

**tenant handbook &
maintenance request forms**

gardinermcinnis
a good move

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paying your rent:
what payment options are available to you?

For occupational health and safety reasons we are unable to accept any rental payments at our offices.

You have four payment options available to you.

1) Pay at any ANZ branch in Australia using your unique pay-in book:

Included with this package is an ANZ deposit book pre-printed with our trust account details and your unique tenancy number to identify your payment.

Using this book, you can deposit funds directly to our rental trust account at any branch of the ANZ bank throughout Australia.

Your pay-in book must be returned at the end of your tenancy. If your book is lost or misplaced a \$10.00 replacement fee will apply.

2) Pay at any ANZ branch in Australia without using your unique pay-in book:

You can still deposit your rental payment into our trust account by completing a standard ANZ deposit slip. However, as your deposit will not have your unique tenancy number to identify it, you must email our offices to confirm the deposit has come from you. Please email: rentals@gardinermcinnnes.com

Our trust account details are as follows:

Account name: Gardiner McInnes Estate Agents Pty Ltd
Rental Trust Account
Bank/Branch: ANZ, The Pines, East Doncaster
BSB: 013 189
Account number: 197 678 965

3) Internet banking: You can transfer funds directly from your account to our rental trust account via internet banking. Please ensure you include your unique reference number so we can identify your payment.

4) Direct debit: You can make arrangements with your financial institution to automatically deduct your rental payment from your nominated account and deposit it directly to our trust account. Many tenants find this method to be the most convenient.

paying your rent:
what if a payment is late?

If you are experiencing difficulty in meeting your rental commitment, please contact Corina to discuss the possibility of arranging a temporary alternative payment plan.

Late rental payments won't be tolerated under ordinary circumstances.

Under the conditions of your lease, any late rental payments must be made in cash at an ANZ branch. This enables the immediate cancellation of any rent arrears.

Late payments must be deposited into our rental trust account as

CASH at any ANZ branch

Please phone, fax or email our offices with confirmation of your payment.

security deposit/bond money:
singing R...T...B...A!

what is a bond?

All tenants are required to pay an amount of money (usually the equivalent of one month's rent) to be held in trust by the Residential Tenancy Bond Authority (RTBA) for the duration of their tenancy.

can I use my bond money towards my final month's rent?

Absolutely not. Under the *Residential Tenancies Act 1997*, at no time during your tenancy can you use or deduct money from your bond for use as a current rental payment.

All rent must be paid in full prior to vacating the premises.

how do I get my bond back?

Once you have given notice, Corina will contact you and provide you with a checklist to guide you through the vacating process. The checklist includes the steps you need to take to apply for the return of your bond money.

condition report:
what is it?

what is a condition report?

Our Property Manager, Corina Carter, conducts a thorough internal and external inspection of your rental property before you move in.

Corina then summarises her findings in what's called a 'Condition Report'.

why is it important?

The Condition Report is as important as your tenancy agreement (lease).

It establishes the condition of your rental property at the commencement of your tenancy and is used as a comparison at the end of your tenancy - forming the basis on which your security deposit will be refunded.

what do you need to do?

You will be supplied with a copy of your condition report when you collect your keys. It is imperative that you check the report thoroughly and add any comments you see as relevant.

You then need to sign the condition report, and return it to our office **within 3 working days** of the commencement of your tenancy. Corina will then photocopy the report for you to keep till the end of the tenancy.

**maintenance & emergency repairs:
SOS!**

NON-URGENT maintenance issues

We request that all non-urgent maintenance requests are reported to our offices in writing. To make this process easier we have included blank maintenance request forms with this handbook. Once we have received your request, our staff will contact your landlord and arrange for the appropriate action to be taken.

Written requests should be marked 'Attention: Corina Carter, Property Manager' and can be sent via:

post: Gardiner McInnes Estate Agents Pty Ltd
PO Box 314, Warrandyte, Victoria, 3113

in person: Offices 2a & 2b, Webb Street, Warrandyte
Monday – Friday 9.00am to 5.30pm
Saturday 9.00am to 5.00pm
Sunday 11.00am to 4.00pm

by fax: 9844 0152

by email: rentals@gardinermcinnnes.com
subject line: non-urgent maintenance request – property address

online: <http://www.gardinermcinnnes.com/tenants.aspx>

URGENT maintenance issues

Urgent repairs are outlined in the *Residential Tenancies Act 1997*. The matter is also covered on pages 16 - 18 of your 'Renting a Home' booklet.

In the event of an urgent maintenance issue, please contact our offices on the numbers listed below. We will arrange for a tradesperson to attend to the matter immediately.

During our business hours: 9844 0052
After hours/public holidays: Corina Carter 0400 984 449
Vicki Gardiner 0427 310 512

Additionally we request that the issue is put in writing to our office via email or text message to:
email: rentals@gardinermcinnnes.com
subject line: URGENT maintenance request – property address
text message: Corina Carter 0400 984 449

Please be advised that maintenance that is arranged by the tenant after hours and which is not of an urgent nature will be the responsibility of the tenant. The agent/landlord will not accept responsibility for the account.

useful emergency contacts		
000 Emergency	Police, Fire, Ambulance	000
Victorian State Emergency Services	SES	132 500
Faults to Telecommunications Infrastructure eg. overhead wires down	Telstra	13 22 03
Water	Yarra Valley Water	13 2762
Gas Faults & Emergency	SP Aus Net	13 67 07
Electricity Faults & Emergency		13 17 99
Electricity Transmission Towers Faults & Emergency		1800 111 164
Electricity Planned Interruptions		1300 362 026
Gas Planned Interruptions		13 67 07

helpful tips for urgent maintenance issues	
fire/fire damage	contact fire brigade/SES, advise GM
gas leak	turn off gas, contact gas provider & SP Aus Net, advise GM
storm/flooding/serious flood damage	contact SES, advise GM
burst water service	turn water off at the mains, advise GM
blocked/broken toilet system	do not use toilet, advise GM

occupancy:
who's who in your zoo

Only the people listed on your signed lease agreement or mentioned on your original application form eg. children, are allowed to permanently reside at your rental property.

If you want a new tenant to reside at your rental property you must inform our offices immediately.

The proposed new tenant must go through the same application process you went through and receive your landlord's approval **before moving in.**

Only once a new tenant is approved by the landlord may they move in. Under Section 253, *Residential Tenancies Act 1997*, failure to comply may provide grounds for your landlord to issue you with a notice to vacate

REMEMBER: no person may move in or take up residency at your property without first having the consent of the landlord.

contact information:
we want your digits!

It is essential that you keep us up-to-date with your current contact details.

This is especially important if we need to arrange maintenance at your property, as the relevant tradesperson will be given your primary contact telephone number to contact you and arrange a time to attend.

Please advise us of your home telephone number (as soon as you have it connected) and of any changes to your contact details or employer during your tenancy.

You can update your contact details anytime through our website by visiting <http://www.gardinermcinnnes.com/tenants.aspx>

keys:
unlock your home-sweet-home

You have been issued with a set of keys to your property and a key register. We recommend that you keep your key register in a safe place as it can be a useful document when it comes time to vacate your property.

At the end of your tenancy it is your responsibility to return all of the keys issued to you. **IMPORTANT NOTE: rent will continue to be charged until all keys are returned to our offices**

can I change the locks?

Although it is at your own expense, we recommend that you arrange to change the locks to your rental property.

If you do decide to change the locks – at any time – you must supply our offices with one full set of the new keys immediately.

routine inspections:
a chance to meet and greet

what is a routine inspection?

Routine inspections provide a great opportunity for you to stay in touch with us, to meet with your landlord and to advise us of any non-urgent maintenance issues.

Corina will conduct a routine inspection of your property after the first three months of your tenancy and then at six month intervals.

how will I know when the inspection will take place?

Corina will contact you via telephone to arrange a mutually convenient time and then send written notice confirming your appointment.

do I have to attend the inspection?

No, while you are more than welcome to attend it isn't mandatory and Corina can discuss access arrangements with you.

car parking:
keep off the grass

You must ensure that cars parked at your property are parked in designated car park areas and not on lawns or nature strips.

All cars parked on a concrete or paved driveway must have a drip tray placed under them.

garbage collection:
trash talk

Your rubbish will be collected once a week and we recommend that you place your rubbish bin out the night prior to its collection.

Your local Council can tell you which day your garbage is collected. They can also provide information on recycling services available in your area.

garden maintenance:
how does your garden grow?

The condition of your garden is noted in the condition report prepared at the beginning of your tenancy.

Unless otherwise stated in your lease agreement, you are responsible for the maintenance of garden areas at your rental property. Maintenance can include mowing the lawn, trimming lawn edges, weeding and watering garden beds.

To minimise the amount of work that needs to be done before your final inspection, we recommend that you undertake regular garden maintenance throughout your tenancy.

I want to add some plants to our garden – is this ok?

Most landlords are thrilled to have tenants who want to nurture their garden. However, before you start any garden projects please contact Corina on 9844 0052 so permission can be obtained from your landlord.

pay-tv & cable internet services:
the cable guy

can I get pay-tv & cable internet connected?

Many landlords are happy for tenants to pay have pay-tv & cable internet services professionally installed at their rental property.

Before you arrange to have these services connected, you must obtain permission from your landlord. Please contact Corina on 9844 0052 and she will make contact with your landlord on your behalf.

Remember: connecting these services is at your expense.

insurance:
can you afford not to be covered?

Your landlord's insurance policy only covers the building's structure and fittings. It is your responsibility to insure your own personal items.

sewage disposal:
avoid an expensive plumbing bill

Under no circumstances should you dispose of feminine hygiene products, condoms, syringes or similar by flushing them down the toilet.

Should a blockage occur as a result of items being flushed down the toilet, your landlord takes no responsibility and you must cover all costs of repair.

information from consumer affairs:
the little red book

It is a requirement of the *Residential Tenancies Act 1997* that you are provided with this booklet at the commencement of your tenancy. Please read it carefully as it contains useful information and advice.

We recommend that you keep this handbook, your lease, condition report, key register, and 'Renting a Home: A guide for Tenants & Landlords' book in a safe place during the term of your tenancy, as reference to these documents may be necessary.

breaking a lease:
should I stay or should I go?

what happens if I want to break my lease?

You have entered into a binding agreement and are liable for the rental payments for the term of your tenancy – even if you move out.

However, if you wish to break your lease we can provide assistance to help you find approved tenants to take over your rental commitment.

There are a number of conditions and fees involved, and these are outlined in Special Condition 36 – Schedule A of your lease agreement.

important notice to tenants of shared houses

Picture this: You live with two other tenants in a shared house and 6 months into your tenancy you decide to leave. You have a work colleague who's happy to move in and take over your portion of the rent – simple right? **WRONG!**

It is the responsibility of all the tenants on the lease to come to a united decision about whether or not to break the lease. We will not assist individuals to 'opt out' early.

Before one or more members of your household decide to move out think carefully – **you are affecting everyone on your lease.**

Please contact Corina Carter on 9844 0052 to discuss your obligations before you make your decision.

Remember: If you allow someone to permanently reside at your property without your landlord's approval you risk being issued with a notice to vacate.

giving notice:
what happens next?

does my tenancy automatically end at the termination date?

No, your written tenancy does not automatically end at the termination date outlined in your lease agreement. Your tenancy becomes a periodic tenancy ('month to month') until either party gives notice.

When ending a tenancy, 28 days' clear notice is required in writing via one of the below listed methods. Once your notice is received you will be contacted to discuss the vacating process.

Please address notices to vacate to:

	The Property Manager Gardiner McInnes Estate Agents Pty Ltd
by post:	PO Box 314 Warrandyte 3113
by fax:	9844 0152
by email:	rentals@gardinermcinnnes.com <i>subject line: end of tenancy – property address</i>

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