



RayWhite

Ray White Oakleigh

Tenant's Guide



Thank you for leasing with
Ray White Oakleigh

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Tips for A Successful Tenancy

As a tenant, there are a few things you can do during your tenancy to ensure that renting with **Ray White Oakleigh** is an easy process.

- Communicate with your Property Manager. Let them know if a rent payment is going to be late, damage has occurred or something isn't working. Full communication and disclosure will help your tenancy run smoothly.
- Your property manager will take photos. These are a great way to record the condition of the property when you first move in. You also can take pictures (that are date stamped) of the property, especially any areas that may be damaged or unclean. You should give a copy of these to your property manager also, these photos will then form part of your entry condition report.
- Keep a copy of the Tenancy Agreement, initial inspection report, rent receipts, bond lodgement form as well as any letters or emails received in a designated folder or file in case you need to refer to at a later date. These documents are important for your tenancy.
- Never stop paying your rent, even if there are issues with your tenancy. Failure to pay rent can affect chances of success in any Tenancy Tribunal case and will not speed up repairs or solve issues.
- Comply with the terms of your Tenancy Agreement. , never make any alterations, keep a pet or let other people move in without seeking written permission from the Property Manager first.
- If the property has a pool or garden make sure you are very clear about the expectations or tenancy conditions around who is responsible for ongoing maintenance.
- If the end of the tenancy is approaching and you wish to extend the current agreement, please contact your Property Manager as soon as possible to advise them of your interest.

Tenancy Agreements

Fixed Term Tenancy in VIC

A fixed term tenancy agreement ends when the end date has been reached and the tenant/resident gives the property manager/ owner notice that they will be leaving or the agent gives the tenant/resident notice to leave. Otherwise the agreement continues as a periodic agreement.

Periodic Tenancy in VIC

Under a periodic agreement the tenancy ends when the tenants or property manager is provided with the correct notice Under a periodic agreement the tenancy ends when the tenant/resident or property manager/owner give the correct notice.

Periodic Agreement: 28 days – at anytime during the periodic tenancy

Fixed term Agreement: 28 days before the end date of the fixed term

Giving Notice to Vacate

If you wish to vacate your property you are required by law to notify your Property Manager in writing and provided a minimum of 28 days notice. You will be liable for rent up to and including the 28th day of your notice period. Your notice is effecting from the date it is received and acknowledged by our office.

Please Note: For tenants on fixed term tenancies, the above does not apply as your agreement cannot be terminated by notice

Breaking the Lease

A fixed term tenancy cannot be ended before its expiry date. The owner/s are within their rights to refuse permission to break the lease. If the owner does agree to early termination of the lease agreement the tenant is required to pay the reasonable costs to find a new tenant, as well as rent and maintenance of the property until it is re-let. Specifically, if you wish to break your lease and the owner agrees in writing you can expect to be liable to pay:

- Rent until the property is re-let
- Advertising costs to re-let the property
- The unused portion of the owner's letting fee
- Any costs to maintain the property until it is re-let, including care of the property and gardens and maintaining 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 the lease.



Rent

Paying Your Rent

It's your legal responsibility to pay your rent on time as it's set out in your tenancy agreement – before the due date. Your rent must be paid before the date it is due, this allows for bank processing times.

Our two preferred methods of paying rent are Bpay & Direct Debit (**please note, there are additional charges for direct debit, which are listed on page 7 of this booklet**).

You can pay cash in the office, however this must be before 2pm (Monday - Friday. We do not accept cash on Saturdays)

If you have problems paying your rent or know there might be an issue in the future, make sure you let your Property Manager know straight away. Even if you're unhappy about something to do with the property, you still must pay the rent on time – if you don't, it won't reflect well upon you if it comes to a Tribunal hearing

Rent Reviews & Increases

Your Property Manager will give at least 60 days' written notice to increase the rent. There is no limit as to how much the rent may be increased, providing that any increase is not excessively above 'market rate'. Rent can only be increased during a fixed term tenancy where provision for this is written into the tenancy agreement and the same time frames apply

Rent in Advance

This is a concept that can be misleading due to its title and often creates confusion for tenants, especially at the end of any lease. 'Rent in advance' doesn't mean that you have paid a lump sum of rent and therefore do not need to pay rent in your last week(s) of a tenancy. It refers to the concept and obligation of a tenant to pay their rent before it comes due.

In the example below we have a lease that began on Wednesday 4th September and 'one week's rent in advance' has been paid.

This simply means that the tenant has paid the first week's rent for the period ending on Tuesday 10th September (the area in red).

To ensure the rent is received by the Property Manager before it is due, the next payment would be due to come out of the tenant's account on Tuesday 10th September to ensure it reaches the Property Manager by the 11th. This then covers the tenant up until and including Tuesday 17th (the area in green).



If the tenant had been in the property for some time with this weekly payment system and had handed in their notice to leave, with the final day being Saturday 21st, they wouldn't be a week in advance or not needing to pay for the final week. They would still owe four day's rent (the area in blue) and this is where often the confusion can arise.

Payment Gateway Service Request

STEP 1 - TENANT CONTACT DETAILS

Title: _____	First Name: _____	Last Name: _____
Tenant No. _____	PMS Property ID: _____	Office use only: _____
system allocated: _____		
Addr. Line One: _____		
Addr. Line Two: _____		
Suburb: _____	State: _____	Postcode: _____
Home Phone: _____	Business Phone: _____	
Fax: _____	Mobile Phone: _____	
Email Address: _____	Date of Birth: _____	
Licence or Passport No for ID: _____	Name of Property Mgr: _____	Move Date: _____
<input type="checkbox"/> Tick for Ray White Conclerge to contact you to arrange your insurance, utility connections and disconnections		

STEP 2 - PAYMENT SCHEDULE* (Tick one box)

* NOTE: it will take up to four business days for your agent to receive these funds

- Tenant-initiated payments:** Telephone / Internet (Go to Step 3)
- Cash/EFTPOS:** Over-the-Counter at Australia Post (Go to Step 4)
- BPAY:** Via your Financial Institution, enter Biller Code and Reference number (Go to Step 4)

Recurring Schedule: automatic payment - configured by Managing Agent

Rent Amount \$ _____ Frequency (Weekly/Fornightly/Monthly) _____
Commencement Date _____ (Go to Step 3)

* NOTE: There are Fees for using the Payment Gateway Service which is explained in the Fee schedule section of the Terms and Conditions attached

STEP 3 - TENANT ACCOUNT DETAILS* (Funds debited from this account for rent payments)

- Please debit my credit card, listed below:
* Please note this section **must** be completed even when tenant-initiated payments are selected under 'Payment Schedule'.
- Please debit my bank account, listed below:

Credit Card Details

Card Type: _____	<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard
Name on Card: _____	
Credit Card No: _____	Expiry Date: _____

OR

Account Details

Account Name: _____	Suburb _____
Financial Institution: _____	
BSB (6 Digits): _____	Account Number (Max 9 digits): _____

STEP 4 - REQUEST AND AUTHORITY TO DEBIT

I/We hereby request and authorise IP Payments Pty Ltd (Debit User No. 306033 & 252550) to debit my/our nominated bank account or credit card identified above through the Bulk Electronic Clearing System or credit card network for any amount that IP Payments may debit or charge in accordance with the Terms and Conditions set out below. (Where account has two signatures, both must sign below.)

Name: _____ Date: _____ Name: _____ Date: _____

Signature 1: _____ Signature 2: _____



Payment Gateway Service Request

TERMS AND CONDITIONS

Definitions

'Agreement' means this service agreement and the accompanying PGSR.
'PGSR' means Payment Gateway Service Request.

'OTC' means over-the-counter at Australia Post (cash and EFTPOS debit card).
'Person' includes a company or corporation.

'We', 'Us', 'Our', 'Service Provider', means IP Payments Pty Ltd
ABN 86 095 635 680.

'You', 'Your' means the customer who signed the Payment Gateway Service Request.

'Service Fee' - The Fee to use the Service provided by IPP for an online portal where tenants can gain access to their registered details, view and print off their full Payment History, Cancel Payments, forward date Payments and submit one-off Payments to pay rent, or water charges due to your managing agent

Contractual Relationships: By signing the PGSR application for the Ray White Payment Gateway Services:

- You agree to accept the terms and conditions associated with the provision of the services below.
- You acknowledge this service is provided by IP Payments Pty Ltd as an optional payment method that is not intended to restrict you from other rent payment methods and does not involve any provision of credit by us or your managing agent.
- You acknowledge that your managing agent must be a member of Ray White Payment Gateway in order for us to provide this service to you.
- You are entering into this agreement under your own free will.

Ray White Payment Gateway Services: We make available to you rent payment facilities as agreed with your managing agent and identified in the Payment Schedule on the PGSR.

Processing Times

- Transactions initiated before 4.00pm AEST each business banking day are processed on that business banking day.
- Transactions initiated after 4.00pm on a business banking day are processed on the next business banking day.
- Transactions initiated on non-business banking days are processed on the next business banking day.

Enquiries and Statements: A Ray White Payment Gateway tenant website is provided at <https://payment.raywhite.com> for review of all of your rent payments and recurring schedule. Where enquiries are not resolved online you should contact your managing agent.

Void/Stop or Deferred Payments: Once a bank account payment has been submitted it can be voided or stopped via the Ray White Payment Gateway tenant website or by contacting your managing agent before 2.45pm AEST on the business banking day that the payment was initiated. Credit card and BPAY payments can not be voided or stopped.

Dishonoured Payments: We will not charge any fees if your payment is dishonoured for any reason. You may need to initiate a catch up payment once you have rectified the reason for the dishonoured payment.

Password Security: If provided with a password You must ensure that your password is kept secure and not disclosed to anyone. If you suspect that the security of your password has been breached you must ensure that:

- Your password is changed on the Ray White Payment Gateway tenant website.
- We are promptly notified of the suspected breach.

Variations and Amendment of Terms and Conditions: We may vary any of these conditions and any operating reference or user guide, including fees and charges, with 14 days notice on the Ray White Payment Gateway website (<https://payment.raywhite.com>). You shall be deemed to have accepted any variation or amendment notified to you on the website unless you provide us with written notice within 14 days from the publication of the website notice of amendment or variation that you refuse to accept the variation or amendment. If you refuse to accept the variation or amendment, the agreement will be deemed terminated.

Payment Gateway Service Request (PGSR) and Funds Disbursement:

Where you have selected Recurring Schedule or Tenant Initiated Payments as your payment method, you accept payments will be debited from your bank account or credit card account.
Bank account payments are processed under IP Payments User ID 306033 or 262550 and credit card payments are processed via a Merchant Facility. The IP Payments User ID's and credit card merchant facility is operated by IP Payments Pty Ltd (ABN: 86 095 635 680).

Fee schedule

When you use the Payment Gateway Service You agree to pay Us a non-refundable Service fee / Convenience fee every time you make a payment. These fees are:

- Credit Card - 2.2% Surcharge (GST inclusive) of the amount paid to Us by You;
- OTC at Australia Post - \$4.00 Convenience Fee (i.e. Service Fee \$1.65 + Australia Post Convenience fee \$2.35; GST inclusive)
- BPAY per payment - \$3.00 (i.e. Service Fee \$1.65 + Convenience Fee \$1.35; GST inclusive);
- Bank Account Payments **do not incur** any transaction fees; you'll only pay a Service fee of \$1.65 every time you use the Service to make a payment (GST inclusive).

Note - If you provide Visa Debit or MasterCard Debit card details, the banks will process this as a Credit Card payment, incurring a 2.2% Credit Card surcharge (GST inclusive).

Drawing arrangements: The drawings under this Service Request Agreement will occur as and when you initiate them via the telephone, internet, BPAY, OTC or in accordance with the recurring schedule you or your managing agent configure via the Ray White Payment Gateway website.

Adjustments: IP Payments Pty Ltd may from time to time also debit or credit to you any adjustments in respect of transactions due to errors, omissions, payments initiated without a valid tenant PGSR or payments that are later dishonoured.

Your rights

Changes to the arrangement: If you want to make changes to the drawing arrangements you should log on to the tenant website <https://payment.raywhite.com> and make the relevant changes or complete a new PGSR form available from your agent. Changes made via the website are live and will take effect immediately. Changes requested via a new PGSR form will not take effect until the form has been completed, signed and returned to your agent for processing.

Changes to the rent amount within a recurring schedule configured by your agent can be amended by your agent in accordance with the terms of your lease agreement without the need to complete a new PGSR form.

Cancelling or stopping the agreement: If you want to cancel or stop this agreement you should log onto the tenant website and make the relevant changes or complete a Cancellation form available from your agent. Such changes will have effect as stated above. This Agreement may also be terminated by Us if Our agreement with your managing agent is terminated.

Enquiries: Direct all enquiries to your managing agent, rather than to your financial institution, and these should be made at least 3 working days prior to the next scheduled drawing date. All communication addressed to your managing agent should include your name, tenant number and telephone number.

Confidentiality and Privacy: All personal customer information that has been collected from or about You ("**User Information**") and is held by us will be kept confidential except that we may provide that User Information to:

- Your managing agent, or any other member of the Ray White Group who may use that information for the purposes of administering the Ray White Payment Gateway, managing your rental agreement and providing you with information about Ray White Group goods or services; and
- Our financial institution to initiate the drawing to your nominated account or where the provision of that information is necessary to resolve any issues that may arise from the operation of the service or where you specify otherwise. Details of our privacy policies can be found at www.ippayments.com.au.

Disputes: If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with your managing agent. If the issue is not resolved to your satisfaction please contact our customer service team by email at propertymanagement@raywhite.com or by telephoning 1300 725 729. If you do not receive a satisfactory response from us within 14 days, contact your financial institution who will respond to you with an answer to your claim:

- Within 5 business days (for claims lodged within 12 months of the disputed drawing);
- or within 30 business days (for claims lodged more than 12 months after the disputed drawing)

You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing. *Note: Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.*

Your commitment to us: It is your responsibility to ensure that:

- Your nominated bank or credit card account can accept these payments (your financial institution can confirm this);
- That on the drawing date there is sufficient cleared funds in the nominated account;
- That you advise us if the nominated account is transferred or closed; and
- That you advise us of your new expiry date (in the case of a credit card).

If your drawing is dishonoured by your financial institution you may be charged a fee and/or interest by your financial institution.

Liability:

You will not be liable for losses resulting from unauthorised transactions. You will be liable for all losses resulting from transactions that You, or another person with Your knowledge, authorises. You will also be responsible for losses that result from You accessing these Ray White Payment Gateway services over the internet using a computer that You know contains software that has the ability to reveal to a third party, or to otherwise compromise, access codes and/or customer information including, but not limited to, account information.

Governing Law: These terms and conditions will be governed by and construed according to the law of your State.



Useful Information

The Residential Tenancies Act

The best way you can avoid problems is by keeping in regular contact with your Property Manager and trying to sort out any issues as soon as they arise.

It is also important for you to understand and follow your legal rights and responsibilities as a tenant under the Residential Tenancies Act 1997.

Insurance

Although the landlord is responsible for insurance relating to the property itself, they are not responsible for insurance of the tenant's possessions. If your belongings become damaged or destroyed by an event affecting the owner's property (such as a fire, storm damage, flooding or power outages) your possessions are not insured by the landlord.

For example:

- An electrical fault in the building starts a fire and the property is destroyed. Your possessions will not be covered by the landlord's insurance.

- You are away on holiday and an electrical fault causes a power outage in the building and you return home to find your fridge/freezer goods spoiled. The landlord's insurance will not cover your fridge/freezer goods.
- A storm blows a tree onto the house and your belongings are damaged. The landlord's insurance will not cover your possessions. Therefore, we recommend all tenants take out their own contents insurance, as well as a rental insurance policy (or liability insurance), that will cover you for any possible damage you or one of your guests may cause to the property.

Useful Information

Condition Report

This document is as important as the tenancy agreement you signed as it establishes the condition of the property at the commencement of your tenancy. The condition report will be used as a comparison at the end of your tenancy on the basis of which your bond is refunded to you.

You have **three (3) business days** from the commencement of your tenancy to make any amendments and return this report to our office. **If you fail to return the signed copy with any amendments to our office prior to 3 business days, you will forfeit the right to object any disagreements at the end of your tenancy.**

Bond

Your bond will be held by the Residential Tenancies Bond Authority (RTBA). The RTBA will issue you with a receipt within 7 - 14 days of receiving your bond. It is imperative that you take extra care throughout the tenancy in order to not affect your bond.

At the end of the tenancy you must return all keys to our office (including any additional keys you have cut for the home throughout the tenancy), follow the vacating guide we will send you and provide a steam cleaning carpet receipt (if your home has carpets) to obtain a full bond refund. A bond inspection will only be carried out once all of the above has been returned to our office.

Light Globes

In general, where safe to do so, you should also take care of small tasks, such as changing a standard light bulb. If you generally cannot, you may have to ask for help from family or friends. Some local councils may provide this service to the elderly and people with a disability. When you move out, you are to leave the light globes in a similar state to when you moved in.

Rubbish Collection

All rubbish must be placed in the appropriate bins (recycling, garden waste & household garbage) throughout the tenancy. Please contact your local council (details on page 9) to obtain information on your bin collection days as well as any instructions your council has that need to be followed.

Our Preferred Method of Communication

Our preferred method of communication is email. Emails provide both written proof and clear instructions of our clients requests with a date and time stamp. Phone calls have become an inferior form of contact as our clients have no protection of any conversation that has taken place. However, If your matter is of urgent nature, then you may call us during our business hours.

Appointments With Your Property Manager

All meetings/ appointments with your Property Manager must be pre-arranged. Unfortunately unscheduled appointments may not be accommodated.

After Hours Letterbox

We have an after hours letterbox/drop box for our clients who are returning keys, contracts, applications, files and etc outside of our business hours. The dropbox is located at the front of our office on the right hand side next to our touch screen computer system.



Useful Information

Utilities

It is the tenant's responsibility to ensure they have set up their utilities accounts (such as gas, phone, power and internet). These must be under the tenant's own name. Remember to close these accounts when vacating.

Water Rates & Outgoings

The minimum criteria for landlords to pass on water usage charges are:

- the rental premises must be individually metered (or water is delivered by vehicle, such as those with water tanks on rural properties)
- the charges must not exceed the amount billed for water usage by the water supplier the rental premises must meet required 'water efficiency' standards.

Can a tenant be charged for?

State bulk water charge (consumption)

- ✓ Yes, tenant can be charged

Water usage charges

- ✓ Yes, tenant can be charged

Sewerage disposal charges

- ✓ Yes, tenant can be charged

Sewerage service charge

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

Fixed Access Charges

- ✗ No, tenant cannot be charged. (including water access charge)

The lessor must pay all fixed charges and sewerage access charge) for water supply

Electricity

Electricity usage

- ✓ Yes, tenant can be charged

Electricity connection fee to current metre

- ✓ Yes, tenant can be charged

Initial connection fee (if metre is not installed)

- ✗ No, tenant cannot be charged

Electricity service charges

- ✗ No, tenant cannot be charged

Gas

Gas usage

- ✓ Yes, tenant can be charged

Gas connection fee to current metre

- ✓ Yes, tenant can be charged

Initial connection fee (if metre is not installed)

- ✗ No, tenant cannot be charged

Gas service metre charges

- ✗ No, tenant cannot be charged

Please note: Ray White Oakleigh is not responsible for providing tenants with gas and electricity metre numbers

Telephone/ Internet

Please refer to the Consumer Affairs Website for telephone and internet connections:
<https://www.consumer.vic.gov.au/housing-and-accommodation/renting/beginning-a-lease-or-residency/utilities-telephone-internet-and-television>

On the Move can assist with your utility connections:

P:1300 850 360

F:1300 661 160

E:sales@onthemove.com.au

Painting, Decorating & Renovating

If you wish to make any changes to the property, including, but not limited to, decoration, painting or renovation, you must obtain written permission before any work commences.

Car Parking

Tenants should only park in their designated areas that form part of their tenancy. Please ensure that cars are not parked on grass verges or lawns and do not block shared driveways. Cars that are not registered or running are not permitted to be parked on the premises.

Pets

Pets may only be kept at the property if you have first received written permission from your Property Manager or it is allowed for by way of a clause in your Tenancy Agreement.

Failure to do so will put you in breach of your Tenancy Agreement and could affect your ability to continue living in the property.

Fireplaces

If the property you are renting has a fireplace this cannot be used unless you have been given written permission from your Property Manager. A quick email can confirm whether you can use it if you are unsure. Some fireplaces are ornamental and may have their flue/chimney blocked and using it could cause a house fire or property damage.

Routine Property Inspections

Routine property inspections generally occur every six months, with the first being not less than 3 months from the start of tenancy. These inspections are a requirement under most landlord insurance policies. Your Property Manager is required to provide a minimum of 24 hours' notice, in writing, prior to any inspection.

Due to time constraints, it is not always possible to alter an inspection time, and your Property Manager is not obligated to do so. You are not required to be present for any inspection as we can use our spare office keys, however you are most welcome to if you wish to discuss any issues around your tenancy.

Occupancy

Only the people, above the age of 18 who are listed on the tenancy agreement are permitted to reside at the property on a permanent basis. People under the age of 18 should be listed on your initial application form(s) that the owner has approved.

If a tenant on the agreement wishes to move out, you must notify the Property Manager immediately. Of course, you are allowed to have visitors to the property.

As the occupant, you are responsible for the behaviour of the visitors during the time. If you have someone that wants to come and stay with you on a more permanent basis, then you need to inform your property manager so they can make the arrangements of adding this person to the tenancy agreement. The landlord will always make the final decision on whether any tenant transfers are approved or not approved. There is a \$110 administration fee for every tenant transfer that occurs during your tenancy.

Useful Information

Picture hooks

If you wish to install any new picture hooks you will need to get written permission from your Property Manager. Picture hooks can cause damage to the walls so if in doubt, always check with your Property Manager first. Even Blu-Tack or other hanging adhesives can leave an oily residue on a wall which does not disappear with repainting.

Damage to the premises

It is the tenant's responsibility to look after the property, both internally and externally. This of course includes any lawns or gardens that are part of your Tenancy Agreement. It is important to remember that you have an obligation to report any damage to the property immediately to your property manager.

Keys

We only provide one set of keys.

In the event that you lock yourself out during our business hours, first contact your property manager to collect a spare key (if available). In the event that we do not hold a spare key or if your call is outside our office hours, you will need to organise a locksmith at your expense. Should you change the locks at anytime, you must provide our office with a set of the new keys .

Services

❖ Gas & Electricity Suppliers:

AGL:
131 245 Connection
131 626 Faults

ORIGIN ENERGY:
131 260 Connection
131 280 Faults

TXU:
133 466 Connection
131 799 Faults - Electricity
132 083 Faults - Gas

❖ Telecommunication Suppliers:

TELSTRA: 13 2200
OPTUS: 1300 300 937

❖ Water Suppliers:

SOUTH EAST WATER: 131 851
YARRA VALLEY WATER: 1300 304 688

❖ Cable Television:

FOXTEL: 131 999

Local Councils

❖ Glen Eira City Council

9524 3333
www.gleneira.vic.gov.au

❖ Greater Dandenong City Council

8571 1000
www.greaterdandenong.com

❖ Kingston City Council

1300 653 356
www.kingston.vic.gov.au

❖ Knox City Council

9298 8000
www.knox.vic.gov.au

❖ Monash City Council

9518 3555
www.monash.vic.gov.au

❖ Port Phillip City Council

9209 6777
www.portphillip.vic.gov.au

❖ Stonnington City Council

8290 1333
www.stonnington.vic.gov.au

❖ Whitehorse City Council

9262 6333
www.whitehorse.vic.gov.au

❖ Yarra City Council

9205 5555
www.yarracity.vic.gov.au

❖ Bayside City Council

9599 4444
www.bayside.vic.gov.au

Emergency Contact Numbers

- ❖ Fire, Police, Ambulance - **000**
- ❖ Emergency Services (SES) - **132 500**
- ❖ Non Emergency Police - **131 444**
- ❖ Poisons Information Centre - **131 126**
- ❖ "Care Ring" Counselling - **136 169**
- ❖ Lifeline - **131 114**
- ❖ Public Transport & timetables - **131 638**
- ❖ Accident Towing - **131 176**
- ❖ Dental Hospital Service - **9341 1040**
- ❖ Gas : Leaks and Emergencies

Multinet Gas - **132 691**

Envestra - **1800 676 300**

AusNet Services - **136 707**

- ❖ Electricity : Power Failure

Citipower - **13 12 80**

Powercor - **13 24 12**

AusNet Services - **13 17 99**

Jemena - **13 16 26**

United Energy - **13 20 99**

- ❖ Nurse On Call - **1300 606 024**
- ❖ Melbourne Veterinary Clinic - **9731 2232**



Useful Information

If you are renting a strata-titled or body corporate property, including a unit, apartment, townhouse or duplex, there is some extra information you need to be aware of.

Common property

Within your complex there will be areas of common property, that are shared spaces. There are several standard by-laws that relate to common property that all new tenants need to be aware of. Ask your Property Manager for details.

Parking

If your apartment or unit 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 a regular basis.

Your visitors

It is your responsibility to ensure that your visitors comply with the by-laws, including parking and their behaviour 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 behaviour that causes a disturbance to other occupants is prohibited under the bylaws of the complex.

Fair wear and tear

Fair wear and tear generally means damage that happens through the ordinary day-to-day use of a place by a tenant (e.g. carpet gets worn from people walking on it); OR the ordinary operation of natural forces (e.g. sunlight, rain).

As a tenant, you are only liable for any damage caused by negligence, being irresponsible or any intentional actions that cause damage to the premises. The examples in the following will help illustrate the differences between the two.

Some common examples of wear and 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
- Water stains on the carpet from rain leaking through the roof or bad plumbing

Damage for which you may be liable:

- Missing, damaged or torn curtains – either caused by the tenant or their pet/s
- Stains or burn marks on carpets
- Badly scratched or gouged wooden floors
- Unapproved paint jobs or large areas of damage
- Broken window glass through negligence
- Holes in the walls left by tenants removing picture hooks or shelves they have installed
- Water stains on the carpet caused by overflowing bath or indoor pot plants

Maintenance

Maintaining the property

As a tenant, you need to keep the property in a 'reasonably clean' condition. We won't be telling you "how to live" but we do have an obligation to ensure that the property complies with health and safety laws and regulations, as a tenant you also share this responsibility. It doesn't have to be perfect, but staying on top of cleaning and maintenance will keep you in good stead with your Property Manager and make it easier when you vacate at the end of your tenancy.

Maintenance that arises

If something breaks down or goes wrong you need to tell your Property Manager straight away – and always in writing.

Please include as many details as possible and photos if you have them. This helps create a permanent record of the maintenance request. Our preferred method of all maintenance requests is email. You can email all maintenance requests for your property to: maintenance.oakleigh@raywhite.com

Our office and landlord MUST authorise all maintenance requests. Our office will not cover or reimburse any maintenance accounts that have not been authorised

If the maintenance that is reported is found to be caused by the tenant or due to the tenants negligence, again we will not cover or reimburse these accounts and the responsibility will fall back onto the tenant.

- All urgent maintenance requests will be actioned within **48 hours**
- All non urgent maintenance requests will be actioned within **14 days**

Emergency repairs

Emergency repairs require urgent attention, and if it is deemed that if they are not attended to could cause injury to the tenant or damage to the property.

If such situations arise you need to notify your Property Manager, or our office immediately.

Emergency repair examples may include:

- Burst water pipes or Hot Water service failure
- Blocked or broken toilet (if a second toilet is not available)
- Serious roof leak
- Gas leak
- Dangerous electrical fault (e.g. live wire)
- Flooding or serious flood damage
- Serious storm or fire damage
- Failure or breakdown of the gas, electricity or water supply to the premises
- Failure or breakdown of an essential service or appliance required for water or cooking
- Any fault or damage that makes the premises unsafe or insecure
- A failure or breakdown of a heater

If you experience any of the above on a **weekend, public holiday or outside of our business hours:**

- please email us on: maintenance.oakleigh@raywhite.com
- refer to our website for additional maintenance information: <http://raywhiteoakleigh.com.au/rent/urgent-maintenance-guide/>
- or contact:
 1. Pantelis on 0421 963 957
 2. Penny on 0417 386 062



Your Maintenance Responsibility

Mould and Mildew

Mould and mildew are invariably present in many households and removing and containing it is the tenant's responsibility. There are three conditions that have to be present for the growth of mould:

- Mould spores
- A surface with sufficient food source to maintain life
- A source of moisture

To prevent moisture build-up from inside the home you need to have a balance between adequate heating and ventilation. The interior temperature should ideally be maintained between about 18 to 22 degrees for comfort. Ventilate your home by leaving windows open a centimetre or two, depending on the outside air movement and the amount of cross ventilation. The general rule is, ventilate little and often rather than in short vigorous bursts. Window glass is a good guide if it starts to show more than the minimum of condensation, the windows should be open a little further.

Preventing mould

- Open the windows and doors when you are home
- Open windows and use extractor fans for steam to escape from cooking and bathing
- Vent clothes dryers directly outside
- Open curtains early in the morning and close them when the sun goes down
- Put a cupboard heater in wardrobes if mildew is likely to occur
- Do not put damp clothes or shoes in a wardrobe
- Keep lids on pots when cooking
- Wipe condensation off walls and windows when it happens
- Hang washing outside to dry when possible
- Use electric heaters rather than gas (gas heaters expel water as the gas burns)

Removing mould

- To protect your health and that of your family/ flatmates remove mould as soon as it appears
- You can use diluted household bleach (one part bleach mixed with three parts water), or a less abrasive cleaner like cider vinegar.
- Use a sponge or cloth when washing off mould and rinse it often to reduce the risk of it spreading

Grounds and garden

Refer to your signed Tenancy Agreement or Property Manager for clarification on this if you are unsure.

However, unless you have been advised that this responsibility is not yours it is safe to assume that as the tenant, you are responsible for maintaining the grounds, lawns and gardens so that these are kept in a reasonably clean and tidy condition at all times. You must water your lawns and garden/garden beds regularly to prevent any plants from sustaining any damage

Guttering

Gutters form a part of normal maintenance in a property and it is recommended that they be cleaned out at least once a year to remove leaves and debris. If you see wet patches or a concentration of mould on the walls or ceiling close to the gutters then this may indicate they are blocked and you must advise your Property Manager immediately so they can arrange to have them cleaned out.

Pest control / infestations

If you have pest infestation problems, you should check if there are cleanliness issues to address that may be causing the problem. If the cause does not appear to be related to cleanliness you could discuss the problem with your Property Manager as soon as possible to determine if eradication or fumigation is necessary. Tenants have an obligation to keep the premises reasonably clean and tidy. Infestations that can be attributed to a lack of cleanliness may be your responsibility to remedy. In these cases, your Property Manager could seek an order from the Tenancy Tribunal for the fumigation work to be done and for the tenant to be charged. Ensuring your property is clean will do a lot to keep the rats and mice away. Also make sure there is no food source or somewhere for them to nest – steel wool is good for blocking up any mouse holes you may find.

Pot plants

Please keep pot plants outside where possible. If they are to be put inside, please check with your Property Manager first, preferably in writing, to ensure you do not breach your Tenancy Agreement. Pot plants placed on hard surfaces may leave a circular indent, stain or damage and pot plants placed on carpet areas run the risk of rotting or damaging the carpet underneath. If pot plants are placed outside, ensure they are not put on a deck or other wooden surfaces, as this could cause rotting or discolouration of the wood.

Troubleshooting

Blocked sinks and drains

You are responsible for keeping all sinks, tubs, showers and toilet drain lines clear. Do not allow anything into the plumbing system or use them for any purpose other than their original design. Sanitary products, diapers, facial tissues, condoms, cotton swabs, cigarette butts, coffee grounds, cooking fat or oils are not to be flushed down toilets or otherwise deposited into the drain.

If a kitchen sink or laundry tub is blocked try this solution first. In a dry sink, pour 1 cup of baking soda down the blocked drain, and ensure that the powder makes its way down the drain. Next, pour approximately 2 cups of boiling water in and wait several minutes. Add one more cup of baking soda in and immediately follow it with one cup of plain white vinegar. If there is a recurring problem with blocked sinks or drains, please advise your Property Manager.

Your safety – being aware

The highest priority must always be for your safety, the safety of your children, other occupants and visitors. For this reason, we ask that you please be aware of your surroundings and notify us right away if you have any concerns.

Some things to be aware of include:

- Exposed wiring, faulty power points and switches
- Gas smell or odour
- Damage to paving and pathways that could cause someone to trip and fall
- Bee or wasp nests
- Loose or rotten floorboards
- When cleaning a property with high ceilings or attending to light fittings that are hard to reach, please make suitable arrangements to have this done
- Loose balcony railings, steps or decking woodwork
- Loose or faulty locks, in particular any entry doors and screen doors
- Broken or cracked windows and any broken or loose window locks
- Suspicious or dangerous plants in the garden that are poisonous/toxic or that you may be allergic to

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 the powerpoints and unplug your appliances. Reset the safety switch again, then begin plugging in your appliances one by one to find out which one is tripping the switch. If the appliance belongs to you, the repairs are your responsibility. 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 neighbours have power. Your local electricity provider will be able to advise you if there are any faults in your area. If you have completed these checks and cannot find the cause of the problem contact your Property Manager.

Hot water systems/ Ducted Heating

If you experience problems with your gas hot water system or ducted heating system, check the pilot light has not gone out. There should be instructions on the system for relighting the pilot light.

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 after each use. If the appliances belong to you, you will be responsible for any maintenance. If they belong to the owner and you have checked the manual (if provided), contact your Property Manager to arrange repairs.

Cleaning The Property - A Guide To Follow

Inside The Property



Walls: Clean off any dirty, scuff marks, finger or food marks. Wipe down light switches from fingerprints and smudges

Ceilings: Remove any cobwebs and fly spots.

Ceiling mould: Clean off mould, particularly in wet areas and sometimes in bedrooms.

Light fittings: Clean off dust and remove any dead insects. Check all bulbs are working and replace any that don't work.

Ceiling fans: Wipe fan blades and fittings to remove dust.

Skirting boards: Wipe down with a damp cloth to remove all dust.

Doorways/doors: Wipe off finger marks and any other removable marks.

Windows: Clean inside and out, including sills, runners and window tracks to remove dust build up and any dead insects. A vacuum cleaner and paint brush can do wonders here.

Stoves: Clean stove top, control display, knobs, any pull out or in-built drip trays, grill racks, oven racks, trays and inserts, oven bottom, roof and walls.

Kitchen rangehood: Clean pull out filters and framework.

Bathroom: Clean sink, mirror, cabinet, vanity unit and drawers, shower, screen doors, bath, wall tiles, exhaust fan covers and ceiling vents. Please ensure both the sink and the bath have plugs available.

Toilet: Clean seat, bowl, and outside around the base

Laundry: Clean both the inside and outside of the tub, and underneath. Please ensure a plug is present.

Cupboards/drawers: Clean/wash inside and out. Doors and door frames both front and back should be clean, as well as the door knobs.

Curtains: Wash any washable curtains or netting (check with your Property Manager first to make sure they are washable to ensure you do not damage them).

Blinds: If there are Venetian blinds, clean off the blind slats. Wipe down any other type of blinds.

Air conditioners and heaters: Clean front vents and filters

Floors: Mop/wash all floors ensuring corners and hard to get areas are also cleaned.

Outside The Property



Lawns: Freshly mowed and edges trimmed

Gardens: Remove any weeds, rubbish and built up leaves or any cigarette buds

Rubbish: Remove any rubbish or items that have been placed on or around the property. Be sure to check behind sheds, under shrubs and trees and under the house (this includes lawn clippings and compost left). If pets are allowed, ensure all pet waste is removed.

Paths: Sweep paths and paving areas

Oil spillage: Check and clean carport and garage floors, paths and driveway. If you have used a barbecue, check for any grease spots and spillages.



Moving Out

Planning your move

Remember you will be responsible for paying rent until the keys and any security remotes are returned. We recommend getting started early when you decide to move out of the property. Packing often takes longer than you anticipate and if you leave it to the last minute you may cause yourself undue stress and extra costs.

We will contact you to make arrangements to start showing prospective tenants through the property ahead of your departure. We understand there will be some disarray while you're packing, which is fine, but if you could please ensure that the property is in good condition for these inspections it would be much appreciated.

Here are a few other tasks it's important to remember ahead of moving day:

- Fill out a mail redirection form with Australia Post. This will make sure any mail from people you haven't notified of your new address yet will still reach you. We cannot guarantee mail redirection.
- Contact your utility providers (telephone, power, gas) and inform them of your moving date so that final readings can be carried out and they can arrange for these services to be connected in your new home.
- Make a booking with a professional cleaner/ gardener when the home is vacant

Getting Your Bond Back

Getting your bond back

When vacating the premises it is our goal to assist you in securing your bond refund. Your Property Manager and landlord will need to inspect the property, referencing the initial and ongoing property condition against your outgoing condition report, this helps to determine whether there are any areas of the property that will require further rectification work by you, such as cleaning or repairs. Your property manager will discuss this with you in detail and provide you with a written report and list on any areas that are your responsibility. Attending to these matters quickly helps expedite the process. Some or all of the bond can be claimed for anything needing to be rectified by the tenant – relating to the tenancy, such as unpaid rent, damage to the property, missing items and cleaning or gardening maintenance.

Refunding the bond

When the inspection has been completed, and providing everything is in order, the bond refund form is to be filled out and signed by both tenant and Property Manager. The form is then sent to the state specific Rental Bond Board Residential tenancies bond authority (RTBA), where the signatures are checked against the ones on the bond lodgement form. If one signature is different or missing, the board contacts the parties for confirmation that the claim is in order before paying the refund. Refunds are made by direct credit and all your specific bank account numbers must be provided at the time the form is given to your property manager.

Please allow up to 10 business days for your bond to be processed.

If a refund amount is not agreed

If the tenant and the Property Manager cannot agree on the amount or costs that should be taken out of the bond, then either the tenant or the Property Manager (or both) can make an application to the Tenancy Tribunal for mediation and dispute settlement. There may be a fee for this dispute hearing.

The application will then be given to a mediator who will contact the parties involved and set up a time for a mediation, which may be by phone or in person. Both the Property Manager and tenant will be able to discuss the claim being made on the bond and, with the mediator's help, may be able to reach a mutually agreeable outcome. The mediator will then write an order as to how the bond is to be paid out. This order is binding as a court order. If no settlement is reached in mediation, the application will be set down for a hearing in the Tenancy Tribunal.

Important things to note around bond refunds

A Property Manager does not have to release any of the bond before the tenancy ends in order for there to be sufficient bond for the next rental property (the same goes for any bond transfers).

There are companies out there such as 'MoveSmart' who will help provide bridging funds for a new property while you are waiting on your current bond to be refunded. There is no required time-frame around how long after a tenancy ends in which a bond should be refunded, however the time-frame should be reasonable and if there are any delays these should only be due to outstanding invoices or repairs and damages.

Although it is recommended, the tenants do not have to be present when the final inspection is carried out. The Property Manager has the right to complete the inspection on their own. Failure to hand back all the keys for a property can delay bond refunds or result in charges being deducted for lock and key replacements. Please ensure that all keys are accounted for at the end of the tenancy.



Household Hints

Adhesive marks: Remove these with methylated spirits.

Ants: Black pepper, baby powder or Borax sprinkled under rugs will deter ants.

Bird droppings: If fresh, wash with warm water. If dried, scrape off excess with a mix of mild detergent and water, adding a few drops of ammonia to remove stain.

Carpet: Where carpet has been flattened by heavy furniture, place ice cubes on the area and the carpet will lift as the ice melts. To deodorise carpet, sprinkle generously with baking soda before vacuuming.

Carpet stains:

Wine: If just spilt, soda water can be used with a paper towel. If it has been there for some time, dampen the spot and apply Borax. Leave Borax on the stain until it is dry then vacuum. Pouring table salt directly onto freshly spilt red wine can also absorb the wine, use a mixture of baking soda and white vinegar for any stubborn stains – dab, don't rub.

Fruit juice: Make a solution with one teaspoon of Borax and 1/2 litre of warm water to sponge over the area.

Dog urine: Sponge with white vinegar and spray carpet with deodoriser e.g. Febreze.

Lipstick: Dab the spot with eucalyptus.

Oil: If just spilt, put talcum powder on the spot to absorb oil, then sponge with eucalyptus.

Excreta and vomit: Remove solid matter and mop up excess moisture. Sponge with white vinegar or soda water. Add a few drops of "Nilodor" to offset the smell.

Doors: A damp cloth is normally sufficient to clean doors, however if they are heavily marked use a detergent solution. Do not use a scouring pad.

Eaves: Use a garden hose and a stiff broom to remove cobwebs, dirt and dust.

Flies: Keep crushed mint on the kitchen bench to deter flies from entering the kitchen, or leave some bay leaves on your windowsills. Mint also deters fleas.

Grouting: For coloured grouting use Epsom salts and a soft brush to clean off residue. For white grouting use bleach with a soft brush to remove residue.

Guttering: Gutters should be cleaned out regularly, especially prior to winter to avoid damage.

Hairspray: To remove hairspray marks from mirrors, rub with a soft cloth with methylated spirits.

Insects and pests: Sprinkle Borax powder around skirting boards or appliances to repel unwanted guests. Warning: Borax can be toxic to children and pets so use with caution.

Kitty litter: Good for soaking up engine oil from driveways.

Labels: Sticky labels can be removed by rubbing with Eucalyptus, tea tree oil, acetone or Brasso

Laminex: Most stains and marks can be removed by rubbing with toothpaste on a soft cloth.

Mirrors: To prevent bathroom mirrors from steaming up, rub the mirror with a cloth dipped in glycerine and polish off with a soft cloth.

Oil on concrete: Mix six parts of kerosene to one part detergent. Leave on the area for approximately five minutes then hose off.

Oven: A damp cloth dipped in baking soda will remove grease and stains from the glass. To clean the oven, warm for 15 minutes, turn off and place full strength ammonia in a saucer on the top shelf and a pan of boiling water on the bottom shelf. Leave overnight with the door closed. The next morning open the door for 30 minutes (avoid the fumes) and wash off grease with detergent and hot water. Orange peel heated in the oven will remove any lingering smells. Cloudy ammonia is good for use on oven racks, trays and rangehood filters. Simply soak overnight and wipe clean. Line griller tray and under elements on electric cooktops with aluminium foil to catch food scraps and drips and remove and replace it when dirty.

Picture hooks: Contact your Property Manager before using any hooks at all. Even removable hooks can remove paint if not removed carefully.

Quarry tiles: If glazed, wipe with kerosene on a soft dry cloth. If unglazed, mop with an equal mix of linseed oil and turpentine.

Rubber stains: Rubber stains can be removed from kitchen floors with tea tree oil.

Drains: Pour a small amount of bleach down the sink to bring drains up nice and bright. This also works well removing hair in shower drains.

Rust: To remove rust from sinks and wash-tubs, cut a lemon in half, dip the raw edge in salt and rub over the rusty area. Rinse with cold water. Alternatively, rub vinegar on a cloth and clean the area, then rinse with cold water.

Sand: Sand is good for absorbing spills and oils on outside areas.

Toilets: To clean stains from the toilet bowl, squirt with household bleach and leave overnight. The lid should be removed regularly to avoid build up under the seat. Remove the lid by loosening the two wing nuts at the back of the bowl and slide off.

Unknown stains: For unknown stains the safest ingredient to use is Eucalyptus. Just dab Eucalyptus on the affected area.

Vaseline: Vaseline is good for use on door hinges to stop doors squeaking.

Walls: Walls should be washed down with warm soapy water and not spot cleaned. A new or clean squeeze mop good to clean walls with.

Windows: To clean windows add 1/2 cup of methylated spirits to a bucket of water.

This Tenant Information Guide has been developed to help make your tenancy easier and should be used as a reference only. The responsibility still lies with the tenant (leaseholder) to ensure they keep copies of all relevant lease documents and that they are aware of their obligations that they have signed upon with Ray White Oakleigh and Property Manager. If you have any questions or concerns relating to your lease or the property that you are leasing it is always best to contact your property manager directly.

A great source of free and impartial tenancy advice is the Consumer Affairs Victoria website consumer.vic.gov.au or call them on 1300 55 81 81 where you can learn more about anything tenancy related.



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.

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Our Business Hours:

- Monday - Friday from 9:00am - 6:00pm
- Saturday from 9:00am - 1:00pm
- Sunday - Closed

Specialising in: Rentals, Sales & Commercial

