.

# During Your *Tenancy*

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## Water Consumption

The water consumption is billed directly to the owner via our office and then an invoice will be emailed to you. Please make payments directly into our Trust Account.

Water consumption is received from the Water Corporation every 2 months.

Payment of the water consumption account is due within 14 days, and it is important to remember that our rent arrears policy also applies to invoices.

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## Routine Inspections

Our team will conduct a routine inspection at the property approximately every 3 months unless otherwise advised at the commencement of your tenancy. The main purpose is to provide a report to the owner that details the condition of the property, and also to check for any repairs and make any maintenance recommendations to the owner.

Please note that the inspection will involve taking photos and videos of the property and any repairs if required.

A notice will be emailed to you 7-14 days prior advising of your inspection time and day. An SMS reminder will be sent the day prior.

We understand that you may have other commitments, so whilst you are always welcome, you are not required to be present for the inspection.

Please note if you have any maintenance to report, please notify your Property Manager in writing. Please do not wait until a routine inspection is conducted.

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## Lease Renewals and Rent Reviews

We will contact you approximately 90 days prior to the expiry of your Lease Agreement to discuss whether you wish to continue your tenancy.

Once your intentions have been confirmed, we will liaise with the Landlord and seek further instructions.

Please note that a rent review may be conducted at the time of renewal and any adjustment will be in line with current market conditions.

Should you decide to vacate the property at the end of your Lease Agreement, written notice must be provided no less than 30 days prior to the lease expiry date.

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## Minor & Major Modifications

During the tenancy, should you wish to make any alterations to the property, your request must be put forward via the Minor or Major Modifications Form. Link to both forms are below and cover everything from installing picture hooks to painting walls and everything in between.

[Minor Modification Form](#)

[Major Modification Form](#)

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## Maintenance

All maintenance MUST be reported in writing. This can be done via email or via the Tenant Portal. Please try to include as much information as possible, such as makes/models/gas/electric. Photos are incredibly helpful along with error codes which may appear.

We will seek permission from the landlord and send a work order appointing a contractor to the job. They will contact you to book in a time and day. Please note failure to honour any appointments made with said contractors may result in a call out fee being charged to you.

### Pets at the property

If the Landlord has approved for you to have a pet at the property, the following conditions apply for the duration of your tenancy:

- **Yard Kept Clean** - keep the yard clean and free from animal faeces.
- **Flea infestation** - in the event of any fleas or flea eggs being present as a result of the animal, you will need to arrange for flea fumigation of the property. Upon vacating this is a requirement along with a receipt provided. This is at tenant cost.
- **Damage Rectification** - repair any damage to the premises caused by the animal, and will protect and immediately rectify any damage caused to garden and irrigation systems and fittings.
- **Additional Pets** - other than any pet listed on your lease agreement/pet request form can not be kept on the rental premises, (even on a short-term or temporary basis), including dogs, cats, birds, fish, reptiles, or any other animals.
- **Temporary Pets** - the tenant will not harbour, substitute or "pet-sit" any other pet without permission
- **Disturbance and Noise** - the pet shall not cause any sort of nuisance or disturbance to neighbours. Noise, day or night, must not disturb others. You must do whatever is necessary to keep the pet from making noise that would annoy others, and will take steps to immediately rectify complaints made by neighbours or other tenants.

Failure to comply with these terms may result in a Notice of Breach being issued.

### Getting a new pet?

The Residential Tenancies Act requires a Pet Request to be submitted to an owner via a Pet Request Form. Please follow the link below or request this from your Property Manager.

Once submitted, your owner will be required to respond within 14 days.

[Pet Request Submission & Form](#)



# Emergency and After Hours *Contractors*

We understand that emergencies do happen, however as our Property Managers are only available during business hours.

Should an emergency repair be required outside of our office hours, we recommend contacting the below contractors. 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!

## **Locksmith**

Atlantis Lock & Key - 0422 091 375

AI Locksmiths - 9370 2943

## **Plumber**

Glengarry Plumbing - 0418 927 907

Wilmac Plumbing - 9409 9821

## **Electrician**

Martin & Co Electrical - 0483 939 015

First Choice Electrics - 9301 1333

## **Glazier**

Just Glass - 0418 916 343

Action Glass & Aluminium - 9249 2429

**1. Essential Services** are listed in the Residential Tenancies Regulations 1989 and include repairs to:

- a burst water service,
- gas leaks,
- broken hot water system,
- sewerage leaks or
- dangerous electrical faults.

**2. Other urgent repairs** are those that are not an essential service, but might cause damage to the premises, injure a person or cause undue hardship or inconvenience to the tenant/s, e.g.:

- Broken refrigerator or washing machine where these appliances are included in the tenancy.

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## **Damage to Property/Building**

If damage to the property you are renting is caused maliciously by another person please contact your local police station straight away. Please make a note of the report number as your Property Manager may ask for this for insurance purposes.

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## **Gas Leak**

If there is an over powering gas smell at a property please locate the main gas supply in the metre box/ power board and turn off supply immediately, then contact your gas company.

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## **Electrical Fault**

If an electrical fault happens during your tenancy and there are live wires or a fire started by a fault, please call the fire department IMMEDIATELY. AIR CONDITIONING FAULTS are not classed as an urgent repair. If your air conditioner does start to leak please DO NOT continue to use it as you will be liable for any subsequent damage.

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## **No Power/Electricity**

Check power board/metre box and confirm all switches are pointed to the "on" position.

Make sure your electricity bill is paid up to date and disconnection hasn't taken place.

Contact Western Power on 13 13 51 and check if they are aware of any power outages in the area.

If possible, check with a neighbour and confirm if they are experiencing the same issue.

If your lights are working but your power points etc are NOT then please switch off all power points throughout the entire property and unplug all appliances & white goods etc. Once this is done go to your power board/ metre box and make sure all the switches are 'on'. Then return inside and plug in your appliances one by one. If the power flicks off again then the last appliance plugged in is your offender. Do NOT continue to use this appliance as it is faulty.

## Emergency

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### No Hot Water

Check power board/metre box and confirm all switches are pointed to the "on" position.

Make sure your electricity or gas bill is paid up to date and disconnection hasn't taken place and contact supply company, check if they aware of any gas outages in the area.

If you have a gas hot water system, please ensure the pilot light is lit at all times. It is a good idea to familiarise yourself with how your system operates early on in the tenancy.

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### Running Tap/Burst Pipe

If a washer has given way and your taps are beyond a leak please turn your water off at the mains which is generally located somewhere on your front verge/nature strip. If a pipe has burst please turn the main water supply off immediately.

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### Storm Damage

If at any time you experience damage during a storm, please email your property manager and report it to us for actioning repairs. If the damage is severe and life threatening, please contact the State Emergency Service (SES) on 13 25 00.

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### Locked Yourself Out?

In the event you have locked yourself out you must call a locksmith at your own cost. Professionals Northern Coast is only required to supply you with keys during 'Normal Business Hours' Monday to Friday 9am to 5pm (not including public holidays).



# Ending Your Tenancy

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## Vacating the property

When you intend to vacate the property, in all instances we require your notice in writing (an email is sufficient).

If you are leaving at the end of your current fixed term lease, we require at least **30 days notice**.

If you are leaving on a non-fixed term (periodic) lease, we require at least **21 days notice**.

Should you wish to vacate your property prior to the expiry of your fixed term Lease Agreement, please contact our office for further information.

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## Getting your bond back quickly

We understand that when you vacate the property you would like your security bond refunded as quickly as possible. For this to happen without any unnecessary delays, we recommend the following:

**Rent** – ensure any outstanding rent is paid (including any outstanding invoices)

**Cleaning** – ensure the property is professionally cleaned, including the carpets as per the terms of your Lease Agreement

**Fumigation** – If you have pets, please ensure the property is treated for fleas

**Gardens** – ensure lawns are mowed and gardens are weed free

**Keys** – ensure that all keys, remote controls etc have been returned

If you require any assistance getting your property ready for the final bond inspection, we use and recommend the following contractors:

### **Cleaning / Carpet / Window Cleaning**

Jim's Cleaning – Craigie: 0421 653 566

### **Pest Controller/Fumigator**

Cheap Pest Control: 0422 500 250

Half Price Pest Control: 0405 108 097

### **Gardener**

Perth Commercial Gardeners: 0432 923 349

Multi-Gardener: 0417 910 217



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*Outstanding Service.*  
Local Experts.

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