

Living in your new home

A guide to your tenancy



You've been approved to rent a property managed by Domain Property Advocates – now what? Here's a brief rundown on what you need to do:

Moving in

We can help you move! Why don't you:

- hire **FREE OF CHARGE** our 6 x 4 caged trailer, which comes with a heavy duty trolley to assist with any stairs.

Condition report

The condition report is just as important as your lease agreement. It establishes the condition of the property at the start of your tenancy and will be used as a comparison at the end of your lease. It also forms the basis on which your bond will be refunded, so

- check it thoroughly!
- amend or add comments as necessary.
- return the original copy to our office within **3 working days** of the start of your tenancy. If the original copy of the condition report is not returned within 3 business days, you've forfeited your right to object if there is a disagreement at the end of your tenancy.



Rent

All rents are due in advance on the first day of every month. Payment methods include:

- Direct Debit (preferred)
- Credit Card (Master Card, Visa Card, American Express)
- Quick Rentcard (upon request and subject to approval) at application stage enabling payment via BPay on the internet or telephone or over the counter at Australia Post.

If you're having trouble meeting your rent commitment, please **contact us** immediately. Our advertising shows the rental in weekly terms. The formula for calculating the monthly rental is: Weekly rental / 7 days of the week X 365 days of the year / 12 months. Monthly rental is calculated to the next dollar.

Inspections

We conduct two routine inspections within the first 12 months of your tenancy:

- Inspection One is in your third month to ensure you have settled in.
- Inspection Two is held six months later to complete a lease and rent review for your landlord (if you have taken a 12 month lease).

You'll be notified via written notice of the inspection date, so please contact us as soon as possible to arrange a specific time if you'd like to be present.

Occupancy

Only the people included on your application and approved by the landlord are allowed to reside at the property permanently. If a new tenant wishes to replace an existing tenant, please **contact us** immediately to discuss and to arrange transfers of the bond money.

Please also note:

- rubbish must be placed in the appropriate bins provided because the council will not collect rubbish placed in bags or boxes.
- cars are to be parked only in the designated areas and not on a front nature strip or lawn area.



Services

It's your responsibility to arrange for services to be connected and disconnected to the property, so:

- save time calling the different utility companies for connection/disconnection of services, and use **Direct Connect** instead.
- register your details with the relevant water authority if the property is separately metered, otherwise you'll be liable for the previous occupants' water usage.
- advise us of your new telephone number as soon as its connected, and whenever you change employment. Correct telephone numbers are essential if we need to contact you urgently please keep us informed of any changes.



Insurance

With the ever-increasing incidence of burglary and theft, we strongly recommend that you take out Home Contents Insurance cover. The landlord's insurance policy and responsibility covers the building and fittings only – not your personal items of clothing, furniture etc. Enquire with our office if you require assistance.

Keys

A tenancy is not concluded until all known keys to the property are returned to our office. Please note:

- you are welcome to have locks re-keyed during the lease period but are bound, under the terms of both the Tenancy Agreement and Residential Tenancies Act of 1997, to supply us with copies of the new keys.
- if you lock yourself out of the property we'll do our best to provide a spare key, but this is only possible during business hours without incurring an additional charge.

Repairs & emergencies

We have an experienced team of tradespeople capable of handling a vast majority of repairs that are required for a property. Please contact us immediately with any maintenance issues supplying:

- your name
- address
- detailed description of the problem and
- advice on how best to access the property.

Please keep in mind that if you don't notify us of a required repair and there is subsequent further damage or expenses, you as tenant are held responsible for the cost of repairs in full. Maintenance **must** be submitted in writing which can be posted, faxed or sent via the **maintenance** form on our web site.

For emergency or after hours repairs please try to contact this office first or our emergency mobile 0416 206 270. If we cannot be reached after hours and the repair is urgent, you must contact one of our **preferred tradespeople** directly. Refer to the supplied booklet 'Renting – Your Rights and Duties' for more details.

Very useful information

Your Lease Agreement, Condition Report and Bond Lodgement Form contain information that might be helpful throughout your tenancy, as does the booklet 'Renting – Your Rights and Duties', provided at the start of your lease, as a requirement of the Residential Tenancies Act. Make sure you read these important documents thoroughly and keep them in a safe place, so you always have them handy if a question arises.

Communication

The essence of a successful and trouble-free tenancy is effective communication between the tenant, agent and landlord. The landlord's major requirements are;

- that the property is maintained in good order.
- the tenants have peaceful enjoyment of the property.
- the property to be kept in good order.
- rent is paid on time.

As agents, we'd like to know promptly about any problems that may affect either party's requirements.

If anything here needs further explanation, refer to the booklet 'Renting a home – A guide for tenants and landlords', or **contact us**.

