



## TENANT'S INFORMATION GUIDE

Welcome to Ray White Cranbourne - Please take the time to read this information sheet which contains some important information with regard to your tenancy.

### CONDITION REPORT

This is a comprehensive written and photographic report generated to create an up to date record of the property condition. It is created by the agent prior to the commencement of every tenancy. The tenant is then given the opportunity to review the report and note any items that they feel are valid before returning the signed report to the agent. For the tenant's additions to be accepted as valid by the agent and VCAT, **the report must be returned to the agent within 3 business days of the tenancy commencing.**

Should the report not be returned by the tenant within the required time frame, the agent's initial report is deemed as the valid copy. At the time of vacating, the condition of the property is compared to the information on the initial condition report. Therefore it is in the best interests of the tenant to return this report within 3 days of commencing a tenancy.

### UTILITIES

The tenant is responsible for all utility connections including (but not limited to)

- Electricity
- Gas
- Phone

It is also the responsibility of the tenant to have services disconnected when vacating.

Foxie is an optional service we provide for our tenants which offers assistance with connecting utilities and additional moving services, including pay T.V connections and removalists.

For more information call 1800 275 369 or visit [www.foxie.com.au](http://www.foxie.com.au)

### OCCUPANCY

Only the people originally included on your application and approved by the owner are allowed to reside at the property permanently. Should you wish to add or remove someone from a lease this must be requested in writing and submitted to the landlord for approval (people being added will be required to fill out an application form). Should the changes be accepted a Bond transfer will need to be completed. For more information please contact your property manager.

### PAYING RENT AND OFFICE HOURS

Our office is open weekdays 9:00 am – 5:30 pm, Saturdays 9:00 am - 5:00 pm and Sunday 10:00 am – 4:00 pm. Should you wish to see your property manager, please contact our office to make an appointment.

Rent must always be paid in advance and in accordance with your lease agreement. Payments must be made **3 business days prior to the due date** to ensure the funds are received and cleared by our office by the due date. There are several options available to you to pay rent;

- Internet/Telephone Payments
- Direct Debit
- BPay
- Centre pay deductions (see centre link/FAO for information)
- Post billpay (cash/EFTPOS over-the-counter at Australia Post)
- Cheque (not acceptable for bond or first month's rent)
- Eftpos

### RENT ARREARS

If you are having difficulty in paying your rent, always contact us to discuss the issue. Please be aware that all tenancies are recorded on the National Tenancy database. **Late rental payments will be evident on your file and can affect your future rental and credit applications anywhere in Australia.**

## **BREAKING LEASE**

For information on costs and obligations when breaking a lease please contact your property manager.

## **REPAIRS AND REQUESTS**

Tenants are obligated to report any matters requiring repairs or requests immediately to avoid the risk of injury to visitors or damage to the rented property. Any maintenance problem arranged by the tenant outside our normal business hours will be at the tenants cost unless it is proven to be an extreme emergency. You are required to complete a repair advice form should you need maintenance attended to at your property. The only type of maintenance that will be dealt with over the phone is "Emergency" all other requests must be in writing. All sections of the form must be completed. Maintenance forms are available on our website [www.raywhitecranbourne.com](http://www.raywhitecranbourne.com) and at the office.

## **CONTENTS INSURANCE**

Please be aware that the Landlord's property insurance does not cover your personal belongings and it is in your best interest to obtain contents insurance in case of damage or theft of your personal belongings.

## **RUBBISH**

Rubbish must be placed in the appropriate bins. Rubbish placed in boxes or bags will not be collected by the Council and can be unsightly. Tenants residing in a unit/townhouse complex, the bins must adhere to the body corporate restrictions and use the designated rubbish areas.

## **WALL HANGINGS**

Do not use Blu-Tack or sticky type substances to hang or place pictures on the wall as removal of these items usually causes damage to the walls. If no picture hooks are in the premises please contact us in writing to request approval by the Landlord.

## **PETS**

Unless a pet is specifically approved on your lease, pets will not be allowed without prior approval. Tenants residing in a unit/townhouse complex must adhere to the Body Corporate By-Laws with regard to pets.

## **GARDENS**

Tenants are responsible for the lawns and gardens unless specified beforehand. This includes watering, weeding, trimming and mowing. Seek advice from your property manager before removing any plants or pruning large bushes/trees.

## **ROUTINE INSPECTIONS**

We carry out routine inspections on all our properties after the first 3 months and then every 6 months thereafter and will advise you in writing prior to attending. This is always a good opportunity to point out any maintenance problems or other concerns you may have. Repair request forms are available from either your property manager or can be downloaded from [www.raywhitecranbourne.com](http://www.raywhitecranbourne.com) under tenant services. If you are not present, we will access the property with our spare keys.

## **KEYS**

Should you have lost your keys or have locked yourself out you may collect the office set during office hours. Tenants are required to present photo identification and pay a \$50 bond when requesting the use of the office key. This bond is returned when the office key is returned. After hours, our recommended locksmith can be contacted at a set fee.

## **AFTER HOURS CONTACT**

Should the need arise to contact our Property Management Team *After Hours* for an emergency item please call our office number and it will divert to our *After Hours Service*. It may be necessary to leave a message for our team. Messages are checked regularly. **Please Note:** Only items deemed as URGENT under the Legislation will be responded to After Hours. Non-urgent matters will be referred to staff to respond during standard business hours.

# TROUBLE SHOOTING

## HOT WATER SYSTEMS

If your supply of hot water is not hot or does not seem to last as long as it should, your hot water system may need topping up. Locate the filler valve on the side of the hot water system and lift the floppy lever until water flows from the overflow. Repeat this process every few months. Before reporting maintenance on a Hot Water Service, check...is the power switched on; has the power box tripped the switch or blown a fuse; or has your shower routine changed or increased (tank capacity and/or tariff rates will affect this). Remember in winter, the efficiency of the tank is less than in summer and the water will get colder quicker. Remember – if a tradesperson is ordered and no fault is found, the Tenant will incur the cost.

## WATER LEAKS

Water bubbling out of the ground could be a serious problem and could lead to further complications. Phone our office immediately.

## BATH/SHOWER LEAKS

The most common problem in properties is leaking from wet areas ie: bathrooms, laundries, kitchens, into adjoining rooms. A regular check for water leaks is advisable. If the carpet/floor is wet, sponge and dry area thoroughly and check again after use of the wet area, advise our office if there is still a problem.

## LEAKING TOILET

Usually is a minor problem. Regular mopping and turning off the tap between uses is adequate until the tradesperson arrives. Please complete the repair advice form and send to our office to arrange for a tradesperson.

## FAULTY SWITCHES OR FANS

Do not attempt to fix it yourself. Do not use switches. Contact our office as soon as possible.

## LIGHTS

Have you replaced the globe? Check power or fuse box. Ensure the power is on and the switch has not tripped. If problem not remedied contact your property manager.

## POWER

If your neighbours have also lost power contact the electricity provider in your area. Otherwise check if you have a Safety Switch, which may have tripped. If so, reset the switch. If it trips again unplug all appliances from power points. Reset Safety Switch and plug in appliances one at a time until faulty appliance is located. If you have a fuse box check this for a blown fuse.

Note: If this does not rectify the problem please notify our office.

Tenants will be required to pay for callouts where a faulty appliance belonging to them has caused the problem.

## POOL PROBLEMS

- Water level is a priority and must be kept at a level to allow water to flow through the skimmer boxes at all times. Failure to do this could result in enormous expenditure to you.
- No metal objects are to be allowed in the pool as it could cause corrosion marks
- No animals in the pool
- Ensure regular testing of water to keep correct PH level, this helps prevent mould/fungus forming in the pool.
- Regular checks of pump to ensure motor working correctly and efficiently (making funny noises could be a forerunner to a problem). Leaking or pooling water at the pump could mean a cracked casing and will need attention.
- Even if the pool is maintained for you, it is still part of your responsibility to keep an eye/ear out for any problems.

***PLEASE NOTE: It is in a tenant's best interest to check all alternatives prior to requesting maintenance. In the instance that maintenance be reported by a tenant and a trade attends and reports that the item is not faulty, the tenant will be liable for all costs.***