



During Your Tenancy

Property Condition Report

At the start of your lease, you'll be given an in-going property condition report. WE recommend you promptly fill out the report and return to us, either via email or post within 7 (SEVEN) days of moving in.

NB: If you spot any repairs to be made or any maintenance issues at this point, please email us about those separately or submit a repair request.

Rental Payments

It's important for you to pay your rent on time and always provide your rental reference number so we can identify your payment and allocate it to you. Arrears are recorded on your rental ledger, which may harm your chances of success in future tenancy applications.

Fingers crossed we won't have to, but we'll notify you as a courtesy if a payment hasn't been made on time.

Outgoing Charges

Any invoice you receive, say for water usage or other outgoing charges, should be made into our trust account – i.e., never directly to billers such as Water Corporation. We will always give you adequate time to make your payments.

Repairs and maintenance

As a tenant, you're our eyes and ears. We rely on you to report any issues to us and as soon as practical. Repairs are classified as either Urgent or Non-Urgent, and there are defined in the Residential Tenancy Agreement.

Please email and call as soon as possible with details about your urgent repair situation. If you're experiencing a power or water outage we recommend checking online first to see if there is an outage affecting your street or area.

We ask that all issues are reported to us as soon as practical as to avoid any risk of injury to you or your visitors.

Non-Urgent Repairs

For Non-Urgent repairs, we ask that you email us, or use the Tenant Portal. It helps if you can be as specific as possible – and let you know your access preferences.

If you you've reported a repair and a tradesperson has not contact you within 48 hours, do let us know. In most cases, we'll ask that you be at home to allow tradespeople access.

Smoke Alarms

Tenants are responsible for changing batteries in smoke alarms if needed during the tenancy. If smoke alarms are removed or tampered with, tenants will be responsible for the cost of their replacement.

Keys – Locked out or locks changed?

In most cases, we can't guarantee we'll be available to give you access with spare keys should you lock yourself out. Plus, we may not have all keys to access your property. In the event of a lockout, it will be your responsibility to arrange and pay for a locksmith.

If we can get to you and give you access, there will be a \$150.00 charge.

You are required to provide us with a copy of any new keys if locks are changed during your tenancy.

Pets

If a landlord approves your request for a pet, we've likely encouraged this. We love pets of all shapes and sizes. We do; however, need the landlord's express permission. You will be liable for any damage or condition discrepancy that your pet (s) may cause. Special conditions relating to your pet approval will form part of your Tenancy Agreement.

Areas of common concerns tend to be:

- Broken and/or scratched doors and walls
- Fleas in the property after you have moved
- Stains on timber floors, requiring sanding and polishing
- Damage to carpet underlay and odour resurfacing after you have moved

If you and your pet have been approved, please be mindful of these concerns and consider things from an owner's point of view.

General Maintenance

There are plenty of common-sense things you can do to make sure you get your bond back and great reference from us. For example:

- Allow natural light and airflow and stay on tip of any mould that appears.
- Give bathrooms a thorough clean every two weeks, including showers and grout.
- Vacuum and dust regularly, especially if you have any furry friends.

- Clean the stovetop, oven, and walls around cooking areas with non-abrasive sponges.
- Hot tip: if it's not an ironing board, don't use it to iron on.
- If you can't quit smoking, quit smoking inside.

Ending Your Tenancy

When you're ready to move on, we'd appreciate you advising us in writing with as much notice as possible. Be aware also, there are minimum notice requirements depending on the status of your lease at the time.

Once we've got your notice, we'll give you all the information you need for a smooth final inspection and a glowing reference from us.

More on your rights and responsibilities

If you'd like more info about your rights and responsibilities as a tenant, head over to Department of Commerce (insert link), where you'll find a range of guides and fact sheets.

Alternatively, reach out to us. We're appointed by the owner, but we'd never deny a tenant access to their rights or something as simple as honest advice.

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