

TENANT GUIDE

sanders.



rights & responsibilities during your tenancy

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Welcome

At Sanders Property Agents we are mindful of your needs and will always provide the best possible service.

The aim of this guide is to encourage and develop an ongoing professional relationship by making our position clear from the outset and preventing any potential difficulties that could arise from simple misunderstandings.

As you are entering into a Residential Tenancy Agreement, we would appreciate you taking a few minutes to read the following pages.

If you have any questions, please contact your leasing consultant for further clarification.

On behalf of the team at Sanders Property Agents, I would like to welcome you and trust that you will enjoy your time with our company.

Kind Regards,

Peter Geraghty

Director



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Our tenants are clients who...

1. Are very important to our business
2. Are long-term clients of our business
3. Have the right to expect a quality service
4. Deserve courteous & attentive treatment
5. Can provide necessary feedback on our service

Our Job description

We act as an agent for our investors and aim to minimise unnecessary expenses and maximise capital gains. What that means is that to the best of your ability, we ask that you treat the property you are renting as if it were your own.

Important documents to read

You will be supplied with a Sanders USB drive when you collect your keys. It is important that you read all documents saved on this USB drive.

Tenancy agreement at time of signing

The Residential Tenancy Agreement and New Tenant checklist outline both the Landlords and Tenants rights and obligations during a tenancy. We recommend that you read these documents and safely store them for future reference if required. If you are renting a house, you should take note of the clauses that relate to the maintenance of gardens, lawns and edges.

Guidelines for a stress free tenancy

1. In line with our customer first philosophy, we will do our best to respect your dignity and privacy at all times.
2. Allowing for fair wear and tear, please ensure that the property is left in the same condition as when you moved in.
3. Please ensure that the property is maintained internally and externally to the property investors' instructions.
4. Property investors have mortgages to pay, fixed overheads and often rely on rent to make these payments. Please ensure that you pay your rent on time. It is what you have agreed to do. If you do not pay your rent on time and fall into arrears, your lease may be terminated.
5. Please read your initial inspection report closely. If you don't agree with the assessment of the condition of the property, it is best for this to be voiced at the beginning of your tenancy.
6. We act on our investors' instructions. Part of our job is to maintain the property and as a tenant you have agreed to do the same.
7. We will inspect the property throughout your tenancy, and naturally we will always give you the required notice.
8. Our investors are kept informed of our routine inspections and of the state of their property through our reporting system, which will involve photographs. We also may invite them to attend these inspections personally if required.



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Frequency of rental payments

All rent payments are to be paid in advance. Please be aware that it is your responsibility to pay rent on time. If your rent falls in arrears, you will be notified by our office and will be served with a written Notice of Termination.

Paying rent

All rent collected is transferred to our owners on the last business day of each month. To avoid collection problems, we require you to pay your rent by Direct Debit. We ask that you supply your bank account details allowing for the direct collection of rent from your nominated account to our trust account on the day the rent is due through Westpac PayWay.

Property condition report

You have been given two copies of the initial inspection report. We advise that you check them immediately. If there are any discrepancies please contact our office as soon as possible.

A signed copy of the inspection report is to be returned to our office within seven (7) days. The second copy is for your records. If we do not receive your signed copy we will assume the report is correct and your final inspection, at the termination of your tenancy, will be based on the original report supplied to you.

Routine inspections

You will always be advised by post, email or phone of a routine inspection. The first inspection will be carried out approximately three (3) months after you move in. If you are unable to attend, we will use the master key set. Please leave information of any maintenance required on the kitchen bench.

Telephones

Owners are not responsible for the availability of a telephone service. You must organise this at your own expense. No additional plug extensions are permitted without permission.

It is your responsibility to leave in the same manner of connection or operation, any telephone service installed in the premises at the commencement of your tenancy period (i.e. if the telephone is connected when you move in, it must still be connected when you vacate). Your owner may reimburse some of the costs, which are directly payable for the line from the street to the house (required in a brand new property). You will be required to pay the balance which contains the connection fee.

Connection of services

Electricity, phone, internet, Pay TV and gas are your responsibility to connect.

Below are some companies that offer these services.

Electricity

Energy Australia - 136 102

Origin Energy - 13 24 61

AGL - 1300 245 668 or visit <https://www.agl.com.au/signup#connection>

Telephone

Telstra - 1800 283 407

Optus - 1300 555 241

Gas

AGL - 1300 245 668 or visit <https://www.agl.com.au/signup#connection>

Pay TV

Foxtel - 131 999

Optus - <https://www.optus.com.au/customercentre/relocation>



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Picture hooks

No hooks are permitted on walls without the consent of the property owner. No Blu Tack or any adhesive tapes are to be used.

We understand that you may require some items to be hung and ask that you first seek approval. We recommend 3M adhesive hooks as they can hold up to 20kg and can be carefully removed.

Insurance

The property owner insures the building but not your possessions. We cannot stress strongly enough that you take out Contents Insurance for your belongings in case of damage.

Water usage

The meter is read and recorded prior to you moving in. Water is calculated on a daily basis and you will be charged on a quarterly basis. You will be required to pay your water usage account within twenty one (21) days. This money can be paid in the usual way you would pay your rent.

Gardens & lawns

It is a condition of your tenancy that lawns and gardens are watered and maintained regularly. Please keep on top of weeding as it might create extra work and possible cost to you when you vacate. The property has been photographed at the beginning of your tenancy. You are urged therefore to maintain the set standard so that a similar condition is apparent at the end of your tenancy.

Pools & spas

Where applicable, you are responsible for the full maintenance and cleaning, as well as the purchase of any required chemicals. Filters must be run four (4) to six (6) hours per day. All pool/spa equipment must be left in a clean and working condition at the termination of a tenancy.

Completion of tenancy

Written notification must be given when you intend to vacate the property. Your notice can be faxed, mailed, hand delivered or emailed. You must also call our office to confirm your notice has been received.

You will be sent a letter which outlines all the steps and requirements that must be followed prior to the final inspection. The purpose of this inspection is to deal with any matters that might need special attention or maintenance. You will also be advised of your vacate date and time. Once you have vacated the property, we will undertake the final inspection.

Keys

Rent is charged until all keys & remote controls are returned. Keys & remote controls must be handed into the office on the day you vacate.



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Bond

Your bond must be paid to Rental Bonds Online which is controlled by Fair Trading NSW. Rental Bonds Online is a online service helping tenants, agents and private landlords to lodge, manage and refund bond monies easily and securely.

The service allows you to securely pay your bond directly to NSW Fair Trading with either a credit card or BPAY. You can check the status and progress of your bond lodgment or refund at any time through your Rental Bonds Online account. You will receive email and SMS notifications relating to your bond.

Bond is paid in your name, but it is not transferable from one property to another. You will receive your bond refund at the end of your tenancy, providing all monies are paid and a satisfactory final inspection has been completed.

Requests for improvements

It is important to the property investor that you are happy. Having said that, it is not always possible for an investor to afford every request made by a tenant. In most cases the investor will try to be reasonable and often negotiation and compromise will result in an acceptable outcome for both parties.

Help! I am locked out

We have all done this from time to time. If it happens during our business hours, we usually have duplicate keys at our office. However, should it occur after hours, you are in the same situation as everyone else. You will have to call a locksmith and you will be liable to pay the locksmith directly for any costs involved.

Change of employment

It is important that you notify our office should you change your place of employment or business phone number during the course of your lease.

Changing locks

If you are renting a brand new property, most doors will be keyed alike. Locks can only be changed with the permission of your Property Manager.

If you urgently change or add a new lock, please ensure that a copy of the new key is delivered to our office.

Smoking

Smoking is not permitted inside the property under any circumstances. Not only could it lead to a potential fire hazard and/or carpet burn it may also damage the paint on the walls and ceilings, as well as furnishings such as blinds. If damage occurs, you may have to replace them at your own expense.

Pets

Pets are permitted only when full permission and approval is granted by the owner.

Investors have differing opinions on pets, but they all agree on one thing. Damage caused by pets creates major problems.

Common areas of concern are:

1. Broken fly screen doors
2. Scratched doors and/or floor boards
3. Garden and lawn damage
4. Fleas
5. Dog and/or cat smells (urine) inside the property

If you were approved to have a pet at the property, you are liable to rectify any damage that your pet has caused prior to the end of your tenancy. If the owner has agreed to let you have a pet, please ensure that it is well cared for and kept outside. Additional attention will be required when vacating the property at the end of the tenancy.



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Subletting

Only those named on the lease may reside at the property.

Property for sale

If during the course of your tenancy, the owner decides to sell the property you are renting, you will be notified. Inspections will be necessary provided reasonable notice is given. You are required to provide reasonable access to the Selling Agent. Reasonable access is deemed to be two (2) set inspections per week for one (1) hour at a time, on said days over the selling period. The salesperson will always be in attendance at the open for inspections and prospective purchasers must provide a name and telephone numbers. They will ensure that any inconvenience is kept to a minimum. The salesperson may use photographs which depict your belongings during the sale process.

I have no power!

If you find you have no power in the property the first thing to do is check neighbouring houses. If neighbours are experiencing the same problems then power should be restored to your suburb in due course.

If it appears that the outage is only affecting your property, check for a faulty appliance. If a fuse in your power box keeps tripping when you use an appliance such as toaster or kettle, your appliance could be faulty and may need replacing.

If the above doesn't work or isn't applicable, please call 9528 9299 and we will have an electrician investigate the problem.

I don't have water

If you have no water, the most likely case is Sydney Water carrying out repairs in your suburb. They may be attending to repairs or doing maintenance to a broken or damaged water main which requires shutting off the water that services your property. During these times we, as your property manager, aren't notified. Please call Sydney Water on 13 20 90 (24 hours a day, 7 days a week) to find out what the problem is and when you can expect water supply to return.

Smoke alarms

Under the Residential Tenancies Act:

1. Landlords are responsible for the installation of smoke alarms in rented premises.
2. Landlords have the right to access the rented premises to fit or maintain smoke alarms after giving the tenant at least 2 days notice.
3. Neither the landlord nor the tenant are, except with reasonable excuse, permitted to remove or interfere with the operation of smoke alarms fitted in a rented premises.
4. When a smoke alarm is of the type that has a replacement battery, it is recommended that the landlord put a new battery in at the commencement of a tenancy.
5. After the tenancy begins, the tenant is responsible for replacing the battery if required.
6. The condition report includes a specific reference to smoke alarms so that tenants and landlords are able to note and comment on the presence of smoke alarms at the beginning and end of the tenancy.



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Repairs

A very important part of property management is ongoing repairs and maintenance. To avoid any misunderstandings it is important that we explain to you the way the maintenance procedure works.

Maintenance falls under two (2) main categories.

1. General Repairs & Maintenance
2. Emergency Repairs

General repairs & maintenance

Your co-operation is appreciated in reporting any repairs or other necessary maintenance that may require attention. Our tradespeople will always contact you directly to arrange a convenient day and time to undertake the required works. Please do not arrange maintenance yourself.

General repairs and maintenance make up 95% of all work carried out by our tradespeople. These are normal wear and tear, day to day things that happen in any household such as dripping taps and sticking doors

To request a repair go to www.sanders.com.au, select the 'Renting' tab, then select 'Maintenance Request' and complete the details of the repair required.

Emergency repairs

Fortunately these are rare but they are easily identifiable. These are things that have the potential to be life-threatening or to cause major damage to the property such as major flooding, overflowing hot water systems, storm damage and danger from electricity.

In an emergency situation, please call us on 9528 9299. You will still need to follow this up with the request in writing through our website www.sanders.com.au

Hot water systems

If your property has an electric or gas storage hot water system and the system leaks, there is an inlet tap on the unit which will turn off the water supply.

Tap washers and leaking pipes

The same as above applies if a washer on any hot tap goes, causing it to continually run. The tap connected to the hot water system can be turned off to avoid further wastage. In respect of cold water, in most cases, there is a control tap within the premises, which can turn off all water to the property until repaired.

Where is the tradesperson?

We have preferred tradespeople that have been carefully selected and fully understand our code of practice. Tradespeople are instructed to ring you and to keep you fully informed of the work being done. Each tradesperson is self-employed and usually busy. They will always do their best to get your approved maintenance done as quickly and conveniently as possible. They appreciate your understanding and co-operation. Please make sure that your property manager has all of your contact numbers so that the tradesperson can get in touch with you to organise the required works.



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Mould prevention & treatment

Mould can cause a state of disrepair if not managed. This can be the result of the Residential Tenancy Agreement by the tenant (e.g. if the tenant fails to ventilate the premises).

Mould should be removed as soon as it appears and completely eliminating it and/or its causes can require persistence.

The cheapest and easiest way to reduce the risk of mould is to actively monitor moisture and humidity levels. Ensure the property gets adequate ventilation by opening a window or door and if possible create cross ventilation.

Overview

Allowing for fair wear and tear, the property should be left in the same condition as it was in at the start of your tenancy period. The final inspection and accompanying documentation play a very important part in the recovery of your Rental Bond. Experience has shown that the best way for you to be confident that things will go smoothly is to ensure that the property is immaculately presented prior to the final inspection taking place.

Waste bin collection

Enter the following URL into your web browser to find out your waste collection day.

<http://www.sutherlandshire.nsw.gov.au/Residents/Rubbish-and-Recycling/Residential-Bins>

Blinds & curtains

Do not leave cords on blinds or curtains hanging. Use safety devices to keep the cords out of reach of children.

All furniture including cots and beds should be moved away from curtain or blind cords to ensure that children cannot reach them.



