

# Renter Information

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## RENTAL PAYMENTS

Rental payments must be deposited into our Ray White Langwarrin trust account using your personal reference number. You can find our bank details and your personal reference number in your initial approval email.

### RAY WHITE LANGWARRIN

BSB: 063845                      Account: 10233678  
Reference: Primary mobile number minus "04"

## BOND

A security bond must be taken for the property at the beginning of your occupancy which is equivalent to one month's rent. This must be deposited into our trust account and lodged with the RTBA prior to collecting keys.

### RAY WHITE LANGWARRIN

BSB: 063845                      Account: 10233678  
Reference: Personal reference number BOND

## UTILITY CONNECTIONS - Home Now

You will receive a call from Home Now. This is a free service provided by Ray White, designed to assist you with your water, electricity, gas, telephone and internet connections in one simple phone call, to make your move as simple and stress free as possible.

Home Now will contact South East Water on your behalf to register your details for water usage. As a renter, it is your responsibility to ensure that you have arranged your utilities to be connected and disconnected.

## CONDITION REPORT & COLLECTING YOUR KEYS

Our agency will complete a condition report on the property that you are moving into, this includes both written and photographic evidence.

This report will be provided to you at your key collection appointment. Please ensure you complete this report and return to our office **within 3 business days**. A photocopy of this document will be provided to you.

# Renter Information

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## ARREARS PROCEDURE

You have signed a legally binding document, detailing the length of your lease and payment commitments for the duration of your rental agreement.

It is a requirement that you remain paid one month in advance at all times and that your monthly rent is paid in full by the due date.

**In the event that you fall into arrears, we will follow legislative requirements to recover outstanding rent.**

## INSPECTIONS

We will conduct your first routine inspection 3 months after your move in date, 6 monthly inspections will be conducted thereafter. We will notify you of the date and time of your inspection in writing approximately 7 days prior. The Residential Rental Provider has the right to attend all routine inspections.

## GARDENS/LAWNS

As a tenant, it is your responsibility to keep the property well maintained, including the lawns and gardens, throughout your rental period.

If you are unable to maintain the gardens or any reason, please contact the office and we can arrange a gardener at a low cost to regularly maintain the property.

## MAINTENANCE/REPAIRS

**All maintenance requests MUST be in writing and emailed directly to your Property Manager.**

raywhitelangwarrin@email.propertyme.com

Please ensure you refer to the troubleshooting information included in this pack prior to sending through your request. If you still require assistance please ensure you include all relevant information to assist us.

*Please note: we cannot accept maintenance requests reported verbally / over the phone.*

# Renter Information

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## EMERGENCIES / URGENT MAINTENANCE

For out of hours emergencies / urgent maintenance contact **0466 227 735**.  
Please refer to the '*urgent maintenance*' list provided in this pack.

## TENANT CONTACT DETAILS

Please ensure that you provide us with updated contact details should they change at any time throughout your rental period.

## GIVING NOTICE TO VACATE

If you decide to vacate the property on your lease expiry date please send a formal email to your property manager providing a minimum of 28 days notice.

Should you decide to vacate the property within your lease period you will be required to cover the cost of any break lease fees incurred. These include the cost of advertising, a pro rata break lease fee and rent up to the day a new renter moves in.

# Office Information

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## Office hours:

8:30am - 5:30pm | Monday - Friday  
Intermittently | Saturday  
CLOSED | Sunday

## Address:

Shop 5b/230 Cranbourne-Frankston Rd, Langwarrin VIC 3910

# Renter Information

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## PLUMBING LEAKS

If you experience a severe or constant water leak at the property:

1. Turn off water at the mains.
2. Call the office on 03 9776 7886.
3. Do not turn the water back on until a qualified plumber has attended and confirmed / resolved the issue.

## DISHWASHERS

If you are experiencing issues with your dishwasher please ensure you check the following troubleshooting tips prior to reporting as a maintenance issue:

1. The filter has been cleaned and is free from any food scraps. If you have noticed that the dishes are not being cleaned properly, this is usually the cause.
2. If there is an error occurring please check the manufacturer's website as they often offer troubleshooting solutions which will allow you to easily solve the issue without involving a specialised technician.
3. To refresh settings, please locate the power source and switch off. Leave for 20 minutes and repeat this process several times.

If the issue is still not resolved or the error displayed indicates that a technician is required, please report as maintenance to your property manager.

## FAULTY SWITCHES / FANS

Do not attempt to fix it yourself. Do not use the switches. Please contact our agency in writing.

## HOT PLATES

1. Check if the power is connected or check the power box for a tripped switch or blown fuse.
2. Once turned off ensure pilot light injectors are clean and then try again.

If you have tried the above with no luck, please contact your property manager in writing ensuring you include the relevant information:

1. Brand name.
2. Gas or electric.
3. A photo if possible.

# Renter Information

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## HOT WATER SYSTEM

If your hot water system is dripping, leaking or bursts please turn the water off at the main supply and contact your property manager ASAP - **This falls under an urgent repair.**

## LEAKING TOILET

Turn off at the main supply in between uses and complete regular mopping until a tradesman attends.

## LIGHTS

1. Check the fuse box to ensure that power is turned on and the switch has not been tripped.
2. Check that the globes are at the recommended watt/voltage to ensure that they will last a reasonable amount of time as replacement globes at a higher wattage can cause them to blow more frequently.

## POWER

1. If your neighbours have also lost power please contact your energy supplier.
2. Check if you have a safety switch which may be tripped. If so, reset the switch. If it trips again, unplug all appliances from power points. Reset the safety switch and plug in appliances one at a time until a faulty appliance is located.
3. If you have a fuse box, check for a blown fuse.

*Note: If this does not rectify the problem, please contact your property manager. Renters will be required to pay for call outs where a faulty appliance belonging to them is determined to be the cause.*

## POOL

Pool water level is a priority and must be kept at a certain level to allow for water to flow through the skimmer box at all times. Failure to do this could result in enormous expenditure to you.

No metal objects are to be put in the pool as this may cause erosion marks.

No animals are to swim in the pool as this causes a chemical imbalance.

Ensure regular water testing is carried out for the correct PH levels to prevent mould/fungus forming in the pool.

Vacuum regularly to keep the pool free from debris.

# Renter Information

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Regularly check the pump to ensure that the motor is working correctly and efficiently (if it is making strange noises this should be reported to you property manager).

Leaking or pooling water at the pump could mean a cracked casing and will need attention. Even if a pool is being maintained for you, it is your responsibility to alert our agency if there are any issues.

## AIR CONDITIONING

1. Check / change batteries in remote control.
2. Clean filters - refer to user/care manual (split systems only).
3. Refer to the user manual.

Please ensure that you have tried the above items prior to emailing your property manager with a maintenance request. If this is a user error / renters responsibility you will be charged the call out fee.

When sending through a request, ensure you include the relevant information:

1. Brand and model of system.
2. A description of the issue.

## REMOTES

Try changing the batteries as this is the most common issue.

## LOCKSMITH

In the event that you should accidentally lock yourself out of the property within business hours, Monday - Friday 8:30am-5:30pm, you may contact your property manager to arrange a time for you to collect keys from our office. Please note that should you collect our office keys they **MUST** be returned before close of business the same day.

If you are locked out of the property outside of office hours you will need to contact a registered locksmith to gain access to the property. Please note that you will be responsible for any charges incurred. Below are our recommended Locksmiths:

**New Age Locksmith**  
**Bay City Locksmiths**

**0434 411 992**  
**0408 538 479**