



TENANTS - COMMONLY ASKED QUESTIONS

Listed below are answers to the most commonly asked tenancy questions;

1. How do I apply for a property?
2. Do I have to pay a bond?
3. What happens with Electricity, Gas and Telephone?
4. Will there be inspections?
5. How do I report maintenance?
6. Do I need Insurance?
7. Do I have to maintain the gardens?
8. How do I get keys?
9. How do I pay my rent?
10. How do I terminate my tenancy?
11. What do I do when I vacate my property?
12. Further questions...

1. How do I apply for a property?

All tenancy applications must be completed in full and signed. They also must be accompanied by your proof of identification documentation. Once these documents are received, you will then be considered for the property. A Tenancy Application Form can be downloaded from our website under the Tenant tab.

2. Do I have to pay a bond?

Yes. The bond amount is equal to four (4) weeks rent. Bonds must be paid in full, with your first two weeks rent prior to keys being handed over for occupation of the property. The bond is then lodged and held for the duration of the tenancy with the Residential Tenancies Authority.

Upon vacating the premises the bond will be refunded once it is determined that the property has been left in the same condition as at the commencement of the tenancy, and that there are no outstanding monies owing.

4. What happens with Electricity, Gas & Telephone?

Once you have been approved for a property, don't forget to organise for the connection of Electricity Gas and Telephone with the supplier of your choice in your name. We can also organise this for you if more convenient. Additionally upon vacating the premises it is your responsibility to have these services terminated and accounts finalised. This is extremely important to ensure you are not



inadvertently being billed for a period that you are not in occupation of the premises.

5. Will there be inspections?

Routine inspections of your property will be conducted quarterly and it is expected that the property is maintained in the same condition as at the commencement of your lease. Follow up inspections may be required if there are areas that are not being maintained satisfactorily.

Seven to fourteen days' notice will be provided of the inspection and access can be gained with our office keys in the event you are unavailable during the inspection.

A final or 'exit' inspection will be undertaken once you have vacated the property to ensure the property has been left in the same condition as at the commencement of your tenancy (allowing for fair wear and tear).

6. How do I report maintenance?

We encourage our tenants to report maintenance, even if it is only minor to ensure that your property maintains its investment value. Reporting maintenance is as simple as picking up the phone, or by lodging an email request. For after-hours emergency maintenance please ring 0409 747 670 which is attended to after hours and leave a detailed message of the problem, your property address and contact details.

7. Do I need insurance?

Yes! It is the responsibility of the tenant to insure their belongings (contents) whilst at the premises. This is extremely important to insure you are protected against any loss arising from a break in or inadvertent property damage (eg. storm or water damage) etc. It is the responsibility of the Landlord to ensure the building and the fixed contents that remain at the premises such as air conditioners, window treatments etc.

8. Do I have to maintain the gardens?

Yes. Unless specifically excluded in your lease it is a tenant responsibility to maintain gardens and grounds such as watering, mowing, weeding and edging. It is the responsibility of your landlord to maintain gutters and trim trees. Should you have difficulty maintaining your garden please speak to our office. We can organise gardening at minimal expense.

9. How do I get keys?

Upon signing of your lease and paying in full your bond and two weeks rent you will be provided with the keys to your property. A duplicate key to all properties is retained by us to allow access for routine inspections, and in case of emergency. Under special circumstances these keys may be borrowed during office hours, however must be returned on the same day. Identification will be required and no after-hours service is available out of office hours or on public



holidays. It is advisable that you make private arrangements regarding the location of your spare key should you inadvertently lock yourself out.

Locks may only be changed after obtaining permission from us. In this event, a spare set of keys must be supplied to our office within twenty four (24 hours).

10. How do I pay my rent?

Rent is paid directly into our licensed Trust Account via internet transfer.

11. How do I terminate my tenancy?

Your Residential Tenancy Agreement is a legal and binding contract, providing protection for both you and your Landlord. If you need to terminate your Tenancy Agreement it can be done in the following ways;

- If you have a 'Fixed Term' Residential Tenancy Agreement you are required to give fourteen (14) days written notice prior to the expiration of the lease of your intention to vacate.

- If you have a 'Periodic' Residential Tenancy Agreement you are required to give fourteen (14) days written notice prior to the expiration of the lease of your intention to vacate.

- If you need to 'Break' your lease and vacate prior to the end of the term, please contact our office immediately. In these circumstances you will be responsible for payment of rent until the commencement of the next tenancy agreement. Additionally there will be associated lease break costs. We will work diligently with you and the landlord to minimize this expense. Obviously your cooperation with regards to showing prospective tenants will be paramount in this situation.

12. What do I do when I vacate the property?

When vacating the premises it is important that you leave the property in the same condition as at the commencement of your lease. You may need to refer back to your 'initial inspection' and photo's. Items that are often forgotten to be carried out during the busy time of moving are;

- Ensuring professional steam cleaning of carpets
- Cleaning of ovens, grillers, hotplates and exhausts
- Cleaning of ceiling fans, light fittings and air conditioning vents
- Cleaning of windows, window tracks and flyscreens
- Removal of cobwebs, inside and out
- Mowing and edging of lawns
- Weeding of gardens
- Removal of rubbish

Once you have vacated the property and returned your keys your final or 'exit' inspection will be conducted upon which time we will compare the condition and cleanliness of items to your original inspection report and photo's. Any items that



have been missed will be discussed with you and at that time we will determine the course of action for completing to the appropriate standard. Once all items have been restored to the original condition (allowing for fair wear and tear) and all outstanding monies have been paid (or deducted from the bond), the bond refund will be lodged.

Remember upon vacating to finalise your electricity, gas and telephone accounts and to organise mail redirection.

13. Further questions?

Please don't hesitate to contact our office if you have any further questions 😊