

A close-up photograph of a hand holding a set of keys. The keys include a large black keychain and several metal keys. In the background, a blurred image of a house is visible, suggesting a real estate context.

# **Tenants Information Guide and Reference**

Please read and retain this document for future use

# WELCOME TO YOUR NEW HOME

We at Property One Chelsea are committed to providing a high standard of Property Management services throughout your tenancy.

In order to provide you with the best possible service, its important that you understand your rights and responsibilities as a tenant, your Landlords rights and responsibilities, and how we as the Managing Agent for the Landlord, require you to interact with our office, so that we can address any matters that may arise swiftly, and efficiently.

## OFFICE DETAILS

486 Nepean Highway, Chelsea VIC 3197

Your Property Manager can be contacted:

Email: [rentals@propertyone.melbourne](mailto:rentals@propertyone.melbourne)

Phone: 9773 2826 / Sarah 0432 611 003

Emergency only: James Bell 0400 080 422 / Peter Hansen 0414 622 955

## COMMUNICATION

Quite often we are out of the office on appointments for extended periods of time, if you require assistance we recommend either making an appointment or emailing your query so we can best respond. If the matter is of an urgent nature always contact the office.

We require accurate and detailed communication from you when issues may arise. The more information you provide us, the easier it is for us to resolve the problem quickly. It is a requirement of the Tenancies Act that you inform us of all maintenance at the premises as soon as you become aware of (always in writing).

## CONDITION REPORT

A very important form when moving in. You will be provided with 2 copies of the condition report with photos when moving into your new property. Please sign & return within 3 business days to our office with any comments you wish to make. At the time of vacating we will complete an exit condition report that we compare against the ingoing condition report (less fair wear & tear).

## UTILITIES

It is your responsibility to have gas, electricity & all other utilities of your choice connected in your name. We will contact the local water authority & advise them of your personal details to connect the water usage into your name.

## OCCUPANCY

Only the people originally included on your application and approved by the owner are permitted to reside at the property on a permanent basis. If a new tenant wishes to replace an existing tenant, our office must be informed, in order to complete a new application and transfer of bond.

## PAYING RENT

We offer a direct debit service – payments need to be processed 2 business days prior to the due date.

Alternatively, payment can be made to the following:

Account name: Property One Sales & Management

Bank: ANZ

BSB: 013 264

Account no.: 4655 23047

Please use your FULL NAME as a reference.

## RENT ARREARS

At Property One, we have a **zero tolerance to rent arrears**. By signing your lease, you are acknowledging your understanding of this policy and committing that you will ensure that your rental is always paid on time and in full in accordance with your tenancy agreement.

Our procedure for dealing with Rent Arrears is:

TIME ELAPSED	REMINDER NOTICE
Day 1 to 3	On <b>Day 1 to Day 3</b> of rent not being paid, you will receive a text message, phone call and/or email reminding you that your rental payment has not been received.
Day 4 to 9	If you do not contact us immediately to resolve the issue you will be continued to be contacted on <b>Day 4 to Day 9</b> by text, phone call and/or email.
Day 10	If your rent has not been paid by <b>Day 10</b> you will receive a text, email and/or letter advising that if your rent is not paid within the next 4 days a <b>Notice to Vacate</b> will be issued.
Day 15	If your rent is not paid in full by <b>Day 14</b> a <b>Notice to Vacate</b> for rent arrears will be issued without further notice and an application will be made to the Residential Tenancies Tribunal for possession of the property and all costs involved.

## VACATING THE PROPERTY

**A tenant is required to notify the landlord/agent of their intention to vacate the premises, by providing 28 days written notice.**

A tenants notice of intention to vacate must:

- Be in writing and be signed by all tenants
- Give the date the tenant plans to vacate, taking into account the amount of time required for service of a notice under the Act.
- A complete list of notice periods and associated reasons for giving notice is provided in the Consumer Affairs Guide that was provided by us at the commencement of your tenancy.

## **BREAKING LEASE**

If you find yourself in a situation where you must terminate your lease early, referred to as a lease break, the following conditions apply:

- The tenant must notify the agent in writing as soon as possible.
- The tenant must continue to pay rent until the property is either re let, or until the expiration of the lease, whichever comes first.
- The tenant must pay all advertising costs incurred in re -letting the property. You will be notified of these charges upon receipt of your written lease break form.
- The tenant must pay all other re letting costs including the landlords letting fee. This is the fee that we charge to market and complete documentation for a new tenancy.

## **MAINTENANCE**

We ask that you report any matters requiring repair or maintenance in writing, and with photos if possible, immediately to avoid the risk or injury to visitors or damage to the rented property. Any maintenance arranged by the tenant outside our normal business hours will be at the tenants cost unless it is proven to be an extreme emergency. The only type of maintenance that will be dealt with over the phone is \*EMERGENCY\* maintenance. You will find a list of emergency repairs recognised under the Tenancy act in the red book provided at the beginning of the tenancy.

## **CONTENTS INSURANCE**

Please be aware that the Landlords 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.

## **KEYS**

It is your responsibility to make sure a spare set of keys is available should you lock yourself out of the property. If we have a spare set of keys you are more than welcome to call into our office during business hours to collect our set of keys (\$100 refundable deposit required)

## **RUBBISH**

Must be placed in the proper council bins provided. Rubbish placed in boxes or bags will not be collected.

## **PICTURES**

Do not use Blu-Tac or sticky tape or sticky type substances to hang pictures on the walls as removal of these usually causes damage to the walls. If no picture hooks are in the premises we recommend using Command 3M hooks.

## **GARDENS**

You are responsible for the lawns and gardens unless specified beforehand. This includes watering, weeding trimming and mowing.

## ROUTINE INSPECTIONS

We carry out routine inspections on all properties every 6 months, however the first inspection after you move into your property will be in 3 months time. You will always be advised via email of the date and time, and the Landlord may also attend. This is always a good opportunity to point out any maintenance concerns. If you are not present we will access the property with spare keys.

## SAFETY COMPLIANCE

It is important that all smoke detectors and all appliances are in working order Legislation was passed in March 2021 whereby Rental Providers (Landlords) must have gas & electrical safety checks done every 2 years with compliance certificates provided to the Rental Provider or your Managing Agent, smoke detectors also must be checked every 12 months, by a specialised approved Company.

Many tenants are unaware that in the event of a fire your insurance company may not pay out a claim if it was established that a smoke detector was not operation. **Disabling a smoke detector in a rented premises will make you liable for damage that may occur.**

## BOND

Your bond is held at the Residential Tenancies Bond Authority & held until you vacate the premises.

## BOND REFUND

Once you have vacated the premises we will endeavour to conduct a final inspection within 3 business days. Once we have confirmed the property has been left in a satisfactory acceptable condition, your Bond Claim will be processed electronically for completion.

# TROUBLE SHOOTING

## HEATING

Check to make sure either the power is switched on or the gas pilot light is on.

## HOT WATER SYSTEMS

If the water is not hot check the following:

- Is the power switched on/or is the gas pilot light on?
- Metre box for either a tripped switch or blown fuse
- Is system full of water?
- 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 summer and water will get colder quicker.

## 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

Leaking into wardrobes or any area backing onto the wet area – a regular check of these areas is advisable. If the carpet/plaster or architrave is wet, sponge and dry areas thoroughly and check again after use of the wet area.

If left this could lead to serious damage, so please advise our office.

## FAULTY SWITCHES/FANS/LIGHTS

Do not touch or attempt to investigate, all electrical items need a licensed electrician. Check the bulb first and then the fuses in the metre box.

## POWER

Check fuse box for tripped switch or blown fuse.

Check any appliance in use, many appliances in use at the same time may overload the system and cause power failure. Garage remotes, check if batteries are faulty or need replacing. Some systems need to be re coded when batteries are replaced.