



Property Management Service
Information for Tenants

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WELCOME TO RAY WHITE UXCEL

Thank you for choosing to rent with Ray White Uxcel. We trust that whilst you are renting this property through our company, our association will be a cordial and pleasant one.

We have produced this tenancy guide in an attempt to answer any questions that will inevitably arise throughout your tenancy, and to advise you of your obligations to the owners of the property, and what our responsibilities, together with the owners, are towards you, the tenant.

Also to assist us in dealing with any issues you have efficiently, please follow the guidelines attached. This will help you speed any problems you may have.

Our office details are as follows:

Ray White Uxcel
Suite 11, 222 Walter Road West
Morley, WA 6062

T (08) 9275 7777

F (08) 9275 7383

E morley.wa@raywhite.com

uxcel.com.au

Office Hours:

Monday – Friday: 8:30am – 5:00pm

Please visit our website if you would like to contact us or fill in a maintenance request form.

Important

If you need to see your property manager for any reason, an appointment will need to be made. Please note that your property manager will not be available if an appointment has not been made.

Viewing your Portal

You are able to view your ledger in a secure page on our website 24 hours a day by visiting the 'Rent' page on uxcel.com.au.

This page will show you your ledger account payments with all your rental payments made to date. Please note that sometimes your rent payment will take a couple of working days to be recorded.

Tenant Details

Please advise your property manager as soon as possible if your contact details change throughout your tenancy, including telephone number, email address or employment details.

Moving In

Make sure you call Synergy, Alinta Gas and Telstra. You must advise them you are now residing at the property from your lease date otherwise you will be liable for a fine. Please note that payment of these services is the responsibility of the tenant, so you must ensure they are connected into your name before you move into the property.

Telephone Numbers

Synergy	13 13 53
Alinta Gas	13 13 58
Telstra	13 22 00

Other Important Numbers

Police and ambulance emergency	000
Alinta Gas fault line	13 13 52
Crime Stoppers	1800 333 000
Police attendance	13 14 44
State emergency service	13 25 00
Telstra fault line	13 22 03
Water Corporation faults	13 13 51
Transperth information line	13 62 13
Royal Perth Hospital	08 9224 2244
Princess Margaret Hospital	08 9340 8222
Health Direct	1800 022 222
Neighbourhood Watch state branch	08 9356 0555
If you need an interpreter, please call	13 14 50

Changing Address

Ensure you notify all organisations of your change of address, e.g. banks, licensing bodies, etc

Keys

It is important to note that any extra copies of keys you may require, are all handed back to us. If you require to change the locks, you must have the permission from the landlord. We require a full set of the new keys if locks have been changed.

Tenant Contents Insurance

It is crucial that tenants organise their own contents insurance. Should your goods be damaged or destroyed by circumstances affecting the owner's property (i.e. fire, storm damage, power outages etc.) then your goods and possessions are **not insured** by the owner. You must ensure that your goods are adequately insured as the owner/agent will not be liable for damaged or destroyed tenant possessions.

Routine Inspections

We use the following checklist at routine inspections. Use this guide to ensure your property will be ready for inspections:

Kitchen:

- Oven and grill cleaned – no burnt on food
- All bench tops cleaned
- Light shades cleaned, no build-up of insects in lighting
- Wipe around the seal of the fridge, freezer and dishwasher
- Clean ceiling fan covers and extractor fans covers

Bathroom:

- Clean the toilet
- Clean ceiling fan covers
- Scrub shower tiles, removing any mould
- Clean shower screen
- Remove soap scum

General Maintenance:

- Sweep and mop all floors
- Vacuum all carpets
- Wipe light switches and sockets

- Clean air conditioning vents
- Wipe dirty marks off all walls

Outside:

- Lawn mowed and edged
- Paths and patios swept
- Free of animal faeces
- Garden bed free of weeds and shrubs lightly pruned

We ask that you check your RCD switch prior to any routine inspections and to leave the slip provided in your routine notification letter available for your property manager to pick up. Instructions on how to test the RCD switch are as follows:

To test the RCD switch, ensure that all electrical appliances are not being used, then press the button next to the switch. Go back inside the property to see if the power has been cut off to all power points or lights (depending on which RDC is tested). Once tested, flick the switch back to the on position.

Before contacting your property manager regarding no power, first check the RDCD switch is on. Then contact Synergy to see if there is a fault in the street. Finally, contact your property manager.

Rent Reviews

Rent reviews occur at lease renewal time and are adjusted in accordance with market conditions. Please also note that a rent review may occur during a 12 month fixed term lease, as long as this is indicated with a clause in the tenancy agreement terms and conditions.

Lease Renewals

Once the lease is up, you may receive an invitation of renewal providing that your rent has been paid on time, and the property has been kept clean and undamaged. It is important to let us know whether you are planning on vacating or renewing the lease, and we require this information in writing with at least 30 days notice.

Landlord Mail and Contact

Under no circumstances should the tenant contact the landlord directly. Ray White Uxcel are the appointed agent, and any contact for the landlord should be made through us. If you receive any mail addressed to the landlord, please forward this to our office for us to pass on.

Rent Payments

During the tenant application process, we carefully select tenants we believe will pay their rent on time. We have a strict zero tolerance policy for late rent payments.

If your rent is not received on the due date, our office procedure is as follows:

- Two day late – an SMS message will be sent to your phone as a reminder
- Four days late – a notice of termination for non-payment of rent will be issued

If rent is still not paid after the first notice has been issued, a court order application will be made for you to vacate the property. Court costs shall be charged to you.

Once court proceedings have commenced, your name will be recorded on a database for defaulting tenants; The National Internet Tenancy Database, if the outstanding rent/damages amount exceeds your bond. This will cause you severe inconvenience and hardship for any future accommodation prospects. Eviction will follow if the problem is recurring.

Please understand that if you are having difficulty with your rent payments, contact your property manager immediately. This may prevent any court action from occurring.

Paying your Rent

Please make sure you pay your rent before the due date. Your rent can be paid as follows:

- By going into any Commonwealth Bank branch and paying direct into our bank account. Please ensure that you keep your bank receipts as no office receipts shall be issued.
- Internet banking from your account into our account. When doing this, please note your name and property address you rent.

Our bank details are:

Reference: Your reference provided by your property manager

Ray White Uxcel

Commonwealth Bank Morley

BSB: 066 132

Account: 1059 9527

It is important you use the reference provided by your property manager in the reference section so we can receipt you with your rent money. If doing this at the bank, ensure the bank teller includes these details. Please note, we do not accept cash payments in our office.

Property Maintenance

Enclosed are copies of our maintenance request forms. Please complete the form **in detail** and either fax, email or post it into our office. The property manager will address this accordingly. All maintenance issues are to be notified to our office in writing. You can also complete and submit the maintenance request form on our website (uxcel.com.au – under the 'rent' section).

Inside the Property

Misplaced keys – If you have misplaced your keys during business hours, you may come to our office and borrow our office set. This needs to be returned no later than the next business day. A locksmith will need to be contacted if you have misplaced your keys out of business hours.

Property damage – You are obligated to inform us of any property damage immediately, or on the next business day if occurring on a weekend or public holiday.

Noise/disruption – Please ensure you are mindful of neighbours, take utmost care not to disturb them. Playing loud music or having large gatherings may disrupt a neighbour's right to peace and the enjoyment of their residence. This is particularly important in units and apartments due to the close proximity of other properties.

Air conditioners – Please regularly clean the filters of air conditioning units to ensure there is no build up of dust and dirt. If a unit becomes blocked with dirt, it cannot filter air through properly, which may cause it to breakdown, resulting in costly repairs and/or replacement. If an air conditioning unit breaks down due to the vents not being kept clean, this may result in a charge to the tenant.

Heaters – Ensure that no flammable materials are placed on or near heaters to avoid a fire risk. Keep any combustion heaters clean of ash build up, and keep a mat placed in front of the heater to protect the carpet/flooring.

Carpet care – Take care not to place any object on the carpet which may damage it, such as irons or hair straighteners. Any necessary repairs will be the responsibility of the tenant.

Fireplaces – If your property has a fireplace, please ensure you have received written permission from us to use it. Sometimes, the flue/chimney has been blocked up, and the fireplace is simply ornamental.

Pot plants – Please ensure plants are kept outdoors at all times. This is to avoid any stains/rotting caused by moisture when kept indoors.

Aquariums – Like pot plants, aquarium stands may leave marks on flooring, so should be kept outdoors. Simply the weight of an aquarium can leave permanent indents to carpet and flooring.

Strict no smoking policy – All properties have a strict no smoking policy inside. Tenants will be responsible for ensuring that all smoke odours are removed effectively before vacating the property.

Tenant painting – Tenants must not paint any part of the property themselves. A professional painter, with our written permission, must be used at all times.

Fixtures and fittings – You must request written permission from us if you wish to install or remove any fixtures or fittings in the property.

Smoke alarms – You must check the smoke alarm on a regular basis to ensure it is in full working order. Ensure you report any issues to us immediately for your own safety.

Picture hooks – Please advise us in writing if you wish to install any hooks. You are required to assess the type of walls in the property and the type of hook most appropriate. We will let you know in writing before you are permitted to install any hooks.

House cracking and movement – Please advise us immediately if you notice any cracks to walls or ceilings. Cracking to walls and ceilings can create extensive damage, so it is important to let us know as soon possible. If there were cracks prior to you moving in, please also notify us if you notice these growing larger.

Termites – Termites can cause extensive damage to a property. Ensure you look out for signs, including wood becoming brittle, the presence of mud deposits and a hollow sound when tapping/knocking. Wood or cardboard lying around outside and even wooden furniture can attract and encourage termites. Please bring it to our attention immediately if you notice any of these signs.

General Cleaning

It is your duty as a tenant to ensure the property be kept reasonably clean.

Keys things to pay particular attention to include:

- **Walls, switches, power points, skirtings, door frames** – Ensure there are no dirty finger marks.
- **Cobwebs/dust** – You must regularly dust and remove cobwebs. Ensure air vents are kept dust free, as well as light fittings and ceiling fans.
- **Curtains/blinds** - If required, machine wash/dry clean curtains and nettings on an annual basis.
- **Windows** – These must be regularly cleaned and dusted.
- **Floors** – Please ensure these are regularly swept and mopped. Kitchen and bathroom flooring may require scrubbing to ensure tiles and grouting are kept clean.
- **Ventilation** – Poor ventilation can result in condensation, which leads to mould. Ensure that all rooms are adequately ventilated to prevent this.

Carpet Cleaning - Due to general living, carpets should be cleaned on a regular basis. Once every six to 12 months is usually suitable.

Kitchen Cleaning

Bench tops – Please take all necessary precautions to ensure bench tops are not damaged. This includes using chopping boards to prevent cut marks and using mats/trivets for hot pans. Any damage to bench tops may be charged back to the tenant.

Water – Ensure any spilt water is wiped up immediately, as excess water may cause damage to wooden cupboards and shelving.

Grouting and tiling – Please advise us if you notice any grouting or sealing coming loose from tiles or around taps. If moisture gets in between tiles, it can damage the wall behind, causing costly damage.

Oven and stove tops – Please keep oven tops free from burnt on food. Spillages left long enough will become burnt on, which makes it difficult to remove; it is easier to remove immediately after cooking. Be careful when cleaning stainless steel appliance, as scourers may damage the surface. Ensure all vents and range hood filters are kept clean as this is a potential fire hazard.

Dishwashers – Dishwashers which are supplied as part of your tenancy need to be cleaned on a regular basis. Before vacating, a dishwashing product should be used for a final rinse.

Bathroom, Toilet and Laundry

Water – Wipe up all water immediately after spillage to avoid damage to cupboards and shelving.

Shower screens – Please inform us of any cracking to shower screens that you may notice.

Blocked sinks/drains – First try a drain cleaning product, and failing that, please let us know so that we can arrange for a plumber to attend.

Bench tops and basins – Be careful when using products such as hair dye or chemicals on bench top and sink areas. Removal of any stains caused by this will be at the tenant's expense.

Tiles – Keep tiles and grouting clean, and inform us of any cracks you may notice.

Leaking taps/toilet – Leaking can occur from the tap base, hand, handles or underneath the sink. Look out for any leaking or water trickling from the toilet cistern. A plumber may need to be called out if this occurs, so it is important to inform us at the first sign of a leak. It is important to report any water leakage as this also helps to avoid high water usage bills.

Hot water systems – Leaking from the hot water system is usually a sign that the unit is rusting. A leaking valve can often be fixed by a plumber, so please inform us as soon as the leaking begins.

Water usage – Water billing occurs every two months, but remain in the name of the landlord. Water usage accounts are sent to our office, and reimbursement is claimed from the tenants. Water usage accounts must be paid to Ray White Uxcel before the due date of the account to avoid any late charges being applied.

Outside the Property

Watering your garden – Watering your garden is important, but must be done in accordance to any water restrictions which may be in place in your area. It is your responsibility to ensure that the gardens are regularly watered and maintained in the condition in which you leased the property. This is especially relevant during summer months. When on holiday, please ensure that someone is maintaining the gardens for you. If the reticulation/bore is not working, you still need to water the garden. If the gardens are not in original condition when you vacate the property, you are liable for their full restoration.

Watering systems – Ensure that all watering systems are working properly, and are checked regularly to ensure they remain working.

Reticulation – Please report any faulty or broken reticulation systems to us immediately. You must not park on the lawn as this may damage sprinklers. Sprinkler heads are to be checked and replaced by tenants as and when needed. If the sprinkler program has been set, tenants are not to tamper with the controls. Tap washers are also your responsibility; please ensure these are replaced to avoid large water consumption.

Weeding – It is the responsibility of the tenant to take care of weeding of garden bed, lawns, paths and paving. The landlord is responsible for the trimming of large trees and cleaning gutters.

Hoses/fittings – Supplied hoses and fittings must be kept in good condition, and returned upon vacating the property.

Rubbish – Ensure that any rubbish is regularly removed from the property, including garden waste, unwanted furniture and car parts. Household waste must be placed in wheelie bins and collected regularly from the property. Check your local council's website for details of bin collection days.

Oil stains – Should oil stains occur, they should be cleaned immediately to prevent permanent staining. A drip tray should be used if your vehicle drips oil regularly.

Parking on gardens – It is very important that vehicles are not parked on gardens at any time. They cause damage to reticulation systems, and oil stains on soil can be costly to rectify. Any damage caused by this will be charged in full to the tenant.

You may not keep unlicensed vehicles at the property. The local council will remove unlicensed vehicles at your expense.

Swimming Pools and Outdoor Spas

Unless it is agreed that the landlord will supply a regular cleaning and maintenance of the pool, it is the responsibility of the tenant to arrange this. Please note that if regular cleaning does not occur by the tenant, high costs can be incurred to bring it back to its original clean state. Pool covers must be stored appropriately when not in use to preserve its lifetime.

Pool gates – Please notify us immediately if fences and gates are not operating correctly.

Pets

If the landlord has granted permission to have pets at the property, please follow these guidelines:

- **Keep the garden clean** – free from animal faeces
- **Fleas** – in the event of any fleas being in the property as a result of an animal, the tenant must arrange for flea fumigation prior to vacating the premises
- **Damage** – any damage caused by the animal must be repaired before vacating, including damage to the water system, garden etc.
- **Temporary** – tenants should not 'pet sit' any other pet
- **Disturbance and noise** – ensure that the animal does not cause any sort of nuisance or disturbance to neighbours, both during the day and night. Any complaints from neighbours about noise must be dealt with immediately to rectify the problem

Failure to comply with these guidelines may result in the permission to have a pet being taken away.

Bond and Changing Tenants

If a change of tenants occurs, it is important to ensure the payment of rent is organised, and that the transfer of bonds is arranged. Please inform us of any name change to the bond.

Sub-letting – This is not allowed. If an extra tenant is planning on moving into the property, they must complete a formal application which is then assessed by the landlord.

Residential use only – The property is for residential use only, unless otherwise agreed in writing by us. The property must not be used for commercial, industrial or illegal purposes.

Your Safety

The safety of all tenants and visitors is paramount. Some things to be aware of include:

- Broken windows or loose windows/locks
- Loose balcony railing/steps
- Loose floorboards which could impose a fall
- Faulty power points and switches
- Gas smell
- Exposed wiring
- Damage to paving and pathways which may cause a fall

Power saving tips

Keeping cool:

- Keep windows covered
- Turn off the air-con when away from the property
- Close doors when the air-con is on
- Use a thermometer to keep your property between 23-26 degrees
- Use the economy setting on air-con units

Keeping warm:

- Use electric blankets instead of heating the whole room
- Close doors to keep heat in
- Use door snakes to keep the heat from escaping

Other:

- Use cold water in washing machines
- Hang clothes out to dry instead of using a clothes dryer
- Switch off lights when not in the room

Strata Titles/Body Corporate

If you live in a unit or apartment, there are some extra things to be aware of:

Common property – you should obtain permission to park vehicles in common areas, even if this is only for a short time (e.g. when removing/delivering furniture). You cannot use any part of the common area to plant your own garden, such as vegetable patches. Children must not play in common areas that pose a threat.

Parking – only parking bays assigned to the unit/apartment may be used by the tenant and the guests. You must not park in other parking bays assigned to other residents.

Noise and disturbance – please take extra care to avoid unnecessary noise, due to the close proximity of apartments

Visitors – it is your responsibility to ensure your visitors obey by all guidelines, including parking and their behaviour in common areas. This also includes being mindful of noise and disturbance caused whilst walking to and from the car park/bays.

Vacating the Property

Upon your lease expiry, you are to vacate the property and have the keys returned by 5:00pm on the vacate day. If it is over a weekend, keys need to be returned by 9:00am on the following Monday. Rent will be charged up to and including the day the keys are returned later than 9:00am. Please do not post the keys.

You are required to hand the property back to us in the condition in which you took out the lease.

Full Term Tenancies

For you to vacate the property prior to the expiry of the lease, the owner must give his or her permission, otherwise you will be bound by the contract. Should you find yourself in a position where you do have to vacate the property prior to the expiry of the lease, contact your property manager immediately. We will attempt to re-lease the property as soon as possible, however, you will still be responsible for the rent and the upkeep of the property until the expiry date or until a new tenant is secured, whichever occurs first.

Periodic/Monthly Leases

These have no fixed expiry date, however tenants will require to give a minimum of 21 days' notice in writing of their intention to vacate. Should the owner wish to terminate lease within reason, they are required to give you 60 days' notice of any termination of the lease.

If the property is sold under fixed term, the sale has no effect whatsoever on the lease – the lease continues. If the property is sold under a periodic tenancy, and the new owners require possession of the property, 30 days' notice must be given to you to terminate the lease. A monthly tenancy requires a full month notice.

Bond Return

Your bond will be returned to you once we are satisfied the property is left in the same condition as at the commencement of your tenancy. A bond disposal form will be sent to you to sign. Once returned to our office, we shall forward it to the bond administrator to release your bond as soon as possible.

Follow these guidelines to ensure your bond is returned promptly:

- Ensure any outstanding rent is paid promptly
- Ensure the property has been professionally cleaned
- Ensure all accounts are finalised, such as water, damage fees etc
- Ensure all sets of keys are returned to our office

The final inspection – We will commence a final inspection once the property has been vacated and all keys have been handed in. Please ensure that the property is completely ready for the final inspection.

Checklist for Vacating the Property:

- **Mail redirection** – you can complete a form with Australia Post to assist with this
- **Utilities** – ensure all accounts are closed and cancelled accordingly
- **Keys** – ensure all keys are handed to you at the start of tenancy

Inside the property:

- **Walls** – clean off any dirty marks, scuffs and finger marks
- **Ceilings** – remove any cobwebs
- **Light fittings** – remove any dust or dead insects
- **Ceiling fans** – wipe the blades to remove any dust
- **Skirting boards** – wipe down with a damp cloth
- **Doorways** – remove any finger marks
- **Windows** – must be cleaned inside and out
- **Flyscreens/screen doors** – dusted down and free of any insects
- **Stoves/oven hoods** – oven racks, grill racks, buttons, knobs and all other elements of the oven must be completely clean. Burnt on marks must be removed
- **Dishwasher** – run cycle with dishwasher cleaner
- **Bathroom** – thoroughly cleaned, including mirror, screen doors and toilet cistern
- **Air conditioners** – vents and filters clean of dirt and dust
- **Cupboards and drawers** – washed down inside and out
- **Curtains/blinds** – machine washed, dry cleaned, or hand washed as appropriate
- **Floors** – swept and mopped, paying particular attention to corners and hard to reach areas
- **Carpets** – ensure carpets are professionally cleaned

Outside the Property:

- Lawns – freshly mowed
- Gardens – remove all weeds and built up leaves
- Rubbish – ensure all rubbish has been collected and disposed of appropriately
- Paths and paving areas thoroughly swept
- Oil spillages – carport, garage floors and pathways completely free of oil stains
- Cigarette butts – removed and disposed of
- Garaged and sheds – cleared out and swept

Pets:

- Pet faeces removed
- Animal stains cleaned
- Claw damage rectified
- Pet hair swept inside and out
- Fumigation – professional fumigation to remove all pet odours

Yes, We Can!

Community Support Card

Want to take advantage of great offers and discounts?

Join our community support card...Yes, We Can!

Ray White Uxcel's Yes, We Can community support card offers you great savings at a range of businesses in your area, from days out, to food and drink, and health and beauty.

Simply visit our website: www.yeswecancard.com.au and complete the registration form to receive your FREE membership card!

We look forward to welcoming you to the program!



For further information,

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