

# TENANT INFORMATION SHEET

## 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, feel free to contact our office directly by telephone.

## COMMUNICATION

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

## MAKING APPOINTMENTS

It is important that 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 staff are often out of the office conducting inspections and we know that there is nothing more annoying than having to wait.

## RENT

The tenant agrees that it is their responsibility to pay rent in advance. Rent is due on or before the due date (the date you have paid rent up to). The tenant agrees to contact the agent should they not be able to pay rent by the due date. "Please ensure that you retain all receipts for your records." Please remember our landlords have financial commitments to meet and they rely on rent being paid on time.

## REPAIRS

The tenant agrees to notify the agent of any damage or repairs that may be required on the property. At all times your first contact to organise the repairs must be to our office. If a genuine emergency problem occurs out of the office hours (i.e. Saturday afternoon, Sunday or after 5.00pm Monday to Friday) please contact:

Plumber: **JTAP PLUMBING 0423 172 929**

Electrician: **MOR-LEC 0408 623 279**

Locksmith: **TOWN & COUNTRY 0438 761 800**

Glass repairs: **BERMAGUI GLASS 0447 224 776**

All general repairs must be reported to our office in writing. If work is carried out at the premises by a tradesperson, the tenant agrees to contact the agent to advise that the work has been completed. If a tradesman is required to attend the property and a suitable time has been agreed between the tenant and the tradesman and the tenant is not home, the tenant agrees that they will be charged for the standard service call for attending the property.

If a repair request is reported to our office and it is caused by tenant neglect, the tenant agrees to be responsible for the payment of the account. For example, power failure due to one of your faulty appliances, a foreign object blocking toilets or garbage-disposal units. It is the tenant's responsibility to replace any blown light globes throughout the property and replace any cracked or broken windows or screens.

## IF YOU ARE EVER UNSURE OF WHOSE RESPONSIBILITY THE REPAIR IS CONTACT OUR OFFICE

## 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.) We also carry out periodic drive-by inspections. This inspection also provides an opportunity for you to point out any problems or maintenance that you think may be necessary.

## CONTENTS INSURANCE

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

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## PROTECTING YOUR BOND – CURTAIN MANAGEMENT

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 recommended 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.

## PROTECTING YOUR BOND – CARPET STAIN MANAGEMENT

The tenant agrees to remove marks and stains on the carpet immediately before serious and permanent damage occurs. If necessary, we recommend that a professional carpet cleaner be engaged to reduce the possibility of permanent damage. It is recommended that you have the carpets professionally cleaned every 12 months during the tenancy.

## BREAKING OF TENANCY AGREEMENT

If you are required to break your agreement due to unforeseen circumstances, it is important that you contact our office to discuss this with a member of our team. We will also require you to complete and sign our Tenant Request to Break Agreement form, which outlines both parties' obligations in accordance with legislative requirements.

## GIVING NOTICE

The tenant agrees that when giving notice it must be in writing (in the prescribed form) and handed, posted or faxed to our office. The notice is not effective until we receive this form. **Two weeks' written notice** is required prior to the end of your Tenancy Agreement (this notice can be given up to and including the last day of the fixed term of the Tenancy Agreement) or **three weeks' written notice** is required if your Tenancy Agreement has expired. *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!*

## TERMITE MANAGEMENT

Termites in properties can cause major damage in homes. To assist us with termite management, we ask that you report on any unusual mud build-ups or mud tracks around the house.

## 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 landlord, tradespeople, government departments or bodies, tenant database registers, body corporate, strata managements, referees (real estate agents or landlords), 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 problem that is not being treated fairly by our staff, please put your complaint in writing and we will attend to it promptly and respond to your problem within seven (7) days.

## OUR PROPERTY MANAGEMENT TEAM IS HERE TO ASSIST YOU DURING YOUR TENANCY

Emergency out of office hours telephone number: **02 6493 3333**