



**Investor Guide**

## Ray White\_Know How

### Delivering a better Real Estate experience for you!

At Ray White Oakleigh, Clayton & Ashburton, our Agents deliver exceptional levels of knowledge, skills and experience to help maximise the value of your property.

It's called the **Ray White\_Know How**, and it is the reason we consistently outperform in the Australasian property market.

We work as a Team to offer maximum coverage to our Clients in the Sale and Management of their property, enabling us to achieve excellent results for our Investors and top prices for our Vendors.

We believe that solid and ethical work practices, plus continual communication with our Clients, is the only way to work.

Much of our Business comes from referrals, as we aim to build our Business and provide a complete Real Estate service with honesty and integrity at its foundation.

Always awarded as one of the top Offices of the Ray White Network for Victoria, we look forward to continuing to provide our customers with an exceptional level of Customer Service.



## Our Businesses

### Residential Property Management & Leasing

Ray White Property Management is renowned for a personalised approach. In an industry where reputation is everything, it's no accident. We don't just collect rent, we help you create wealth.

### Residential Sales

Our Sales Consultants have the knowledge, skills and experience to ensure their Clients, whether buying or selling, receive the best service possible.

### Commercial Sales, Leasing & Management

Our dedicated Commercial Team have over 15 years of experience in the industry and will ensure you have access to the best advice and service in the area.

### Loan Market

Our Loan Market brokers are the experts on your side in the fight for the right loan for your first home, investment property or refinancing needs. Our Loan Market brokers can compare rates and features from over 800 home loans to help potential Buyers get the right finance in place to secure the property they want.

### Concierge Services

We know how to speak to the neighbourhood. Our very own in-house customer care department offers a tailored phone call service to help protect our Investors, to help our Buyers find the right property and to help our Vendors sell their property faster!

“We welcome you to our Investor Guide where we will provide you with valuable information as you begin your journey as an Investor with our Business.

Our aim is to bring you up to the minute Property Management guidance, providing you the opportunity to talk to our experienced professionals on any Real Estate related topics, to provide you with a service where you truly never have to worry about your property, helping you manage your existing portfolio and expand further in this market of opportunity.

Our mission and office policy is to serve our community as best as we can and to provide the ultimate Customer Service experience.

When you create a connection with your customers, many stay loyal for the life of your Business and we attribute our longevity of 30 years in Real Estate on these human fundamentals.

We welcome you again and welcome any feedback along the way”

Chris Kelepouris  
CEO & FOUNDER  
PRINCIPAL DIRECTOR  
OAKLEIGH, CLAYTON  
& ASHBURTON



## Every Investor & Their Property Is Unique!

Choosing to have your property professionally managed is a big commitment.

Whether it's your first property, the family home or part of a growing investment portfolio, we know how important it is for you to know your asset is being looked after to the highest standard.



## Ray White\_Know How In 6 Simple Steps!

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## Finding you a Renter

We know the value of a good tenancy. Having the right Renter in your property can make a huge difference to your investment.

We understand how important your property investment is and we make it our goal to identify what this means for you. We will help you find the right Renter who will make your property their home.

### Taking your property to market

Our key objective is to get as many quality applications as possible and in doing this, create the maximum amount of competition for your property. This ensures you receive the best possible return on your investment for that moment in time.

We put a strong focus on securing the highest quality Renters for our Rental Providers through the use of proven marketing techniques and rigorous Renter selection procedures. This includes promoting your property through the following marketing channels:

### Digital advertising

Advertising your property online allows us to reach potential Renters on a 24/7 basis. Furthermore, if a current Renter gives notice to vacate, we are able to display your property almost immediately, maximising exposure to the market and minimising vacancy periods for our Rental Providers.

Your rental advert is promoted through the following sites:

- Realestate.com.au - including premier listing for 90 days
- Domain.com.au - including premier listing for the duration of the marketing campaign
- Raywhite.com
- Rentfind.com.au
- Rent.com.au
- Realestatebookings.com.au
- Inspectrealestate.com.au

Through our exclusive system, we can simultaneously load your advert onto eight different online portals. The advert is viewable online within approximately one - two hours of being loaded. This gives us a distinct timing advantage. With some of our competitors, this process can often take a minimum of 12-24 hours. Your property is also displayed on our digital touch screen system, situated at the front of our Office where we consistently receive a high volume of prospective Renters and foot traffic daily.

### Rental listing brochure & Advertising Boards

Our Office still produces a "Rental List" booklet daily with great success. This includes photos, inspection times and information of properties currently available and is displayed prominently at the front of our Office for prospective Renters. Advertising boards are erected within 24 -48 hours of receiving your instructions.

### Renter databases & enquiries

We ensure the details of any high quality applicants are kept and added to our prospective Renter database daily. When a new property becomes available a Renter and property can be matched immediately. By having access to our exclusive prospective Renter database, we deliver low vacancy periods and consistently rented properties. All enquiries from prospective Renters are responded to 24/7.

### Power of the Ray White Network

The size of our National Network and our reputation in the marketplace means we receive a large number of walk-in/call in enquiries to our various locations. Prospective Renters can easily speak with a Property Manager in person, who can suggest a suitable rental property. If the Property Manager does not have a fitting match, they can easily contact another Ray White Office close by to arrange a suitable placement. For our Investors, this means a greater reach of prospective Renters branching out much further than just one individual Office.



### Preparing your property to market

We know first impressions count. Properties need to be presented in the best possible light in order for us to help Investors secure the best quality Renter and give you the maximum rental return.

We work together with a professional photographer who is on standby and ready to capture the best features and angles of your home to showcase these to prospective Renters.

A well presented property is likely to attract Renters who are house-proud and will keep your investment in good condition.

We provide you, our valued Investor with advice and guidance to identify improvements that can help a property really stand out against others in the market and can go a long way in attracting Renters who will respect it like their own.

The Residential Tenancies Act requires that a property must be 'clean, fit to live in and in good repair'. This, however can mean vastly different things to different people. We hold our Investors to high standards and recommend that properties be professionally cleaned before being presented to the marketplace, with the aim of achieving a greater outcome in the long run.

We ask that Investors take into account the following questions when considering leasing their investment property:

### Does the property meet the expectations of the market?

Think about how your investment property compares to those currently available and how this aligns with your own price expectations. Do the features and benefits of your property stack up against the competition and market for the area in which it's placed?

### Are all appliances, fittings, fixtures and chattels in good working order?

Possibly one of the greatest areas of surprise for new Investors is the amount of maintenance required during the initial stages of a tenancy, often due to a lack of experience and understanding of what's required. Any chattel provided with the property when rented must be in working order.

These can include, but are not limited to, such things as: oven, dishwasher, locks, door handles, window handles, garage doors, taps, wardrobe doors, alarms, drainage, clotheslines, light-bulbs, keys, remotes - the list goes on.

Ensuring this is done prior to the start of a tenancy will not only save time but will assist in securing the right Renter in the shortest possible time, and of course this saves you money.

### Are the grounds and gardens well maintained?

Unless otherwise stated, general lawn and garden maintenance is the Renters responsibility, however ensuring these are well maintained for the initial viewing process sets the right expectations for the prospective Renter and will ensure that your initial inspection report and photos show how the grounds and gardens must be left at the end of the tenancy.

We assist our Investors by providing advice and help you to engage reliable quality tradespeople to help pave the way for a smooth tenancy from day one.

## The Process

**We combine years of experience with proven processes to find the most suitable tenancy for our Investors.**

Every application we receive is reviewed quickly and decisively.

Our Team of Property Managers and Leasing Consultants are trained and experienced when it comes to identifying risky applications.

As a necessary precaution, we also check our applications against various National tenancy databases, this helps us ensure that we are selecting the right Renter for your investment property.

In our opinion, the benefit of discovering a potential Renters official rental history, bankruptcies, court judgements and other information up front far outweigh the small cost that is charged for these services.

At this point all new Renters will be armed with all the information they need – starting with where and how to pay their rent and from what date.

We ensure that they know how to contact us about repairs and maintenance, and sit with them during our induction process and explain to them their obligations and responsibilities throughout their tenancy.



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### **LEASED!**

Welcome the Renters to their new home and commence preparations for a key handover

5

### **Contracts**

Finalise the signed contracts and bond/rent transactions to secure your tenancy

4

### **Acceptance**

Share the good news with your new Renter and commence preparing the paperwork

3

### **Application Process**

Verification/ screening of applications in order to commence discussing the applicants with you to help you make the right choice for your property

2

### **Inspections & Feedback**

Open for inspections & welcoming prospective Renters commences immediately. Detailed reports and feedback are provided to you after each inspection.

1

### **Marketing**

Effective marketing of your property on all of our portals containing photos, videos, a written description, inspection times and our contact details.



# Looking Inside a Residential Rental Agreement

## Terms of tenancy

A fixed term agreement provides Investors and Renters with the most security. It helps to ensure that rent payment commitments are met. We work closely with Investors to ensure we give strategic consideration to tenancies when a term ends, by assessing the local market demographic and trends and taking care to avoid slow rental periods that could potentially increase the days on market for your property.

## Setting and reviewing rent

Property investment can be very price sensitive and a small difference can affect the number of enquiries a property receives. We work closely with our Investors to identify their goals in the immediate and long term because we know the importance of getting this right from the start. We conduct thorough market analysis research to help us understand the current market rate of similar properties in the local area and assess each property to understand its value and potential.

If a stable rental yield is the goal, then a slightly lower rent might give the peace of mind of a secure tenancy long term. However, we strive to communicate with all our Investors openly and honestly whether our recommendation is to increase, decrease or maintain their rent. We have our Investor's best interest at heart and will always provide the very best advice when it comes to the future of their tenancy.

By maintaining a strong knowledge of the market and performing regular market analysis, we can help Investors ensure the rental rate remains competitive, but fair.

## The end of tenancy

When we receive notification, that a Renter wishes to vacate a property we will confirm all details in writing to our Rental Providers, and outline for you the next steps to ensure the property is rented as quickly as possible.

Properties will be listed as available for rent immediately unless you advise us otherwise.

We will also take care of all the necessary end of tenancy documentation and will collaborate with existing Renters when scheduling property viewings if needed.

A vacating or "final inspection" will be carried out to ensure your property has been left in good condition.

We will be inspecting the property for any damages and identify areas that are deemed fair wear and tear for which a Renter cannot be held liable.

Once the Renters vacate and the final inspection has been completed, we will ensure that the bond refund is processed promptly (with your approval of course) and any final deductions for outstanding rent, utilities or damage are recovered for you.

## Common examples of wear & tear:

- Faded curtains or frayed cords
- Furniture indentations and traffic marks on carpets
- Scuffed wooden floors
- Faded or cracked paint
- Loose hinges or handles on doors or windows and worn sliding tracks
- Cracks in the walls from building movement
- Very small/minor chips and scuff marks on walls, skirtings and door frames
- Paint faded or discolouration over time

## Examples of the types of damages that Renters may be liable for:

- Missing, damaged or torn curtains/blinds/window fittings
- Tears, stains or burn marks on carpets and floor coverings
- Badly scratched, gouged or cracked wooden floors or tiles
- Unapproved works or large areas of damage to fixtures and fittings at the property
- Broken window glass caused by the Renters negligence
- Holes/Dents/Chips in walls/ceilings/doors/skirting boards
- Malicious damage to the property





# Looking After You & Your Renters

Good Renters are valuable! We know the importance of looking after a good Renter to help protect your property & minimise vacancy.

## The initial inspection - Condition Report

We provide our Investors with a detailed Entry Condition Report, completed via our paperless system, promptly before the Renters move into a property. This report includes photographs to make sure the condition of the property is accurately recorded for future reference. It's an extra reassurance for Investors to have a solid record of the property should a dispute ever arise. With access to the latest technology, these inspections are conducted quickly and accurately. Our system allows us to create highly visual and detailed reports to keep track of property condition with time-and-date stamps on all Images taken.



## Routine inspections

Our Routine inspections allow us to inspect the property twice a year and keep an eye on any repairs or maintenance required that could increase the potential rental income of the property and ensure it remains safe for Renters to live in for the duration of their tenancy. We conduct inspections in the first three months of a tenancy and a further inspection in six months time. Our preference is to invite our Rental Providers to at least one inspection during the year. You will be provided with a professional and detailed report with photos after each inspection to keep for your records.

## Safety first

Regular inspections by our Property Managers help to minimise risk and raise awareness of the condition of the property and identify any potential hazards.

However, there are some instances where identifying serious risk factors can only be accurately done by an experienced and certified inspector who specialise in areas such as key home safety issues, swimming pool compliance, pest control, carbon monoxide testing, electrical safety and smoke alarm systems. Prevention is better than cure, which is why we will always recommend that all Investors adhere to the legislative requirements and ensure their property is professionally inspected so that they can be sure to hand over a safe, secure and healthy home for their Renters and potentially save money and heartache in the process.

We highly recommend organising a specialist inspector to check for the following hazards. Key home safety issues including:

- Slip, trip and fall hazards
- Safety switch and electrical hazards
- Building and glass hazards
- Hot water, fireplace, gas and fixed heating hazards
- Internal stairs and balustrades, external balconies, decks and stairs
- Persistent moisture and mould
- Pest hazards
- Curtain and blind cord hazards
- Large trees or shrub hazards

## Legislative maintenance requirements

The Federal and State Government over the last few years have introduced legislation into our industry that requires Investors and Renters to comply with statutory laws.

As your industry expert, we must ensure that you remain compliant and that your Renters remain safe.

These laws require us to engage the services of licensed tradespeople to undertake, monitor and service the particular areas. These areas are:

- Smoke alarm servicing, Electrical Safety & Carbon Monoxide testing/servicing
- Blind cord compliance
- Meeting Minimum Standards
- Water efficiency certificate
- Pool and spa safety



# Taking Care Of Your Investment

**The way a property is managed can have a big effect on your bottom line.**

We know the value of identifying areas for capital improvement, taking preventative measures against serious damage and acting fast when required, not just for the state of the property, but to ensure we keep Renters safe and happy. All maintenance/repairs are handled promptly and professionally. We only engage qualified and licensed tradespeople who are interviewed, screened and approved to keep your asset in top condition.

## About our trades

Our Offices has an extensive list of qualified tradespeople and suppliers that have been honed over many years of working with our Office.

We regularly assess their service and only work with the very best. Before we appoint a contractor, we conduct an extensive interview to ensure they meet our requirements, we obtain a copy of their licences, insurance and certificates and confirm their pricing is competitive.

Our Property Management Team will always check the work has been completed before matching and processing invoices to original quotes.

## Repairs and maintenance

Providing ongoing care and maintenance to a property is in everyone's best interest.

If a property is kept in good condition, it's then a matter of maintenance, but once it falls into disrepair then it can be much more costly to bring back to life.

Our Team will act quickly but will never proceed with urgent and non-urgent repairs without communicating with our Investors first.

## Top 10 tips for adding value to your investment

We know the importance of effectively maintaining a property to ensure the best possible rental returns and ensuring long term capital gains for our Investors.

There are some areas where your money may be better spent to prevent over capitalising on your investment. These areas include:

### 1. Kitchen & Tapware

New cupboard doors and handles can transform a kitchen and it's a relatively inexpensive way to give the whole room a fresh modern makeover. Colour can also date a kitchen so consider repainting or re-lacquering cupboards to freshen the look. Fitting new and matching tapware throughout will benefit the look of a property and is a simple way to modernise a dated home.

### 2. Heating and Cooling

A popular feature for most properties is the type of heating and cooling on offer. Sufficient units with low running costs that reach all areas of the property are the most appealing.

### 3. Bathrooms & Tapware

Consider re-grouting tiled areas or use a grout pen to fix any discoloured areas. Also, think about ventilation to prevent buildup of moisture. Fitting new and matching tapware throughout will benefit the look of a property and is a simple way to modernise a dated home.

### 4. Paint & carpet

Giving your property a fresh coat of paint and replacing old carpet every 5 - 7 years can instantly lift its mood and look. A contemporary colour palette brings a sense of modernism and can increase the potential Renter pool, as well as the asking price. Even just thoroughly cleaning walls, skirting boards and doors and getting old carpets steam cleaned can brighten the look of a tired home.

### 5. Gardens, guttering & outdoor areas

Invest the time to ensure all the gardens are in a tidy state and are low-maintenance, where possible, for future Renters. Use a high pressure hose to give all pathways and paintwork a good clean and improve their overall appearance. Your gutter and downpipe system plays an integral role in protecting your home from highly destructive water damage. Ensure your gutters are regularly cleaned and damage free for the ultimate functionality.

### 6. Light switches

Replacing old light switches is a cost effective and easy way to refresh the look of your property and can also help prevent further maintenance issues in the future.

### 7. Window treatments

Curtains or blinds are another area which reflect the era of a property, and can easily date a home. If replacing the window treatments think about the long term functionality and look at using options that are hard wearing and easy to replace in the future if necessary (e.g. Venetian blinds and associated cords can often break, leading to costly repairs as well as being a health hazard for children).

### 8. Entrance

First impressions can heavily influence a Renters decision to rent a home as well as what they are willing to pay. Look at the entrance to your investment property and whether or not this could be improved with minor expenditure (e.g. security lighting, painting the door, flower pots, letterbox etc).

### 9. Lighting

Great lighting will improve the way a property looks and feels for a Renter. Modern lighting can dramatically change the look of an older property as well as helping prevent any maintenance needed on older lighting systems during the future of the tenancy.

### 10. Security

Consider installing an alarm or similar security devices. Window locks are essential in ensuring that the property is secure. Your Renters will have contents insurance and their insurance company will want to know that the property can be secured. Occupants want to feel safe in any property that they are renting and this adds a huge appeal to families as well as increasing the chances of you getting the best possible rental return.



# Maintaining and Maximising Your Returns

## Moving out

### **Ensuring your rent is paid on time**

Ensuring that your Renter pays their rent on time is one of the most important roles we play.

We understand your investment is a Business transaction and loss of income can cause you not only financial strain but personal stress.

We have a zero tolerance policy for rent arrears and do not tolerate late or missed payments by our Renters.

This policy is carefully explained to all Renters at the start of the tenancy to avoid any misunderstandings that may arise at a later date.

All initial rent payments are due prior to the start of the tenancy, with automatic payments being the most common method to ensure the security and timing of each and every future rental payment.

### **End of a tenancy and bond**

Prior to your Renters vacating, we provide a comprehensive and detailed vacating and cleaning guide for them to adhere to and complete, in order to ensure the property is returned to us in immaculate condition.

When your Renters vacate your property, we complete a detailed final inspection prior to any bond being released back to the Renters.

Our preference is that our Investors attend the final inspection with us.

Our Property Managers will compare findings against the entry condition report and provide Investors with advice in the event of possible disputes, changes or damages that need to be rectified.

If there are any discrepancies, other than fair wear and tear, we make it our priority to protect your interests and enter a claim against the bond as quickly as possible.

Ask us how we can help you make a saving!

Ray White Concierge can also connect you with BMT Tax Depreciation Quantity Surveyors to offer you a tax depreciation schedule review. Your investment property may be eligible for some tax benefit for depreciation. It's an area often misunderstood but one where Investors can make the biggest saving. Find out more [HERE](#)

C O N C I E R G E

Loan Market now employs more than 500 mortgage brokers throughout Australia ... so they've likely got someone just around the corner that's ready to help you maximise the return on your investment.

Our Loan Market Team can provide you with free financial health checks, advice on a home loan structure to best suit your requirements and the ability to help grow your portfolio and provide you with real wealth creation. You can compare mortgage rates, fees and charges from over 30 of Australia's biggest banks and lenders - see how much you could save [HERE](#)

Loan  
Market



As a Ray White Client, our Team at Ray White Concierge are on board and ready to assist. Whether you're buying, selling, investing or renting, they can assist with insurance, storage, tradespeople, tax depreciation and more. With Ray White Concierge you can enjoy:

- Ray White Insurance - Home, Car, Boat, Travel, Investor, Contents
- Home Improvement Services
- Removals & Relocations
- Homewares and Furnishings
- Amazing Art
- Tax Depreciation Schedules - BMT Tax Depreciation
- Solar Power Solutions
- Storage Solutions
- Pet Care & Transport
- Home Loan Health Check
- Pet-sitting and Dog Walking Services
- Building & Pest Report Providers
- Home Security Screens and Doors
- Home Interior Design
- Home Security Systems
- Home Wellness

Loan Market mortgage brokers are not owned by a bank, they work for you!

With access to over 60 lenders they'll work with you to find a competitive loan to suit your needs. Specialising in:

- Home Loans
- Refinancing
- Asset Finance
- Commercial Hire Purchase
- Chattel Mortgage
- Finance & Novated Lease
- Insurance
- Financial Planning
- Home Utilities

100% family owned and operated

No cost to you - They are paid by the lender you choose

Come highly recommended and have the power to negotiate



# Equipping You As A Rental Provider

We know the Residential Tenancy Act inside and out so Investors don't have to.

Once a property goes to market for lease, it's no longer just a working investment but also someone's home.

We work closely with our Rental Providers to find the ideal balance between maximising their return on investment, minimising risk and providing a safe, comfortable and enjoyable home for their Renters. It's what we do best and where we can provide Investors with the most value. Our years of experience means we know where Investors and Renters are open to risk and can provide guidance on how to minimise it.

## Avoid late payments

Our carefully designed processes and guidelines (Arrears policy expectations) are thoroughly explained at the start of each tenancy to ensure every Renter understands the full terms of their rental agreement and our expectations when it comes to paying rent on time - every time. We make it clear to Renters exactly what they can expect to happen if they break any of the terms of their agreement. All of our Investors are notified immediately if a Renter is in arrears as a part of our standard process. If a Renter falls into arrears, our Property Managers are trained to take the following action:

- Contact the Renter by phone, SMS or email to ask for the rent to be paid immediately and issue a 14 day notice to vacate if the rent is overdue for more than 14 days.
- If a payment isn't made and a notice to vacate has been sent, an application is made to the Victorian Civil and Administrative Tribunal (VCAT) for a mediated hearing to discuss the best course of action to recover your funds.

## Keeping your property protected

Having Insurances on your property is not only a requirement for us to manage the property but also essential to help protect you from risk. No matter how strict the screening processes are, there's never a guarantee that things can't go wrong. That is where Investor insurances and Building Insurances come in. All malicious damage is communicated to Investors immediately, this is so insurance companies can be notified, allowing you to lodge your claim.

In the event that this is considered the responsibility of either an occupant or third party, our Property Managers will take photographs and notify the police immediately. They'll be able to share the police report and event number with Investors as soon as possible and keep full file notes to support any claims.

## Tribunal process and representation

Sometimes mediation and Tenancy Tribunal hearings are unavoidable. Our Property Managers are well versed in local laws and trained to avoid the pitfalls of property management to help ensure your investment is better protected. We can represent our Investors at Tribunal hearings and have access to specialist legal advice and technical support courtesy of Ray White.

## Ask us how we can help keep your investment safe!

All Ray White Rental Providers can receive Investor Insurance from Ray White Concierge.

We'll organise it for you so you're covered from the very beginning. We can also make sure you benefit from ongoing discounts on all your insurances.

Find out more [HERE](#)



# A Rental Providers Obligations

As a Rental Provider, there are rules and regulations you need to know about, such as:

## Obligations and responsibilities of a Rental Provider

### A Rental Provider needs to:

- Provide a safe, liveable and clean property that meets all the minimum standard requirements
- Keep the premises in a reasonable state of repair and attend to maintenance obligations
- Comply with all building and health and safety requirements relating to the property
- Not interfere with the supply of gas, power, water, telephone services, or other services to the premises, unless it is necessary for maintenance or repair, or to prevent danger
- Ensure all locks are working and correct keys are provided to the Renters. Ensure the property is safe and secure
- Provide each Renter with a full set of keys or security devices

### During the tenancy, a Rental Provider must:

- Not ask for an unreasonable amount of bond (only one months rent if rent is less than \$900 per week), OR for rent to be paid in advance OR for additional rent to be paid on top of the bond.
- Compensate the Renter for serious and urgent repairs that the Renter has had done, if the damage was not the Renters fault and the Renter has made a reasonable attempt to contact Rental Provider/ Agent about the repairs
- Provide the Renter at least 48 hours notice and visit at a reasonable time if you need to conduct any repairs or maintenance
- Provide the Renter a reasonable amount of notice, ask for the Renters permission and visit at a reasonable hour if wanting to show a prospective Buyer, Renter or registered Valuer through the premises
- Not use force, or threat of force, to enter or attempt to enter the premises while the Renter or anyone else is on the premises – it's an offence to do so
- Provide 7 days written notice of any routine inspections taking place at the property

For more information, please refer to the Consumer Affairs Website [HERE](#)

## Obligations and responsibilities of a Renter

### A Renter needs to:

- Pay the rent on time
- Ensure the property is occupied principally for living purposes
- Pay the power, gas and telephone charges
- Keep the property reasonably clean and tidy
- Notify the Rental Provider as soon as possible after discovery of any damage to the premises, or for the need of any repairs
- Cover costs to fix any damage they or their visitors cause on purpose OR by being careless/negligent
- Pay all usage charges (if there are separate meters installed). We will ensure that all Renters are set up for water usage charges at the commencement of each tenancy.

### During the tenancy, a Renter must:

- Prevent any intentional or careless damage to the premises
- Not use the premises, or permit the premises to be used for any illegal purpose
- Not disturb the neighbours
- Ensure there are no more people living in the premises than what is specified in the Residential Rental Agreement
- Ensure they follow the [“making modifications in a rental property guide”](#)
- Remove all personal items from the property upon vacating
- Return the premises clean & tidy at the end of the tenancy, and remove all rubbish. Do not leave items behind for road side collection
- Return all keys/remotes/security devices to the Property Manager at the end of the tenancy that were initially provided
- Leave behind any personal items or pieces of furniture provided by the Rental Provider if the home was leased furnished

# Frequently Asked Questions

## I want to view my property but it's currently occupied by the Renters. When can I see it?

A property owner or Property Manager can enter the property at any stage, but no more than once every four weeks. The Renter must be given at least 7 days written notice before entering the premises, and you cannot view the property more than four times a year.

## What happens if a repair is required after hours, or on weekends?

Our policy on what constitutes an emergency repair and what does not is conveyed to all of our Renters at the beginning of the tenancy and in the Rental Agreement. All Renters are provided with mobile numbers and our after hours procedure if emergencies arise. Your Property Manager will use fair judgement and caution to make sure our obligations to the Renter are being met and your wishes are respected.

## What do you explain to the Renter(s) before they move into the property?

We go through the most important expectations with our Renters as part of our induction process such as:

- Rent Payment dates and methods
- Our rent arrears policy
- What to do in an emergency repair situation, who to contact etc.
- General repairs and maintenance requests
- How often routine inspections will occur and what we look for
- General expectations during a tenancy and the law (Residential Tenancies Act)

Our Office provides all Renters with a comprehensive Renters Guide booklet which is produced to help educate and minimise issues rising throughout the tenancy. All documents are listed on our Office website for easy and fast access. If you would like to see a copy of these documents, please let your Property Manager know.

## Who is responsible for replacing Light Globes?

A property should be handed over to the Renter(s) with all light globes working. During the course of the tenancy, if a light bulb needs changing, it is generally the Renters responsibility to have this changed. In some cases, the light fitting may be of a specific kind that requires a professional to replace OR may be situated on a high ceiling or area out of reach, where it is not safe for a Renter to access, so this responsibility may fall back onto the Rental Provider.

## Who is responsible for pruning trees and hedges?

Arrangements about the maintenance of gardens, trees and lawns should be listed in the Residential Rental Agreement. The Rental Provider is required to hand over the property to the Renter with a freshly mowed and clean garden. During the tenancy:

## Mowing, Edging, Pruning, Water & Weeding

Generally, the Renter is responsible for garden work (e.g. mowing, watering, edging, weeding and pruning - without requiring the use of a ladder or climbing device), however this should be specified in the agreement.

## Tree Lopping & Hedging

Major work such as tree lopping, pruning trees and shrubs and cutting back overhanging branches that are not within reach and require the use of a ladder or climbing/harness equipment are usually carried out by the Rental Provider as part of their obligation to keep the property in good repair. This type of work is not carried out regularly and is more likely to require specialist knowledge, or equipment. Any plants, hedges or lawns that require specialist upkeep are usually not the responsibility of the Renter, unless they agree.



# Frequently Asked Questions

## Who pays for water and utility charges?

The minimum criteria enabling Rental Providers to pass on water usage charges to Renters are:

- the rental premises must be individually metered
- the charges must not exceed the amount billed for water usage by the water supplier. The rental premises must meet the required 'water efficiency' standards.

## What can a Renter be charged for?

### Water



#### State bulk water charge (consumption)

✓ Yes, Renters can be charged

#### Water usage charges

✓ Yes, Renters can be charged

#### Sewerage disposal charges

✓ Yes, Renters can be charged

#### Sewerage service charge

✗ No, Renters cannot be charged (may appear on the bill as a service charge as defined by the Act fixed or variable)

#### Fixed Access Charges

✗ No, Renters cannot be charged (including water access charge)

### Electricity



#### Electricity usage

✓ Yes, Renters can be charged

#### Electricity connection fee to current meter

✓ Yes, Renters can be charged

#### Initial connection fee (if meter is not installed)

✗ No, Renters cannot be charged

#### Electricity service charges

✗ No, Renters cannot be charged

### Gas



#### Gas usage

✓ Yes, Renters can be charged

#### Gas connection fee to current meter

✓ Yes, Renters can be charged

#### Initial connection fee (if meter is not installed)

✗ No, Renters cannot be charged

#### Gas service meter charges

✗ No, Renters cannot be charged

### Telephone and Internet

Please refer to the Consumer Affairs website for information on telephone and internet connections [HERE](#). This website also provides information on all utilities, telephone, internet and television connections in rental properties.

The Renters are responsible for organising the connection and disconnection of their utilities at the property.



# Frequently Asked Questions

## Who is responsible for garden maintenance?

There are no references to responsibilities for garden and lawn maintenance in the Residential Tenancies Act, however it is a general responsibility of the Renters to maintain gardens and lawns. Pruning of trees and hedges or other large maintenance jobs are to be maintained by the Rental Provider. If there is an agreement of regular maintenance paid by the Rental Provider it is best to include these provisions in the rental agreement. We advise that in properties with large gardens or those that require more maintenance than usual, Rental Providers should consider the option of maintaining this as a part of the weekly rent to make sure standards are kept at an acceptable level long term.

## Can you guarantee the Renter?

We can never guarantee a long and happy Tenancy, however we do have an extensive application screening process which covers the applicant's rental history, listings on tenancy databases and personal references. We also speak with each applicant's employer to ascertain their level of commitment and responsibility as well as income confirmation. We will provide you with as much information as we can about an applicant so you can make a decision without having any doubts. In saying that, the paying of rent and maintaining of the property is an obligation for the Renter. The State and Territory laws govern how an agency must act in relation to Renters that do not fulfill these obligations and hence we cannot guarantee a perfect tenancy. This is a Rental Provider risk that comes with allowing someone else to rent your property.

## Are pets allowed in my property?

You can still choose whether pets are allowed in your property, however you must have a valid reason if you choose to decline a pet. If permission is granted to keep a pet at the property your Property Manager will make sure only agreed pets live there and is removed if it becomes bothersome and affects the quiet peace. If a Renter would like to apply to keep a pet at the home, they must fill in and submit a Pet Request form first and seek the Rental Providers approval. The Renter is responsible for any damage caused by their pet. For more information on pets, please go [HERE](#)

## Do I need Investor Insurance?

Although it's not a legal requirement, we advise all Rental Providers to have comprehensive insurance to cover both your property and the tenancy. Investor insurance can protect you from expenses that arise which are above and beyond the bond amount. It's important for Rental Providers to insure chattels such as carpets, blinds and curtains, stove and other white goods that a Renter may be using, and to maintain a current insurance certificate if your property has a chimney. Always remember to tell your insurance company the property is rented to ensure you're covered. Our Property Managers can provide you brochures regarding comprehensive Investor insurance. There are many insurance options on the market and we recommend you obtain independent advice to find the policy right for you. Building insurance on the other hand is mandatory for every Investor.

## Who's responsible for mould?

Mould in rental properties is a common issue throughout Australia and it is a Rental Providers responsibility to rid properties of mould. Properties should include screens on windows so that the home can be aired, and it's also a good idea to have a fan installed in all bathrooms to allow for adequate ventilation. It is strongly advised that exhaust fans are installed in bathrooms and flyscreens on windows to allow Renters the option to ventilate the room, especially if this is a room that sees daily moisture. Mould can be a serious health and safety problem so it is best to keep a regular treatment schedule if your property is prone.

## How long will you take to rent out my property?

The length of time it takes to find the right Renter for your property will largely come down to market demand at the time, the current condition of your property, and an effective marketing and pricing strategy. Our Team will do everything in their power to minimise your vacancy period and aim to secure a new Renter for your property as quickly as possible. We will also provide you with regular feedback throughout the marketing campaign and guide you through every step of our effective processes.

# Frequently Asked Questions

## How often can my rent be increased?

Once every 12 months.

If the fixed term of the rental agreement has expired, your Property Manager can increase the rent to market value. Your Property Manager will advise of a suitable rental figure and will also conduct regular rent reviews on existing tenancies to ensure your return is always maximised

## When do you disburse rent to Rental Providers?

We disburse rent collected to our Rental Providers weekly. This is completed on Tuesdays and Fridays as we allow for the funds to clear once deposited into our account by the Renters. With each transaction, you will be provided with a statement which provides a breakdown of the payments made into your nominated account and also copies of any invoices we have paid for you so you can keep these for your records.

## Is Smoke Alarm Servicing Compulsory?

Victorian Regulations state that it is the Rental Providers responsibility to maintain Smoke Alarms annually in Residential rental properties. For more information, please refer to the Consumer Affairs Victoria website [HERE](#)

## Is Carbon Monoxide & Electrical Safety servicing Compulsory?

The Residential Tenancies Act requires Rental Providers to ensure gas & electrical appliances supplied in their rental properties are properly maintained, safe to use and checked every 2 years. For more information, please refer to the Consumer Affairs Victoria website [HERE](#)

## Where can I obtain more information on the new regulations?

You can obtain more information via the CAV Website [HERE](#)

## What is the achievable rental amount for my property?

Our Team will advise you on what is currently a fair market rental for your area, based on their market knowledge, current levels of market demand, comparable properties and statistical data we have access to. Depending on your needs, a higher figure can be attempted to see how the market responds, although this might increase your risk for extended vacancy periods. In these situations regular Client feedback will be provided to you and advice given to adjust the asking rent if required.

## What happens if a Renter misses a rent payment?

Each day your Property Manager has access to and conducts a review of an arrears report, which instantly highlights any Renters who have not made their payments.

Our arrears policy then kicks in, which typically involves immediate contact with the Renter to find out why the payment is late, and constant communication until the debt is paid. This might also include the sending of a Notice to Vacate for arrears, and the lodgement of a Tribunal case if the arrears are in excess and are not cleared immediately.

## Who is responsible for pest control & general maintenance?

Depending on the circumstances and level of infestation, the Rental Provider needs to provide adequate pest control services either by providing the appropriate bait or employing the services of a pest control company. In the case where a Renter has likely caused or influenced an infestation, your Property Manager will seek the cost back from the Renter, however this situation is best assessed on a case by case basis and needs to be proven in order to claim back any compensation.

Rental Providers are responsible for all maintenance at their homes. In the event that the Renter has caused the maintenance, we can seek these costs back from the Renter, however strong evidence will be required prior to doing so.

## What claims can I make from my Investment Property?

We have a guide listed on our website which is via the Australian Taxation Office. This guide explains how to treat rental income and expenses, including how to treat more than 230 residential rental property items. To access this guide, please go [HERE](#)

# Thank you!

If you have a compliment or a complaint we want to hear about it. We listen to our clients. You can trust that we take your feedback onboard. We take pride in what you think we do well, and we learn from what you think we could do better.



**Ray White Oakleigh**  
[raywhiteoakleigh.com.au](http://raywhiteoakleigh.com.au)

**Ray White Clayton**  
[raywhiteclayton.com.au](http://raywhiteclayton.com.au)

**Ray White Ashburton**  
[raywhiteashburton.com.au](http://raywhiteashburton.com.au)

Our Business Hours:  
Monday - Friday from 9:00am - 5:30pm  
Sat, Sun & Vic Public Holidays - Closed

**Specialising in: Residential & Commercial Property**