



Tenancy Manual

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TENANCY MANUAL

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TENANCY MANUAL

Introduction

We aim to ensure that the transition into your new home is as smooth and stress-free as possible. This Tenancy Manual is designed to provide you with a single source of information for any queries that you may have during the course of your tenancy. We have also included additional information to help you settle into your neighbourhood, and advice on how to get the most out of the services close to you.

During your tenancy, we will contact you periodically regarding routine inspections, and will be available to resolve any issues that may arise from time to time. We hope that you enjoy your new home and look forward to ensuring that your tenancy is as stress and trouble free as possible.

We would like to thank you for choosing to rent with Irving and Keenan Real Estate, and we hope that the information provided in this kit will be of assistance.

OFFICE OPENING HOURS

Our office is open every **Monday to Friday** from **8.30am-5.00pm**.

We are also open every **Saturday** from **9.00am-12pm**.

Please note that **our office is not open on Public Holidays** or on the **Saturday of a Public Holiday weekend**.

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Tenancy Agreement

You will have been provided with a copy of your lease agreement when you signed the documentation and received the keys to the property. If you believe that you have not received all of the relevant information, please contact us as soon as possible.

Property Condition Report

A Property Condition Report will be given to you either at the time of signing the lease agreement or within seven (7) days of the commencement of your tenancy. You then have seven (7) days to review this report and return one (1) copy to our office with any comments, retaining the other copy for your records. This is absolutely vital in order to avoid any possible disputes about the condition of the property when you vacate.

The Property Condition Report records the condition of the property when you move in and is checked at the final inspection to ensure you leave the property in the same condition. If there is any damage, excessive wear and tear or items needing repair that have not been included on the Property Condition Report when you receive it, be sure to list them on the form when you return it or you may be held liable at the end of your tenancy.

Inventory Report

If you are leasing a furnished property, an Inventory Report will be completed additional to the Property Condition Report. The Inventory Report is a comprehensive list of the items that are included in the lease and of their condition. You will be provided with two (2) copies of the Inventory Report when signing your lease, and you are required to review the report, sign it and return one (1) copy to us within seven (7) days, retaining the other copy for your records.

Promised Repairs

If you have requested and the owner has agreed to repair or replace any items, you will be provided with written confirmation of the details (as part of your lease agreement) and they will be noted on the Property Condition Report at the beginning of the tenancy.

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If you believe that an agreement was made but no comment to that effect has been included on your Property Condition Report, please contact your Property Manager as soon as you receive the Report.

Routine Inspections

We will carry out the first routine inspection six weeks after the commencement of your tenancy, and inspect at regular intervals thereafter. These inspections are not only to ensure that you are maintaining the property as outlined in your tenancy agreement, but also provide an opportunity for you to advise us of any repairs that may be required.

We will notify you in writing at least seven (7) days prior to the proposed Property Inspection. Your attendance at the inspection is not necessary, however if there are any items you wish to make us aware of, please leave a note in a prominent place in the property. We will always leave a note to confirm our attendance.

Security Bond

Lodging with the bond administrator

When you pay your bond, at the time of signing your lease agreement, you will be issued with a receipt immediately. We will lodge the bond on the next business day. The names of all tenants who will be living at the property need to be listed on the lodgment form.

Change of ownership or tenants

If at any time during the tenancy a change occurs either with ownership of the property, the property management company or change in one or more of the tenants of the property, a Form 9 (Change of Ownership/Property Management form) must be completed.

The Form 9 can also be used if one or more of the tenants change occupancy. An incoming tenant can pay an outgoing tenant their share, and the Form 9 can be submitted so that the new tenant receives their bond back at the end of the tenancy.

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Return of your bond

At the end of the tenancy, your bond will not be released until a final inspection of the property is carried out. We will conduct the final inspection as soon as possible after you return all keys to our office, generally within two business days. If the property is in generally the same condition as it was at the beginning of the tenancy, the bond will be returned to you without delay.

As a tenant you will appreciate how important it is that your property is ready for you to occupy at the beginning of your tenancy. Therefore, to enable the property to be re-let quickly, it may not always be possible for you to return in order to correct any areas requiring further attention. If further cleaning is required we may engage a professional cleaner and deduct the cost from your bond. To avoid this, a Cleaning Checklist will be sent to you prior to vacating the premises, advising you of what the Property Manager will be checking at the final inspection. A copy of the checklist is contained in this manual.

A Form 4 (Joint Application for Disposal of Security Bond) must be completed and signed by all tenants and a representative of Irving and Keenan Real Estate. Your bond money is then disbursed.

If there are any deductions against the bond (for cleaning, water usage, damage or rental arrears), the amount to be returned to you will need to be agreed upon before any monies can be released to you. If you do not agree with the amounts claimed, please discuss this with the Property Manager in the first instance. If an agreement cannot be reached it may be necessary to make an application to the Local Court for the disposal of the bond to have the matter examined by a magistrate. Your Property Manager can give you more information on this.

Payment of rent

Your lease agreement will specify how often payments must be made, either weekly, fortnightly or monthly. However, your rent must always be paid two weeks in advance. You can pay your rent in the following ways:

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CHEQUE:

You can post your cheque, with your address and surname on the back of the envelope, by sending it to Irving & Keenan Real Estate, PO Box 185, Mount Lawley WA 6929.

BPAY:

You can pay your rent via B-Pay which makes it easy to pay your rent and accounts over the telephone or internet.

1. To access B-Pay, you first need to register with your bank or financial institution – a list is provided below.
2. Follow the prompts and key in the B-Pay **Biller Code** and **Customer Reference Number**, which can be found on your B-Pay card.
3. Select the account you are paying from (savings or cheque only) and key in the amount to transfer.
4. Confirm your payment (wait for the prompt).
5. Wait for your receipt number to be provided. Keep a record of this number and the date of the transaction as your proof of payment. As Irving & Keenan do not issue receipts for payments made by B-Pay, in the event of any queries or disputes, this number can be used by your bank to trace the transaction.

St George Group	1800 060 930
ANZ Bank	13 13 14
Bank West	13 17 18
Challenge Bank	13 18 62
Commonwealth Bank	13 22 21
National Australia Bank	13 22 65
Westpac	13 20 32
Credit Unions	13 27 29



Please note that when paying by B-Pay and direct deposit, you must pay three days prior to your due date, to allow the funds to clear.

Your B-Pay Card

Please keep this card handy when paying rent by B-Pay. You may wish to record the details below in case you lose this card/ the BPAY details will also be included in your Lease Documents.

DEFT:

Please Contact our Office for the appropriate Bank Details should you wish to make Direct Deposits or Electronic Funds Transfers.

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If for any reason you are having difficulty in meeting your payment obligations, please contact your Property Manager as soon as possible to discuss the situation.

Arrears Process

You are required to pay your rent in advance on or before the due date; not doing so may lead to an unfavourable rental reference or a listing on a national tenancy database, making it difficult to rent another property in the future.

We maintain a strict policy regarding rent arrears and will issue a default notice on the following business day after your rent should have been paid.

If your rent is unpaid after the due date we will contact you either by phone, email or send you an SMS message in the form of a reminder. On the 6th day if we have not received any communication from you and the rent remains unpaid; we will issue you with a Termination Notice. We will proceed with the termination upon the expiry of the notice by making an application to the local court for possession if the rent is not paid without this period of time.

Rent Reviews

Unless a rent review date has been included in your fixed term lease agreement, the rent will not change during the tenancy. If you wish to renew the lease when the first period expires, there may be a rent review. If the rent is going to change you will be advised prior to signing a new lease.

If you are on a periodic tenancy, the rent may be increased at intervals of not less than six (6) months and you will receive sixty (60) days written notice of any proposed increase.

Change of Details

If at any time during your tenancy you wish to change, add or remove names from the lease agreement and/or bond documents a \$150.00 is payable before documents are finalized and signed.

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Notifying of Your New Address

Have your mail redirected by Australia Post so that you know which senders still have your old address. You may want to visit www.changemyaddress.com.au which is a site that allows you to notify people of your new address and arrange for the connection of services such as power and telephone.

Don't forget to notify government authorities of your new address. You can update your driver's license address details online at www.dpi.wa.gov.au. Go to the section on Change My Details. In addition to updating your address for your license, you can notify the electoral authority and some superannuation companies.

Connecting Utilities

An easy way to arrange for the disconnection and reconnection of your services when you move is to use a service such as www.fastconnect.net.au

Or, if you wish to arrange each reconnection yourself, you can phone the utility provider on the numbers below or visit their website.

Telephone

Telstra 13 22 00
www.telstra.com.au
(also has e-cards to notify change of address)

Optus 13 33 45
www.optus.com.au

AAPT 13 88 88
www.aapt.com.au

Power

Synergy 13 13 53
www.synergyenergy.com.au

Gas

Alinta 13 13 58
www.alintagas.com.au

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This information has been provided in the hope of assisting you settle in to your new house. You should discuss your needs with the provided to ascertain whether their services are suitable for you.

Payment of utilities

Payment for connection and usage of utilities including telephone, power and gas are your responsibility. If there is a telephone connected at the property you are responsible to maintain the telephone service, regardless

of whether you intend to use a land line. For all utilities except water, you will need to arrange the connection yourself, and the utility provider will bill you directly.

Water Consumption

Your Property Manager will advise whether you are responsible for the payment of water consumption. Water consumption is billed to the owner, however under the lease agreement (unless otherwise stated) the charges are payable to you.

You will be sent a copy of the water consumption charges as they arrive and you will need to pay the amount to Irving and Keenan Real Estate who will forward it to the Water Corporation.

Non-payment of water consumption charges is a breach under your tenancy agreement so please ensure that you pay the charges by the due date.

Ways to Save Water

In the garden

Water only on your allocated days – refer to the section on caring for lawns and gardens for a list of allocated days. If the property has reticulation and water is being wasted by spraying onto driveways or the road, please advise your Property Manager.

In the home

- Take shorter showers.
- Don't use the toilet to flush tissues or other rubbish.

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- Run dishwashers only when they are full.
- Don't leave the tap running while you brush your teeth.
- Fix leaking taps and toilets (contact your Property Manager).
- Use the 'suds save' on your washing machine if you have several loads to put through.

Ways to Save Power

- Turn lights off when you leave the room.
- Turn off appliances that aren't being used.
- Close off areas that don't need to be heated or cooled.
- Fill kettles with cold water and only as much as you need at one time.
- Microwave ovens use less power than conventional electric ovens.
- Use cold water in the washing machine where possible.
- Set your hot water heater to no more than 65°C.
- Look at the energy efficiency rating of appliances before you buy.

Insurance

You are required to insure your own contents as the owner's insurance will not cover tenant's contents. If you have a waterbed, be aware that insurance does not usually cover water damage caused by the escape of water from a waterbed.

Owner's insurance

You should not do anything, or bring anything onto the property, that will adversely affect the Owner's insurance policy, premiums or ability to make a claim. If the Owner elects to claim on their insurance for damage or repairs that were caused by you or by your visitors, the owner may require you to pay the excess for the claim.

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Sub-Letting

You cannot sub-let (have other people living at the property who are not listed on the lease agreement) without the owner's prior written consent. This does not apply to visitors who may stay with you for short periods of time. If you wish to sub-let, please contact your Property Manager. The person who wishes to move in will be required to fill out an application form and provide identification and supporting documentation in the same manner as is normally required for a tenant application. Irving and Keenan Real Estate will assess the application and will forward your request to the owner for approval.

Pets

If your lease agreement permits you to have pets on the property, please bear in mind that this consent is limited to the pet that you have when you move into the property. If you wish to get another pet, either in addition to or in place of the pet you had at the start of the tenancy, you will need to request permission from the owner.

You will need the owner's permission for any kind of pet, including birds, fish or other animals.

Pet bond

If the owner has given permission for you to have a dog or cat on the premises, you will be required to pay an additional pet bond of \$260.00. This bond is for the purpose of fumigation (to eradicate fleas) after you vacate.

If you provide us with a receipt (from one of our approved contractors) showing that you have fumigated the property after vacating, the full amount of the pet bond will be refunded to you as soon as practicable. Alternatively,

If we arrange for the property to be fumigated, we will provide you with a copy of the invoice and will refund to you the difference (if any) between the charges and the amount of your pet bond. Any damage caused by the animal will be deducted from your security bond.

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Your safety

Your safety in and around the property is of the highest priority. There are a number of situations that place you at risk and we urge you to contact us if you have a concern.

Some things to be aware of include:

- Exposed wiring.
- Gas smells.
- If you feel unsafe in the property for any reason.
- Damage to paving and pathways that could cause someone to trip.
- If you suspect that any plants in the garden are poisonous or that you may be allergic to them.
- If you need to clean a property with high ceilings or light fittings that are hard to reach, please do so with care and use the appropriate equipment.

Safety in the Home

Heaters and fireplaces

When using a heater, ensure that combustible materials such as curtains and clothing are kept away from the heater. Use screens in front of open fireplaces and extinguish all flames and embers before going to bed or leaving the house.

Never leave children unattended around heaters or open fires.

In the kitchen

Never leave food unattended on the stove while cooking and take extra care when cooking with oils or fat. Don't wear loose clothing while cooking as it could catch alight when you reach over the stovetop.

If oils or fats should catch alight while cooking, turn off the heat source and don't move the pan/pot. Cover with a lid or chopping board to starve the fire of oxygen. If you can't put the fire out, phone 000.

Around the home

Keep matches and cigarette lighters well out of the reach of children. Always ensure that cigarettes are extinguished before putting into a bin or garden.

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Use candles with care. Keep them away from combustible materials such as curtains, clothing and paper. Always extinguish candles before going to sleep and supervise children and pets when using candles in the room.

In the event of a fire

Don't lock doors with the key before going to bed as you may not be able to get out of the property quickly in the event of a fire. Most deadlocks have a button that can be easily unlocked from the inside.

In the event of a fire, exit the property immediately and close the doors behind you to stop the spread of fire. Smoke rises, so if there is a lot of smoke it will be easier to breathe if you stay low.

If someone's clothing should catch fire, they should drop to the ground, cover their face and roll back and forth to extinguish the flames. Never beat the fire (i.e. with a blanket) as this will increase oxygen flow to the fire and cause it to grow larger.

Renting a Strata-Titled Property

If you are renting a strata-titled property, including a unit, apartment, townhouse or duplex, there are some extra things that you need to be aware of. These include the by-laws of the complex and areas of common property or exclusive use.

Common property

Within the strata complex there will be areas of common property that the Property Manager would have pointed out to you when you inspected the home. There are several standard by-laws that relate to common property that all new tenants need to be aware of:

- You cannot transport furniture through an area of common property unless you have first given the strata council sufficient notice of your intention to do so.
- You are not permitted to use any part of an area of common property for your own purposes as a garden.
- You must not obstruct any person's lawful use of common property.
- You cannot permit any child of whom you have control to play on any area of common property or to remain in an area of common property that could be dangerous to children (such as a laundry or car parking area) unless they are accompanied by an adult.

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Parking

If your apartment or duplex has one or more allocated parking bays, you must ensure that you only use the bay(s) assigned to you. You cannot park a vehicle on any area of common property, or use a visitor car parking bay on regular basis.

Your visitors

It is your responsibility to ensure that your visitors comply with the by-laws, including parking and their behavior within common property areas.

Noise and disturbance

In the close-living situation of a strata complex, it is the right of every occupant to be able to use and enjoy their properties and areas of common property. Therefore excessive noise and inappropriate or offensive behavior that causes a disturbance to other occupants is prohibited under the by-laws of the complex. All occupants must be adequately clothed when upon common property and are not permitted to dispose of rubbish, dirt or other material in an area of common property.

Maintenance

Owner's responsibilities

The owner is required to hand the property over to you in a good state of cleanliness and repair. If you have any concerns at the beginning of the tenancy, notify your Property Manager as soon as possible so that the matter can be rectified.

The owner is responsible for the maintenance of the property, including the structure and any appliances that are part of the tenancy (provided repairs are not needed because of negligence or misuse on your part).

Your responsibility

You are responsible for maintaining the property in generally the same condition as when you moved in, and for basic household maintenance such as gardening and cleaning.

You must also notify your property manager of any repairs required at the property, including any appliances that are included in the lease. Prior to each routine

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inspection, use the opportunity to advise us of any items or areas that you believe require attention. We can then arrange repairs if necessary.

Damage and disrepair

You are liable to pay for damage or repairs that are necessary as a result of any action by you or by your visitors to the property. You must report any damage to us within three (3) days of it occurring. Failing to report damage is a breach of your lease agreement.

Swimming pools and spas

You must ensure that swimming pools and spas remain in the same condition as when you moved in, and it is your responsibility to supply the appropriate chemicals for the duration of the lease. If the owner has supplied a quantity of chemicals at the beginning of the lease, you must leave a comparable quantity at the end of the lease.

You cannot drain the pool without the owner's consent. While you are renting the property you are also required to adhere to regulations regarding pools.

Please ensure that the gate is kept closed when not in use and contact us immediately if you believe there are any safety issues regarding the pool or spa.

Locks and keys

If you lose your keys or lock your keys inside your property during business hours, you may collect the office keys by leaving a \$50.00 deposit with our receptionist. If possible, please call our office first to make sure we have a set of keys available. Please note that identification may be required before we hand over keys and the deposit paid is completely refunded when the keys are returned to the office.

If you lose your keys or lock yourself out outside of business hours you may contact a locksmith **at your own expense**. Please do not try contacting a Property Manager after business hours regarding lost or inaccessible keys. If you want a Property Manager to come and unlock your property with office keys, you will be charged an **on the spot fee of \$150.00** before they will grant you access to the property.

Replacing tap washers

Please advise us of dripping taps or suspected worn washers so that we can arrange for a tradesperson to attend to the problem.

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Light globes

All globes should be working when you move in to the property. You are responsible for replacing globes throughout the tenancy and for ensuring that all light fittings have a working globe in them when you vacate.

If you have fluorescent tubes that are starting to flicker or have stopped working, you will usually need to replace both the tube and the starter. With the light switch turned off, twist and pull to remove the tube.

Notifying us of maintenance required

You are not authorised to undertake any maintenance on the property yourself.

Maintenance requests are categorized as either routine, priority or urgent. Irving and Keenan Real Estate works to ensure that all maintenance requests are responded to within certain timeframes depending on the urgency of the problem.

For routine and priority maintenance, you will need to notify us either by telephone, email, fax or post.

Routine maintenance

Routine maintenance includes such items as:

- Hot water system not working properly.
- Appliances not working properly (if included as part of the tenancy).
- Doors of cupboard doors sticking or becoming loose.

Priority maintenance

Priority items may include:

- Small leak in the roof or appearance of water stain on the ceiling.
- Cracked or broken floorboards.
- Damage to fence.
- Broken hot water system.

For priority maintenance items you are required to let us know about the problem in detail. You may wish to phone our office rather than email us to advise on whether the problem is priority or urgent.

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Urgent maintenance

Urgent items are generally those that could cause injury to the tenant or damage to the property, and may include:

- Major roof leak.
- Gas leak or electrical fault.
- Burst water pipe.

If you consider a problem to require immediate action, please phone our office during business hours or the Property Manager after hours. Your lease agreement does not allow you to authorise repairs yourself however you can be assured of our prompt response to your situation.

Common Maintenance Problems and What to Check First

No electricity

Check fuses and the safety switch located in the electrical meter box. If the safety switch has tripped, reset it. If it trips again, turn off all power points and unplug your appliances. Begin plugging in appliances one by one to find out which one is tripping the switch. If the appliance belongs to the owner, contact your Property Manager who will arrange repairs.

If you cannot restore power after you have checked the fuses and safety switch, check if your neighbor has power. If they do not, Synergy will be able to advise you if there are any faults in the area. Phone the Synergy fault-line on 13 13 51 (24-hour emergency line). If you completed all checks and cannot find the cause of the problem, contact your Property Manager.

Hot water systems

If you experience problems with a gas hot water system, check that the pilot light has not gone out. There should be instructions on the system for relighting the pilot light. You can also adjust the temperature of the water; again, check the instructions.

Some electric hot water systems need topping up every few months. If your system has this facility, there will be a filler valve on the side of the system, lift the lever until water flows from the overflow. For any other problems with electric hot water systems, contact your Property Manager.

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Ovens and stoves

Refer to the manual (if provided) for initial troubleshooting. If you cannot fix the problem or it is not referred to in the manual, contact your Property Manager.

Washing machines and dryers

For washing machines, check the hot and cold water connection hoses and taps before calling to report a problem. Dryers will need to have the lint filter cleaned often, generally after each use. If the washing machine/dryer belongs to you, any maintenance is your responsibility. If the appliance belongs to the owner and you have checked the manual (if provided) contact your Property Manager to arrange repairs.

Blocked sinks and drains

For bathroom sinks and showers, the drain cover can often be lifted up to assist with the removal of blockages.

Use a drain cleaner such as Drano crystals or liquid. Follow the instructions and use with care as the product is corrosive. Wear gloves and ensure that the room is well-ventilated. If there is a recurring problem with blocked sinks or drains, please advise us in writing.

Care of Lawns and Gardens

You are responsible for keeping the gardens and lawns (including reticulation if applicable) in the same condition as when you moved in. The most important step is to water regularly on your allocated watering days.

Do not drive on lawns with reticulation as you will be liable for replacing any broken sprinklers as a result. For all reticulation, try to keep sand out of the

Sprinklers and fix broken sprinklers as soon as possible to avoid water wastage.

Any garden equipment belonging to the owner should be stored away from rain. If at any time you need to use potting mix or chemicals such as fertiliser, please take precautions to avoid contact with skin and eyes.

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Allocated Watering Days

Last digit of your house number	Your two (2) watering days are	
1	Wednesday	Saturday
2	Thursday	Sunday
3	Friday	Monday
4	Saturday	Tuesday
5	Sunday	Wednesday
6	Monday	Thursday
7	Tuesday	Friday
8	Wednesday	Saturday
9	Thursday	Sunday
0	Friday	Monday

Weeding and fertilizing

Routinely remove weeds from garden beds and pathways. Ensure that you protect yourself when weeding by kneeling on a mat or folded towel, keep your spine in an 'S' position (avoid too much weight or pressure on your back, don't lean over too far) and take regular breaks.

Lawns can be weeded by hand or by using a product such as 'Weed 'n' Feed' at the end of winter and in summer. If using 'Weed 'n' Feed', don't let pets onto the lawn until it is dry and ensure that they don't eat any of the grass for a week after fertilising.

Water the lawn well before and after fertilising. Apply the fertiliser as evenly as possible and wear gloves if spreading by hand.

Other plants may need fertilising from time to time. Use one that is specific to the plant. For pot plants and hanging baskets, a slow-release fertiliser is often the best.

Pruning

You may not remove or cut down any plants or trees, however if you have adequate reason to believe plants or trees should be removed, ask your Property Manager who will discuss the matter with the owner.

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Cleaning

In general, you need to keep the property clean and minimise the risk of pests or vermin becoming a problem. This applies to all areas of the property including walls, ceilings, doors, windows and light fittings.

Carpets

Carpets are easy to maintain if you follow a few simple steps.

Regular vacuuming will slow down wear and tear and prevent everyday dirt from causing damage – vacuum at least once a week or more frequently for heavier traffic areas. We suggest using protective mats and floor covering protectors under home office chairs and any heavy furniture.

Carpets must be professionally cleaned at the end of the tenancy, however if your tenancy is for a period longer than twelve (12) months, you may wish to have the carpets cleaned every 12-18 months to maintain them in good condition.

Treat spills as soon as they occur to avoid staining. Follow these steps:

1. Remove as much of the spilt matter as you can.
2. Blot liquids with a clean white towel or paper towel.
3. Apply carpet cleaner as directed on the label. Apply to a towel first and then blot on to the carpet. Work from the outside of the spill in towards the centre.
4. Rinse with a small amount of water (do not use hot water).
5. Blot dry.

Timber floors

Although timber floors allow you to avoid some of the work involved in maintaining carpets, they still require some care.

Use protective floor mats and floor covering protectors under office chairs and heavy furniture to avoid wear on floors. An inexpensive option is to purchase some thick felt and cut pieces to suit the legs/feet of your furniture.

Sweep often and mop floors as required to avoid damage to the polished surface. Only use minimal water when washing timber floors – if the polish is thin in any areas, excess water can seep through and significantly damage the timber.

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If you notice any areas where the polish is already worn, notify your Property Manager so that it can be assessed and any necessary action taken to avoid damage to the timber.

Vinyl flooring

Sweep often and wash as required. Use eucalyptus oil, white spirit or turpentine to remove scuff marks from vinyl floors. Avoid using cleaning products containing ammonia as these break down the flooring and cause cracks.

Tiles

Wash ceramic tiles with mild detergent and warm water, avoid products containing ammonia.

Marble and granite

Sweep often to avoid scratches from dirt or sand. Wash with a damp mop using detergent and warm water. Avoid acid-based cleaners. Attend to spills immediately. For coffee, tea or wine stains, rub half a cut lemon that has been dipped in borax powder over the stain, or try a paste made of bicarbonate of soda and water, then wipe over with a damp cloth.

For oil and grease stains on unpolished marble, rub some corn flour onto the area and leave for several hours, then wipe off with a damp cloth.

Electrical equipment

Any equipment that is not working when you move in should be reported to your Property Manager immediately. If you experience problems with any equipment during your tenancy, there are a few things to check before reporting it to us for maintenance. Please refer to our maintenance and repairs section.

Ovens and stoves must be kept clean and used in accordance with the product manual (if provided).

If a washing machine/dryer is provided with your tenancy, clean the filters in each machine regularly and ensure that dryers are adequately ventilated.

Bathrooms

Bathrooms need to be kept well-ventilated. Regularly open the window for a period of time if possible and always turn on the fan when showering. Fan covers need to be

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cleaned when they get dusty. If the cover has become sticky, wash with dishwashing liquid and hot water, using a scourer if necessary.

Wipe down surfaces regularly to avoid mould growth. If mould does develop, use a solution of 3% tea tree oil or 2 teaspoons in a spray bottle with 2 cups of water. Avoid contact with skin and, if spraying on the ceiling or other high areas, protect your eyes by wearing glasses.

Stains on basins and baths from dripping taps can be removed with a cream cleanser or a paste made of borax and lemon juice.

If the bathroom has a metal showerhead that has become blocked, place the showerhead in the saucepan with one part white vinegar and eight parts boiling water and simmer for about fifteen minutes.

Kitchen

Keeping pantry foods in containers will help to prevent infestations of pests such as weevils and mice. Flours can be kept in their paper bags in the freezer.

Ovens, grills and range-hoods should be wiped down often to avoid a build-up of grime.

Outdoors

Keep courtyards, gardens and pathways free from weeds and rubbish. Sweep verandahs and courtyards often to avoid dirt being brought in to the house.

Remove cobwebs from under eaves and around light fittings. If you have a pet, avoid them scratching on the back door or on fly screens.

At the End of the Lease Agreement

If you wish to sign a new lease

Your Property Manager will contact you near the end of the tenancy to discuss signing a new lease. You will be advised if there will be a rent review and if the rent is going to change you will be advised of the new rental amount prior to signing the new lease.

TENANCY MANUAL

Expiry of a fixed term tenancy

Unless a new lease is signed or you vacate the property prior to or on the date of expiry of the lease agreement, a fixed term tenancy continues on after its expiry. It continues on the same terms and conditions as the original lease however it becomes a periodic tenancy.

In order for all parties, tenants and owners, to be sure of their situation, we endeavour to have tenants sign a new lease at the expiration of the original one, rather than have the lease roll over to a periodical agreement.

We will contact you prior to the expiration of your lease to discuss your options with you. If you know that you do not wish to renew the lease and will be leaving the property, we ask as a courtesy that you advise us as soon as possible.

Ending a fixed term tenancy before the expiry date

A fixed term tenancy cannot be ended before its expiry date unless there is an agreement between the tenant and the owner. Generally in order for the owner to agree to early termination of the lease agreement, the tenant is required to pay the owner's costs to find a new tenant as well as rent until the property is re-let.

Specifically, if you wish to break your lease, you can expect to pay some or all of the following costs:

- Rent until the property is re-let.
- Advertising costs to re-let the property.
- The unused portion of the owner's letting fee.
- Costs for a Final Bond Inspection including GST.
- Costs of processing new tenancy applications.
- You will be required to maintain the property until it is re-let, including care of the property and gardens and maintain the supply of services such as power to the property.

Breaking your lease can be a costly experience and we encourage you to contact your Property Manager to discuss your options, should you feel that you are unable to continue with your lease.

TENANCY MANUAL

Ending a periodic tenancy

You can end a periodic tenancy without having to give a reason, however you need to give at least twenty-one (21) days **written** notice. The Owner may end a periodic tenancy by giving you at least sixty (60) days notice in writing. The Owner does not have to provide a reason for the termination.

Moving Out

Remember that you will be responsible for paying rent until all of the keys and any security remotes are returned to our office. We recommend getting started early if you intend to vacate the property. Packing often takes longer than anticipated and if you are behind schedule you will cause yourself undue stress and extra costs.

Please refer to the section on security bonds for information on how your bond is returned to you.

Two weeks before

- Make a list of everyone that you need to inform of your new address. When you get new mail in the next two weeks, check that the sender is on your list.
- Fill out a Mail Redirection Form with Australia Post. This will ensure that any mail from people you haven't notified will still reach you.
- For all milk, newspaper or other deliveries, notify the business of when you want the service cancelled and pay the bill up to this date.
- Contact your utility providers (telephone, power, gas) and inform them of your moving date so that final readings can be carried out. Arrange for these services to be connected in your new home.
- Book moving trucks or let friends who have offered to help know the date that you will be moving.
- Make a booking with an approved carpet cleaner when you know when the property will be vacant.

One week before

- Get all the boxes, tape etc that you will need and begin packing anything that won't be needed in the next week.
- Return all library books, rented videos or other borrowed items.
- Weed the gardens and tidy the exterior of the property.

TENANCY MANUAL

Moving day

Following this checklist will help to ensure that you are refunded your bond in full and without delay. Read through the Property Condition Report that you have received at the beginning of the tenancy to make sure that the condition of the property is generally the same (taking into consideration fair wear and tear). Some of these items can be attended to prior to your moving day to save time, but make sure you won't end up having to clean things twice if they get dirty during the move.

Interior

- All doors, walls, ceilings, floors, skirtings and window ledges and tracks must be washed and all marks, cobwebs, finger marks and dust removed.
- Clean windows inside and out and be sure to leave them streak-free.
- Don't remove picture hooks from walls unless you have put them in and are required to remove them at the end of the tenancy. If this is the case you will also be required to repair and repaint the wall to its original condition.
- Clean cupboards inside and out.
- Clean light fittings and replace any missing or broken bulbs
- Curtains and blinds must be washed. Rubber-backed curtains must be dry-cleaned and blinds must be in good working order.
- Carpets must be professionally steam cleaned and the receipt for this forwarded to your Property Manager in order to receive a refund of your bond.
- Clean all fixtures and fittings in bathrooms and kitchens, including exhaust fans, mirrors, drawers and drains.
- Thoroughly clean all parts of the oven, including racks, stove top, grill, element rings and also the range hood and behind the stove.
- Sinks must be cleaned and if the property has a dishwasher this must be cleaned thoroughly inside and out.
- Remove scuff marks from tiled and vinyl floors.
- Clean all ceiling fans and air-conditioners if fitted.
- Clean wardrobes if applicable.

Exterior

- Remove all rubbish from the yard and sweep pathways.
- Clean any oil stains on the driveway or other areas.
- Mow lawns, including trimming the edges, and weed garden beds and pathways.

TENANCY MANUAL

- Clean gutters and down pipes.
- Remove all cobwebs.
- Clean out carports/garages and clean the walls, ceilings, floors and doors.
- Repair or replace torn fly screens.
- Replace any broken sprinklers.