

# TENANT HANDBOOK

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**RayWhite.**

Your complete guide to  
a stress-free tenancy.



# WELCOME

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**Welcome to the Ray White  
Commercial family and  
congratulations on securing a new  
lease with Ray White Commercial  
South Sydney.**

We are the managing entity, appointed on behalf of the landlord, for the premises in which you have just leased. We have developed this handbook to ensure that throughout your tenancy, you are aware of your obligations as a tenant.

Our office strives for exceptional service by being approachable and providing excellent communication which in return, creates positive working relationships with all of our tenants.

We look forward to working with you throughout your tenant journey.

Feel free to contact our office if you have any questions or concerns.

11 Joynton Avenue, Zetland NSW 2017

02 9101 8000

[info@rwcss.com](mailto:info@rwcss.com)





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# GETTING STARTED



## INSURANCE

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Your lease will require you to arrange insurance for your business, (this will include but not limited to);

- Public Liability
- Plate Glass
- Property (contents)
- Business Interruption

You are required to provide our office with a certificate of currency, please ensure it covers the insurance requirements of your lease, noting the landlord as an interested party and the address of your leased premises referenced.

## ENTRY CONDITION REPORT

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The Agent and the Landlord always recommend that a Tenant arranges, at their own cost, for a 'Property Condition Report' to record the condition of the premise at the commencement of the tenancy. Once complete the Lessee will need to provide the Agent with a copy of the report. This document is what we will refer to when completing your exit inspection.

## RENTAL PAYMENTS

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You are required to pay your annual rent in 12 monthly instalments, on or before the first day of the month. Rent must be paid one month in advance at all times. Please refer to your lease, should there be any further payments due under the lease in addition to your monthly rent eg. car parking rent, storage rent or signage rent. You will be emailed a tax invoice from our office, 14 days before it is due.

## OUTGOINGS PAYMENTS

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Outgoings are all expenses paid or incurred by the landlord in respect to the premises, building and land. Your lease will stipulate how these are to be recovered by you as the tenant (if applicable).

## PAYMENT METHODS

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Below is the payment method accepted by our office, that will also be noted on any tax invoice issued by our office. Please note that we do not accept cash payments.

Account Name: Pentalign Management

BSB: 082 356

Account Number: 809906499

All remittance advice can be emailed to [info@rwcss.com](mailto:info@rwcss.com).

## UTILITY CONNECTIONS

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It is your responsibility to arrange utility connections (eg. electricity, internet, phone) with your preferred supplier.

**THROUGHOUT  
YOUR TENANCY**



## ARREARS POLICY

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Our office has a strict zero arrears policy. Under the terms of your lease, please be aware that any overdue monies attract interest. You will be issued with an invoice from our office for any interest you have incurred on overdue payments.

## ANNUAL RENT REVIEWS

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Your lease will make reference to an annual rent review on the lease anniversary date of each year. Rent review types can vary from Consumer Price Index (CPI), percentage increases, or fixed amount increases. Please refer to your lease so you are aware of the agreed rent review type each year. We will perform the rent review and notify you accordingly once it has been completed.

## LEASE RENEWALS

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If you have an option period(s) agreed to in your lease, you will have a certain day in which you are required to provide notice in writing to our office, should you wish to exercise the option period. Please refer to your lease agreement, to determine this date. Your rent review at your option period (if applicable) may also differ to previous years, and may be determined by a review to market, please refer to your lease.

## CONDITION OF PREMISES

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We ask that you please respect that the premise you lease is an asset to the landlord and therefore kindly ask you treat it as if it was your own. It is also your responsibility to remove all rubbish from the premises and dispose of it appropriately and to keep the premises in a thorough state of cleanliness. Common areas must be clear of obstructions at all times, including walkways, stairs, loading bays etc and also kept clean and tidy.

As per your lease it is your responsibility at your own cost and expense to keep the premises free and clear of rodents, termites, cockroaches and other vermin at all times, and to engage competent and reputable pest exterminators periodically.

In some instances, you may have a redecorate clause within your lease which will require you to repaint, replace floorings and window furnishings every so often, so please make yourself familiar with these requirements, should they form part of your lease.

If your premises is part of a Body Corporate, you will need to ensure you comply with the By-Laws, please contact our office to obtain a copy.

## REPAIRS AND MAINTENANCE

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As a tenant you must service and maintain all aspects of the premises and keep it in a good state of repair (this may include air conditioning, roller doors, grease traps etc). You are required to maintain in efficient working order, and promptly replace when broken or worn out or at the end of their economic life, the following items (but not limited to);

- Light bulbs, tubes, starters and associated fittings;
- Door locks and handles;
- Wash basins, sinks, pedestals, taps and washers;
- Toilet cistern works
- Pipes and joints
- Window and door fittings
- Electrical switches
- Glazing (including plate glass)

It is your legal obligation to advise our office in writing of any damage sustained to the premises of the defective operation of any of the service to or appurtenances in the premises or of any circumstances likely to cause any danger, risk or hazard to the premises, the building or any person. Please email your Property Manager with photos and a description.

## ALTERATIONS TO PREMISES

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Any requests for alterations to the premises (including signage), must be submitted in writing to our office, so we can therefore seek the landlords approval. You must not go ahead with any alterations to the premises unless written consent from our office has been provided.

## FIRE AND EMERGENCY MANAGEMENT

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Please ensure you understand and are aware of your legal obligations around fire and emergency management. This may include preparing a fire and emergency plan that includes evacuation diagrams, conducting evacuation drills, and the installation and servicing of fire equipment.

## ASBESTOS

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If the building you reside in is legally required to have an asbestos report completed, you will be furnished with a copy from our office at the commencement of your tenancy. It is important to provide this to any contractors who may be working within your premises or building.

# ENDING THE LEASE



## ASSIGNMENT OF LEASE

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Should you wish to assign your lease during your lease term (for example, selling your business), you are required to seek consent from the landlord. You are still bound by the terms and conditions of the lease as the tenant, until the assignment of lease is executed and all associated fees are paid. Should you wish to assign your lease at any time during your lease term, please contact our office and we can provide further details on the process.

## NOTICE TO VACATE

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When your lease is due to expire and your intentions are to terminate your lease and vacate the premises, you are required to provide your notice to our office in writing. Your lease will stipulate the required timeframe around providing notice to terminate.

## MAKE GOOD

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Your lease will clearly define your obligations when it comes to 'make good' when you vacate. This may require you to remove any fitout that has been installed including removal of signage.

## BOND REFUND

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Your bond will be refunded once all lease obligations have been met. Please ensure that all payments that are due under the lease are paid, all 'make good' requirements are completed and all keys / fobs / security passes have been returned to our office to ensure a speedy bond refund.

The logo consists of a solid grey square. At the bottom of the square, the word "RayWhite." is written in a bold, italicized, sans-serif font. The "Ray" is in a lighter weight than "White", and there is a period at the end of the word.

***RayWhite.***

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