

## Tenant Information

### OFFICE HOURS

Monday – Friday:	9:00am – 5:00pm
Saturday:	9:00am – 12:00pm (Office is unattended, urgent calls only)
Sunday:	Closed

### UTILITIES

- ▶ Each Tenant is responsible to arrange connection and disconnection of all utilities pertaining to the property. These include: water, gas, electricity, phone, internet, & pay TV
- ▶ Direct Connect is a free service that can help with your connections in 4 easy steps. Alternatively you can contact any provider of your choice unless the property has an embedded network. Below are some options listed for your convenience:

▶ <b>FREE HELP TO CONNECT</b>	<b>Direct Connect</b>	Ph: 1300 664 715	<a href="http://directconnect.com.au">directconnect.com.au</a>
▶ <b>GAS/ELECTRICITY</b>	<b>WIN Energy</b>	Ph: 1300 791 970	<a href="http://winconnect.com.au">winconnect.com.au</a>
	<b>OC Energy</b>	Ph: 1300 494 080	<a href="http://ocenergy.com.au">ocenergy.com.au</a>
	<b>AGL</b>	Ph: 131 245	<a href="http://agl.com.au">agl.com.au</a>
	<b>Origin Energy</b>	Ph: 132 461	<a href="http://originenergy.com.au">originenergy.com.au</a>
▶ <b>PHONE/INTERNET:</b>	<b>Internet On</b>	Ph: 1300 171 721	<a href="http://internet.com.au">internet.com.au</a>
	<b>Telstra</b>	Ph: 132 200	<a href="http://telstra.com.au">telstra.com.au</a>
	<b>Optus</b>	Ph: 133 066	<a href="http://optus.com.au">optus.com.au</a>
▶ <b>WATER:</b>	<b>City West Water</b>	Ph: 131 691	<a href="http://citywestwater.com.au">citywestwater.com.au</a>
	<b>South East Water</b>	Ph: 131 851	<a href="http://southeastwater.com.au">southeastwater.com.au</a>
	<b>Yarra Valley Water</b>	Ph: 131 721	<a href="http://yvw.com.au">yvw.com.au</a>

### RENT

- ▶ Rent is to be paid in full and in advance as set out in your Tenancy Agreement by way of EFT. We suggest you set up a periodic payment through your bank. Please ensure you supply your personalised property reference for each transaction.
- ▶ If at any time you are unable to make payment on or before the due date, please make immediate contact with our office.
- ▶ Calendar Monthly Rent is calculated as follows:  $\text{weekly rent} / 7(\text{days}) \times 365(\text{days}) / 12(\text{months}) = \text{rent per calendar month}$

### BOND

- ▶ The bond is lodged with the Residential Tenancies Bond Authority (R.T.B.A)
- ▶ The bond will be refunded by the R.T.B.A at the end of the Tenancy. Note: a final inspection will be conducted by the agent/landlord before the bond is released. The agent/landlord will notify you of any concerns.

### CONDITION REPORT

- ▶ You will be provided two (2) copies of the condition report at the beginning of the tenancy.
- ▶ You must return one (1) signed copy of the condition report to the agent within 3 business days of occupying the property. This returned copy will be used at the final inspection.
- ▶ If you do not return a signed copy of the condition report, the agent/landlord will refer to the original condition report provided to at the beginning of the Tenancy at the final inspection.

### INSURANCE

- ▶ Please note that the Landlord's insurance does NOT COVER Tenants contents.
- ▶ The Landlord cannot be held responsible for damage and/or loss and/or theft of Tenants personal goods.
- ▶ It is the Tenants responsibility to have adequate contents insurance.

### ROUTINE INSPECTIONS

- ▶ The first routine inspection will be held in approximately three (3) months after the commencement date of your lease.
- ▶ Routine inspections will then take place every six (6) months thereafter.
- ▶ You will receive appropriate notice for these inspections as set out by the Residential Tenancies Act 1997.
- ▶ Please note that we take internal photos at these inspections for reporting purposes to the Landlord.

### CONDENSATION

- ▶ Condensation can be a common occurrence. If you experience condensation, please follow the below tips:
  - ▶ Allow excess moisture to escape by opening external windows or doors everyday for a small period of time
  - ▶ While cooking, put the exhaust fan on high, cover pots/pans with lids and, if need be, open an external window or door.
  - ▶ When taking a shower or bath, ensure the exhaust fan is turned on, the window is open and the bathroom door is shut.
  - ▶ Dry clothes outside where possible or in an enclosed room with an external window or door slightly open.
  - ▶ In an apartment, only a condenser dryer is to be used with the Laundry exhaust fan on during use. All other property types that may have non-condenser dryers should have the ventilation pipe running to the outside of the property.
  - ▶ Any signs of condensation and or mould should be wiped away and dried immediately.
  - ▶ If you have followed the above steps and condensation/mould is still problematic, please contact the office.

### RENTAL REFERENCE

- ▶ Our office will provide a verbal rental or tenant reference to other prospective Landlords or Agents on your behalf.
- ▶ All tenancy information is kept on file to ensure we provide an accurate and honest reference. Tenancy information includes, but not limited to: rental payment ledgers, routine & final inspection reports and notes.
- ▶ Please note we do not provide written references.

## REPAIRS AND MAINTENANCE

- ▶ All maintenance must be reported via email accompanied with photos if possible. Alternatively you may complete an online maintenance request form on our website [www.solidpropertymanagement.com.au](http://www.solidpropertymanagement.com.au)
- ▶ While we aim to have all repairs attended to as promptly as possible, it is necessary that we obtain the Landlord's approval and/or quotes before any work can commence. We appreciate your patience on these occasions.
- ▶ If our office arranges tradespeople to quote or attend to any maintenance, they will contact you directly to arrange access.
- ▶ You may give a tradesperson permission to use our office keys should we hold a copy.
- ▶ If a firm arrangement regarding access is not kept by you, the service charge/call out fee from the tradesperson will be passed on to you for payment.

## URGENT REPAIRS

- ▶ Please contact our office immediately on 03 9690 2666 regarding repairs of an urgent nature.
- ▶ If it is outside of our office hours, please contact our after hours tradespeople listed below:
- ▶ Should a tradesperson attend afterhours and find that the repair is either a) not of an urgent nature as outlined below b) due to negligence by yourself and or invitees, c) due to a faulty appliance not owned by the Landlord, you as the Tenant will be responsible to pay for the afterhours call out fee in full.
- ▶ For your reference, the following list is considered an urgent repair under the Residential Tenancies Act 1997:
  - ▶ Burst water service
  - ▶ Blocked or broken toilet system
  - ▶ Serious roof leak
  - ▶ Gas leak
  - ▶ Dangerous electrical fault
  - ▶ Flooding or serious floor damage
  - ▶ Failure or breakdown of any essential service or appliance provided by the Landlord/Agent for hot water, water, cooking, heating or laundering.
  - ▶ Failure or breakdown of the gas, electricity or water supply
  - ▶ Any fault or damage in the premises that makes the premises unsafe or insecure
  - ▶ An appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted
  - ▶ A serious fault in a lift or staircase

## AFTER HOURS TRADESPEOPLE FOR URGENT REPAIRS

▶ <b>PLUMBER:</b>	<b>Ausbuilt</b>	<b>Ph: 0402 455 703</b>
▶ <b>ELECTRICIAN:</b>	<b>Elecflight</b>	<b>Ph: 8838 8311 / 0401 539 880</b>
▶ <b>LOCKSMITH:</b>	<b>Omega</b>	<b>Ph: 9689 3488</b>
▶ <b>GLAZIER:</b>	<b>O'Brien Glass</b>	<b>Ph: 1800 633 721</b>
▶ <b>CLEANERS / CARPET CLEANERS:</b>	<b>Clean To Shine</b>	<b>Ph: 1300 456 457</b>
▶ <b>MAJOR WATER LEAKS:</b>	<b>Flood Response</b>	<b>Ph: 1300 819 396</b>
▶ <b>POWER FAULTS:</b>	<b>City Power</b>	<b>Ph: 131 280</b>
▶ <b>GAS FAULTS:</b>	<b>Multinet gas:</b>	<b>Ph: 132 691</b>
	<b>SPAusNet</b>	<b>Ph: 136 707</b>

## KEYS, SECURITY SWIPES and REMOTES

- ▶ Your Tenancy does not terminate until all keys, security swipes and remotes to the property are returned to our office.
- ▶ You are responsible for rent up until all keys, security swipes and remotes to the property are returned.
- ▶ If you wish to change the locks and the current locks are on a registered system, any new locks/keys must also be registered.
- ▶ If the locks are changed at any time during your Tenancy, please ensure that we received a set of all new keys within 7 days.
- ▶ If any keys, security swipes or remotes are lost, stolen or mislaid, you are responsible for any replacement and or locksmith charges.

## CHANGE OF OCCUPANTS

- ▶ Only those who originally applied and were approved by the Landlord are to reside at the property permanently.
- ▶ If an existing Tenant is vacating the property, our office is to be notified immediately.
- ▶ Any new Tenants must complete an application form PRIOR to moving in, which will be submitted to the Landlord for approval.
- ▶ \*There is a processing fee of \$165.00 inc. GST for each new Tenant, which must be paid prior to processing any Tenant Transfer.
- ▶ Any change in occupant could affect the bond refund process when you vacate.
- ▶ If the Agreement is in joint or multiple names, all parties are individually and jointly responsible.
- ▶ It is a direct breach of your Tenancy Agreement to sub-let or change Tenants without permission of the Landlord/Agent.

## TERMINATION OF LEASE

- ▶ If you intend to vacate at the end of your fixed term Tenancy Agreement, you are required to give 28 days written notice prior to the expiry date of the Agreement.
- ▶ If you are on a Periodic Tenancy, you must provide 28 days written notice to vacate.
- ▶ If you encounter unforeseen circumstance and you have to vacate prior to the expiration of your Tenancy Agreement, please contact the office immediately and we will endeavour to assist you in finding suitable Tenant/s. The fees associated with breaking a lease are:
  - ▶ Rent up until another suitable Tenancy Agreement commences, or to the expiry date of your Tenancy Agreement (whichever comes first),
  - ▶ Should the premises be let at a lesser amount, the shortfall in rent until your lease expiry date,
  - ▶ Reletting expenses including: a pro-rata letting fee, advertising, condition report photos and/or marketing expenses incurred and National Tenancy Database checks on applicants.

\*Fees are subject to change without notice