



RayWhite

Renters Guide

Ray White Oakleigh



Welcome to your new Home!

Thank you for choosing to lease with
Ray White Oakleigh.

We understand when moving into your
new home there is so much to organise.

It can be easy to forget about the minor
details that help make your time in this
property problem-free and enjoyable.

Our Renters Guide aims to provide you
with some useful information to help
you during your tenancy with us.



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Tips for A Successful Tenancy

As a Renter, 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 or request photos. These are a great way to record the condition of the property when you first move in and for any discrepancies that may arise during your tenancy. You also can take pictures (that are date stamped) of the property, especially any areas that may be damaged or unclean. You should provide a copy of these to your Property Manager also, these photos will then form part of your entry condition report and tenancy.
- Keep a copy of the Residential Rental Agreement, initial Condition Report, our Renter and Urgent Maintenance Guides, Rent Receipts, Bond Receipt, Consumer Affairs Victoria Renters Guide, as well as any letters or emails received in a designated folder or file in case you need to refer to these 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 Tribunal case and will not speed up repairs or resolve issues.
- Always comply with the terms of your Rental Agreement, never make any alterations, keep a pet or allow other people to move in without seeking written permission from your Property Manager first.
- If the property has a pool or garden, ensure you are very clear about the expectations or tenancy conditions around who is responsible for ongoing maintenance and how this is to be adhered to.
- If the end of the tenancy is approaching and you wish to vacate the home or extend the current agreement, please contact your Property Manager as soon as possible to advise them of your interest.



Residential Rental Agreements

Fixed Term Rental Agreement

A Fixed Term Rental Agreement ends when the end date has been reached and the Renter gives the Property Manager/ Rental Provider notice that they will be leaving or the Property Manager gives the Renter notice to leave. Otherwise the agreement continues as a periodic agreement.

Periodic Rental Agreement

Under a Periodic Rental Agreement the tenancy ends when the Renter(s) or Property Manager is provided with the correct notice. Under a Periodic Agreement the tenancy ends when the Renter or Property Manager/Rental Provider 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

Providing Notice to Vacate

If you wish to vacate your property you are required by law to notify your Property Manager in writing and provide 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 effective from the date it is received and acknowledged by our Office.

Please Note: For Renters on Fixed Term Rental Agreements, the above does not apply as your agreement cannot be terminated by notice, unless there is a mutual agreement in place.

Breaking the Rental Agreement

A Fixed Term Tenancy cannot be ended before its expiry date. The Rental Providers are within their rights to refuse permission to break the lease. If the Rental Provider does agree to early termination of the Rental Agreement the Renter(s) are required to pay the reasonable costs to find new Renter(s), as well as rent and maintenance of the property until it is re-let.

Specifically, if you wish to break your Rental Agreement and the Rental Provider 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 Rental Providers letting fee
- Any costs to maintain the property until it is re-let, including care of the property, gardens and maintaining supply of services such as power to the property.

Breaking your Rental Agreement 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 set out in your Rental Agreement. Your rent must be paid on or before the date it is due as this allows for bank processing times.

Our two preferred methods of paying rent are Bpay & Payment Gateway - Direct Debit (**please note, there are additional charges for direct debit, which are listed on page 6 of this booklet**).

You can attend our Office to use our Eftpos facilities (No Credit Card Payments Accepted with Eftpos) during our Business Hours. We do not accept cash.

If you have problems paying your rent or know there might be an issue in the future, ensure you advise your Property Manager straight away. If you're unhappy about something to do with the property, you still must pay the rent on time to avoid any discrepancies towards your overall rental history.

Our Arrears Policy

Our Office has a strict ZERO Tolerance Arrears Policy on the payment and collection of rent and you will receive correspondence from us, which you should not ignore. The reminder notices and frequency are listed below:

- **1 to 3 days in Arrears** - Text message & email
- **4 to 10 days in Arrears** - Text message, phone call & email
- **11 to 14 days in Arrears** - Text message, phone call & final email
- **15+ days in Arrears** - Notice to vacate the property

Each of these reminders will be recorded and may be used for any future rental references should you wish to apply for other homes.

Rent Reviews & Increases

Your Property Manager will provide you with the appropriate written notice should the Rental Provider wish 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' and inline with current market trends. Rent can only be increased during a fixed term agreement where provision for this is written into the rental agreement and the same time frames apply. The rent can be increased once in every 12 month period.

Rent in Advance

This is a concept that can be misleading due to its title and often creates confusion for Renters, 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 Renter to pay their rent before it comes due.



Payment Gateway

Payment Gateway is a rental payment system which provides you with several options to pay your rent to our Office.

Please see attached link to our Payment Gateway Information and Service Request documents: <https://raywhiteoakleigh.com.au/rent/payment-gateway>

1. Payment Gateway Quick Start Guide
2. Payment Gateway Renter Information
3. Payment Gateway Service Request



Useful Information

The Residential Tenancies Act

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

It is also important for you to understand and adhere to your legal rights and responsibilities as a Renter in accordance with the Residential Tenancies Act.

Insurance

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

For example:

- An electrical fault in the building starts a fire and the property is destroyed. Your possessions will not be covered by the Rental Providers insurance.
- A storm causes a serious roof leak and your belongings become wet and destroyed. Your possessions will not be covered by the Rental Providers 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 spoilt. The Rental Providers insurance will not cover your fridge/freezer goods.
- A storm blows a tree onto the house and your belongings are damaged. The Rental Providers insurance will not cover your possessions.

Therefore, we highly recommend all Renters 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.

Ask us how we can help
keep you covered

Ray White Concierge can help you organise an insurance policy that's right for you so you're covered from the very beginning. They can also make sure you benefit from ongoing discounts on all your insurances. Call them today and quote that you are a Renter with Ray White Oakleigh:

<https://www.raywhite.com/concierge/>

Condition Report

This document is as important as the Rental 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 will receive the Condition Report from us electronically (this will be emailed to a nominated email address that you placed on your application form) on the day your tenancy commences and you will have **three (3) business days** from the commencement of your tenancy to make any amendments/take your own photos and return this report electronically 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.** Please ensure you check your email on the day your tenancy commences.

Bond

Your bond will be held with the Residential Tenancies Bond Authority (RTBA) throughout your tenancy. All bond paper work will be conducted electronically. It is imperative that you take extra care throughout the tenancy to protect your bond.

At the end of the tenancy you must return all keys/remote(s) to our Office (including any additional keys you have cut for the home throughout the tenancy), follow our vacating and cleaning guide carefully, 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 11) to obtain information on your bin collection days as well as any instructions your council has that needs 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 and are by Appointment ONLY! 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 letterbox is located at the front of our Office on the right hand side next to our touch screen computer system and intercom system (right next to HR BLOCK Accountants). Please see below diagram which outlines the location of our After Hours Letterbox.



Picture hooks

If you wish to install any new picture hooks you will need to obtain 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 Renters responsibility to look after the property, both internally and externally. This includes any lawns or gardens that are part of your Rental Agreement. It is important to remember that you have an obligation to report any damage to the property immediately to your Property Manager.

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) from our Office. In the event that we do not hold a spare key or if your call is outside our business 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 .

If keys are not returned at the end of any tenancy, the Renter will be responsible for the cost of replacement locks. No further keys are to be cut by the Renter without written consent from your Property Manager. This process is in place for your protection and security and that of any subsequent occupiers.

Car Parking

Renters 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.

Routine Property Inspections

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 insurance policies for Rental Providers and are a legal obligation under the Residential Tenancies Act. You will be supplied a minimum of 24 hours notice and up to 7 days notice in writing by your Property Manager 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. Please ensure you have provided our Office with a set of keys if you have changed the locks at the property so we can gain access to the home for our inspection.

Occupancy

Only the people, above the age of 18 who are listed on the rental 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 Rental Provider has approved. If a Renter on the agreement wishes to move out, you must notify your Property Manager immediately. You are allowed to have visitors at 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 rental agreement. The Rental Provider will always make the final decision on whether any Renter transfers are approved or not approved. There is a \$250.00 administration fee for every Renter transfer that occurs during your tenancy.

Painting, Decorating & Renovating

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

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 Rental Agreement. Failure to do so will put you in breach of your Rental Agreement and could affect your ability to continue living in the property. For more information on pets, please go to: <https://raywhiteoakleigh.com.au/rent/guides-and-tenant-information> and select Pet Legislation Update. You can also obtain a Pet Request form from our website for submission and approval.

Fireplaces

If the property you are renting has a fireplace this cannot be used unless you have written permission from your Property Manager. A quick email can confirm whether you can use the fireplace 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.

Smoke Alarms

Once you move in, it is your responsibility to test the smoke alarm to ensure it is operating correctly. Never remove the battery, disconnect or detach your smoke alarm in your property. **Once a month:** Test your smoke alarm battery by pressing and holding the test button until the alarm beeps three times. Contact our Office immediately if your smoke alarm is not operating correctly.

If you ever require further information around the Residential Tenancies Act or your responsibilities as a Renter, you should speak to Consumer Affairs Victoria. You can visit their website here: <https://www.consumer.vic.gov.au/>



If you are renting a unit, apartment, townhouse or duplex, that has a Strata-Title or Body Corporate in place, 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 Renters need to be aware of. Ask your Property Manager for more 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.

Parking Permits

Your new home may require parking permits, if this is the case, please contact your Local Council and provide them with a copy of your Rental Agreement.

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 Renter (e.g. carpet becomes worn from people walking on it); OR the ordinary operation of natural forces (e.g. sunlight, rain).

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

Some common examples of wear and tear:

- Faded curtains or frayed cords
- Furniture indentations & traffic marks on carpet
- 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 Renter 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 Renters removing picture hooks or shelves they have installed
- Water stains on the carpet caused by overflowing bath or indoor pot plants

Utilities

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

Water Rates & Outgoings

The minimum criteria for 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?

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

Please note: Ray White Oakleigh is not responsible for providing Renters with gas and electricity meter numbers. Ray White Oakleigh will not be held liable if the connections do not take place at the commencement of the lease or if the Renters fail to disconnect their utilities at the expiration of the lease.

Telephone/ Internet

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

Emergency Contact Numbers:

- Fire, Police & Ambulance - **000**
- Emergency Services (SES) - **132 500**
- Crime Stoppers - **1800 333 000**
- Poisons Information Centre - **131 126**
- Lifeline - **131 114**
- Public Transport & Timetables -
<https://www.ptv.vic.gov.au/timetables>
- Dental Health Services Victoria
<https://www.dhsv.org.au/public-dental-services/emergency-dental-care>
- **Gas :**

Leaks and Emergencies

- Multinet Gas - **132 691**
- Aus Gas Networks LTD- **1800 676 300**
- AusNet Services - **136 707**

• Electricity :

Power Failures

- Citipower - **13 12 80**
- Powercor - **13 24 12**
- AusNet Services - **13 17 99**
- Jemena - **131 626**
- United Energy - **132 099**

- My Emergency Doctor - **(03) 9956 8815**
- 24/7 Emergency Vets - **(03) 9813 4977 or (03) 9111 4605**
- Local Council Contact Information -
<https://www.viccouncils.asn.au/find-your-council/council-contacts-list>

“On the Move” can assist with your utility connections:
Phone: 1300 850 360
Email: sales@onthemove.com.au

Maintenance

Maintaining & Cleaning the property

As a Renter, 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 Renter you also share this responsibility. It doesn't have to be perfect, but staying on top of cleaning and maintenance daily 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 advise your Property Manager straight away – and this must always be 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 your Property Manager or **maintenance.oakleigh@raywhite.com**.

Ray White Oakleigh and the Rental Provider MUST authorise all Maintenance Requests. Ray White Oakleigh and the Rental Provider will not cover or reimburse any maintenance accounts that have not been authorised. If the Maintenance that is reported to our Office and the Rental Provider is found to be caused by the Renter or due to the Renters negligence, again the Rental Provider and Ray White Oakleigh will not cover or reimburse these accounts and the responsibility will fall back onto the Renter. By reading the above and following our Maintenance process, the Renter automatically accepts the above terms and conditions.

- All urgent maintenance requests will be actioned within **24 - 48 hours**
- All non urgent maintenance requests will be actioned within **14 days**

Emergency repairs

Emergency repairs require urgent attention. If they are not attended to they could cause injury to the Renter or damage to the property.

If such situations arise, you must notify your Property Manager, or our Office immediately.

After Hours Urgent Maintenance

If you experience a maintenance situation that is deemed urgent, please log onto our website via this link

<https://raywhiteoakleigh.com.au/rent/guides-and-tenant-information> and select our Urgent Maintenance Guide for assistance.

Emergency Repair Examples Include:

- Burst water pipes, hot water service failure or serious roof leak
- Blocked or broken toilet (if a second toilet is not available)
- Dangerous electrical fault (e.g. live wire) or gas leak
- Serious flood, serious storm or fire damage
- Failure or breakdown of the gas, electricity or water supply to the premises
- A failure or breakdown of a heater (if no other heating is available)
- A failure or breakdown of a cooling appliance (if no other cooling is available)
- Failure or breakdown of smoke alarm(s)
- Failure or breakdown of pool or spa fence(s)
- Pest infestation
- Mould or dampness caused or related to poor building structure



Your Maintenance Responsibility

Mould and Mildew

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. Mould needs moisture to grow - no moisture means no mould. Mould also needs food, oxygen and ideally a warm temperature. Since mould decomposes dead organic material it can grow on wood. Mould can also digest some synthetic materials such as adhesives, pastes and paints. While mould cannot feed off of inorganic material such as concrete, glass and metal, it can however grow on dirt, debris or hairs that are on/in these surfaces. Moulds prefer wet or damp materials but can get their moisture from the air in the form of high humidity, typically above 55% relative humidity. If mould has the opportunity to grow (add water) it will. The key to reducing the growth of moulds in buildings is to minimize the water.

Preventing mould

- **Open Windows, Blinds and Curtains:** By opening windows frequently you allow the moisture to flow out of the home instead of building up, especially in the kitchen, bedrooms, living areas and bathrooms. Open blinds and curtains early in the morning to ensure your home is receiving adequate natural light
- **Keep Doors Shut:** Since kitchens and bathrooms are the most common sites for mould, try to confine excess moisture to those rooms when in use. For instance, don't leave the bathroom door open while having a shower or bath. If you do, the steam will travel around the house more freely, potentially causing mould problems in other rooms. Over time, condensation can build up on walls in your hallway or landing, leading to mould growth
- **Clean Carpets/Fabrics/Wood:** If you notice a musty, unpleasant odour in carpeted rooms, fabrics, upholstery and wooden furniture - it's important to take action and clean this right away. While invisible to the naked eye, mould could be spreading right under your feet
- **Use Your Exhaust Fans:** An exhaust fan will help circulate the air and remove moisture more quickly. Your exhaust fan will help keep your bathroom/kitchen areas fresh and mould-free
- **Keep Bathrooms, Laundry area and Kitchens Clean:** Spread towels out after use so that they dry more quickly. Minimize containers left in the shower for cleaning ease and better circulation. Wipe down the shower with a clean towel or squeegee after its last daily use. Keep shower curtains dry and clean to help avoid soap residue, which fosters mould. Vent clothes dryers directly outside and do not put damp clothes in a wardrobe/cupboard. Hang washing outside if when possible and wipe condensation off walls and windows when it happens

Grounds and gardens

Refer to your signed Rental 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 Renter 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 (and in accordance to the current water restrictions) 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 should discuss the problem with your Property Manager as soon as possible to determine if eradication or fumigation is necessary. Renters 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. 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 placed inside, please check with your Property Manager first, preferably in writing, to ensure you do not breach your Rental 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 sink drains.

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
- Smoke alarm(s) not operating correctly
- Stability and functionality of pool and spa fences/ spa coverings

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 Rental Provider, 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 that the pilot light has not gone out. There should be instructions on the system for relighting the pilot light. If you have completed these checks and cannot find the cause of the problem, contact your Property Manager.

Washing machines and dryers

When connecting your washing machines, check the hot and cold water connection hoses are correctly installed to avoid any flooding or leaking problems. 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 Rental Provider and you have checked the manual (if provided), contact your Property Manager to arrange repairs.

Regular Cleaning of The Property - A Guide To Follow

<p><u>All Walls:</u> Clean off any dirt, scuff marks, finger or food marks. Wipe down light switches from fingerprints and smudges. Remove cobwebs from corner walls and cornices</p>	<p><u>Light Fittings:</u> Please ensure all light globes are working. Clean off dust and remove any dead insects</p>	<p><u>Doorways/Doors/Staircases & Railings:</u> Wipe off finger marks, dust and any other removable marks.</p>
<p><u>All Ceilings:</u> Remove any cobwebs and fly spots from all areas</p>	<p><u>Ceiling Fans:</u> Wipe fan blades and fittings to remove dust (if accessible)</p>	<p><u>Windows/Latches/Screens:</u> Clean all windows, including sills, runners and window tracks to remove dust build up, cobwebs and any dead insects.</p>
<p><u>All Floor Coverings:</u> Carpets to be vacuumed and cleaned. Tiles, vinyl, concrete and floorboards are to be washed/mopped</p>	<p><u>Skirting Boards, TV/Phone and Power Points:</u> Wipe down with a damp cloth to remove all dust and scuff marks.</p>	<p><u>Stoves/Ovens/Hot Plates/Dishwashers:</u> Clean stove top, control display, knobs, any pull out or in-built drip trays, griller racks, oven racks, trays and inserts, oven bottom, roof and walls. Ensure all soap residue is removed and all compartments are cleaned/emptied</p>
<p><u>Kitchen Sink, Tiling/Splashback, Range Hood/Exhaust Fans:</u> Gently pull out and clean covers, filters and framework. Ensure sink/drains are always clean and tiling/splashbacks are wiped down</p>	<p><u>Bathroom(s):</u> Clean sink, mirror, cabinet, vanity unit and drawers, shower, screen doors, bath, wall tiles, exhaust fan covers and ceiling vents. Clean any surface mould where applicable and any soap residue on mirrors and shower screens.</p>	<p><u>Toilet(s):</u> Clean the seat, bowl, outside around the base and entire general toilet room/area including any windows/ledges</p>
<p><u>Laundry:</u> Clean the sink (underneath sink, inside and outside) and surrounding areas</p>	<p><u>All Benchtops & Cupboards/Drawers (Kitchen, bedrooms, bathrooms, laundry, storage areas, cages and etc):</u> Clean/wash/wipe down inside and out. Doors and door frames both front and back should be clean, as well as the door knobs.</p>	<p><u>Curtains:</u> Ensure any curtains and nettings are dust free, clean and in a stain free condition</p>
<p><u>Blinds:</u> If there are Venetian blinds, clean and wipe the blind slats. Wipe down any other type of blinds to remove dust or stains.</p>	<p><u>Air Conditioners & Heaters (all vents and units):</u> Wipe down to remove dust. Clean filters if accessible and applicable</p>	<p><u>Damage:</u> Any damage caused to the home must be repaired at your expense. The work must be attended to by a professional trade</p>
<p><u>Lawns & Gardens/Garden Beds:</u> Lawns to be freshly mowed and edges trimmed. Remove any weeds, rubbish and any cigarette butts. Prune trees or bushes below 1.5 metres in height (if required and when in season).</p>	<p><u>Paths:</u> Sweep paths and remove weeds on paved areas</p>	<p><u>Oil spillage:</u> Check and clean carport and garage floors, paths and driveway. If you have used a BBQ, check for any grease spots and spillages.</p>

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 Renters through the property ahead of your departure (should the Rental Provider instruct us to re-let the home). 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 to remember prior to your move:

- 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, internet, pay TV, power, gas and etc) 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

To assist you, our website contains the relevant documents you are required to submit to our Office when vacating:

1. **Renters Notice To Vacate Form:** In accordance with the Residential Tenancies Act, Renters must provide their Property Manager with written notice when they intend to vacate the home. Please use this form to provide us with the required notice to vacate.
2. **Vacating Checklist:** To avoid any disputes or delays with your Bond Refund, please ensure that our Vacate & Cleaning Guide is completed and returned to our office when you are returning your keys/ garage remotes.
3. **Returning Keys Form:** Please fill in and submit our Returning Keys form to our Office on the day you are due to return all of the keys and remotes.

To obtain a copy of these documents, go to: <https://raywhiteoakleigh.com.au/rent/guides-and-tenant-information>



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 Rental Provider will need to inspect the property, referencing the initial and ingoing property condition against your outgoing condition report. This helps to determine whether there are any areas of the property that will require further rectification 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 Renter– 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 will be sent to all Renters whose names are listed on the bond electronically. The RTBA will provide further instructions on the processes to follow to obtain your bond on the electronic correspondence you receive.

If a refund amount is not agreed to

If the Renter and the Property Manager cannot agree on the amount or costs that should be taken out of the bond, then either the Renter or the Property Manager (or both) can make an application to VCAT for mediation and reach a dispute settlement. 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 (attending VCAT). Both the Property Manager and Renter will be able to discuss the claim being made on the bond and, with the mediator's help, will reach a mutually agreeable outcome. The mediator will then write a binding court order as to how the bond is to be paid out.

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 available who can assist in providing bridging funds for a new property while you are waiting on your current bond to be refunded.

Failure to hand back all the keys/remotes 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 and that you carefully follow our Vacating Checklist. This will avoid any disputes or delays with your Bond Refund.

Please ensure that our Vacate & Cleaning Guide is completed and returned to our office when you are returning your keys/ garage remotes. You can download our Vacate guide here: <https://raywhiteoakleigh.com.au/rent/guides-and-tenant-information>



Household Hints and Tips

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.

Deodorise: 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.

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 grill tray and under elements on electric cooktops with aluminium foil to catch food scraps and drips and remove and replace it when dirty.

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 window sills. 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

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.

Adhesive marks: Remove these with methylated spirits

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

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.

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.

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.

This Renter 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 Renter to ensure they keep copies of all relevant documents and that they adhere to their obligations that they have signed upon with Ray White Oakleigh. If you have any questions or concerns relating to your Rental Agreement or the property that you are renting, it is always best to contact your Property Manager directly.

A great source of free and impartial advice is available via the Consumer Affairs Victoria website
<https://www.consumer.vic.gov.au/> or call them on 1300 55 81 81 where you can learn more about your tenancy.



Ray White Oakleigh

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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

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Our Business Hours:

- Monday - Friday from 9:00am - 6:00pm
- Saturday from 9:00am - 1:00pm
- Sunday & Vic Public Holidays - Closed

Specialising in: Residential & Commercial Property

