

# WELCOME TO YOUR NEW HOME!

## TENANT INFORMATION SHEET

We look forward to being of assistance to you. We strive to give both our owners and tenants a first class management service. This does however require your co-operation and understanding. In the interest of making the process easier for both of us, we have compiled this information letter. Please ensure that you take the time to read the important information.

### CONTACTING OUR OFFICE

To receive prompt action, the best form of contact with our office is via email or fax. If you do not have access to email, feel free to contact our office directly by telephone on 9949 7077.

### COMMUNICATION

It is important that all requests are submitted to our office in writing.

### MAKING APPOINTMENTS

It is important that if you wish to visit the office to discuss any issues with a property management staff member to arrange an appointment time. Our property management staff are often out of the office conducting inspections and we know that there is nothing more annoying than having to wait.

### RENT

The tenant agrees that it is their responsibility to pay rent in advance. Rent is due on or before the due date (the date you have paid rent up to). The tenant agrees to contact the Agent should they not be able to pay rent by the due date. "Please ensure that you retain all receipts for your records". Please remember our lessors have financial commitments to meet and they rely on rent being paid on time.

If your rent falls into arrears we will contact you with a friendly reminder. If you continue to be in arrears more serious steps will be taken.

**Under NO circumstances is cash accepted at the office for security reasons.**

### REPAIRS

The tenant agrees to notify the Agent of any damage or repairs that may be required on the property. At all times your first contact to organise the repairs must be to our office. If a genuine emergency problem occurs out of the office hours (i.e. Saturday Afternoon, Sunday or after 5.00PM Monday to Friday) please contact-

*Plumber:* Ryan Manfield 0401 554 811;

*Electrician:* Matt Flemming 0407 465 990

*Locksmith:* Plush Locksmiths 0418 242 363

All general repairs must be reported to our office in writing. Please fax, email or drop in a written request to our office. If work is carried out at the premises by a tradesperson, the tenant agrees to contact the Agent to advise that the work has been completed. If a tradesman is required to attend the property and a suitable time has been agreed between the tenant and the tradesman and the tenant is not home, the tenant agrees that they will be charged for the standard service call for attending the property.

If a repair request is reported to our office and it is caused by tenant neglect, the tenant agrees to be responsible for the payment of the account. For example, power failure due to one of your faulty appliances, a foreign object blocking toilets or garbage disposal units. It is the tenant's responsibility to replace any blown light globes throughout the property and replace any cracked or broken windows or screens.

**IF YOU ARE EVER UNSURE OF WHOSE REPSONSIBILTY THE REPAIR IS CONTACT OUR OFFICE**

### **TERMITE MANAGEMENT**

Termites in properties can cause major damage in homes. To assist us with termite management please adhere to the following points. The tenant agrees to report any unusual mud build-ups or mud tracks around the house. The weep holes in the external brickwork of a home are a favourite entry point for termites. It is important that these external weep holes are kept visible. Don't allow garden beds, soil or mulch in gardens to rise about this level. Do not store items against the external wall of the house. Ensure that you report plumbing leaks to our office promptly. If you notice termite mud galleries or other activity, it is extremely important not to disturb or interfere with them.

### **ROUTINE INSPECTIONS**

Our office will carry out periodic inspections on the property to ascertain the condition of the property and necessary maintenance requirements. (7 days written notice will be given to you on all occasions). This inspection also provides an opportunity for you to point out any problems or maintenance that you think may be necessary.

### **LOCKED OUT OF THE PROPERTY**

If you find yourself locked out of your property you may visit our office to collect our office set of keys. It is important to note that for privacy and security reasons, we are only able to give keys to tenants listed on the tenancy agreement and photo identification must be produced.

### **BREAKING OF TENANCY AGREEMENT**

We can assist you should you wish to break your tenancy agreement. The following conditions will apply: -  
The tenant is responsible for and must pay rent until the property is relet to a suitable tenant and binding agreement to enter into or until the end of the tenancy agreement, whichever is sooner.

The tenant must pay for reasonable lessor compensation costs being equal to the first weeks rent or as otherwise agreed. The tenant must also pay for all advertising costs expended by the office in the process of securing a new tenant.

### **GIVING NOTICE**

The tenant agrees that when giving notice it must be in writing (in the prescribed form) and handed or faxed to our office. The notice is not effective until we receive this form. **Two weeks written notice** is required prior to the end of your tenancy agreement (this notice can be given up to and including the last day of the fixed term of the tenancy agreement or **three weeks written notice** is required if your tenancy agreement has expired

### **CONTENTS INSURANCE**

It is the tenant's responsibility to insure his or her own belongings and furniture. With the ever-increasing incidence of burglary and theft, we strongly recommend you take out contents insurance.

### **PRIVACY STATEMENT**

Our office is required to collect personal information from you to manage the tenancy. The information collected may be disclosed to the lessor, tradespeople, government departments or bodies, tenant database registers, body corporate companies, strata managements, referees (real estate agents or lessors), tribunals, courts, insurance companies or other related third parties necessary to manage your property or as required at law. If you would like access to your information or wish to correct incomplete or out of date information, please contact our office.

### **TENANCY HICUPS**

We respect your rights as a tenant to quiet enjoyment and privacy during your tenancy and we will do our best to help you during our time together. However, should you believe you have a problem, which is not being treated fairly by our staff, please put your complaint in writing and we will attend to it promptly and respond to your problem within seven (7) days.

## **ABOUT US**

Our office hours are Monday to Friday 8.30am – 5.30pm and Saturday 8.30am to 3.30pm. The office is shut on Sundays, Public Holidays and during the Christmas/New Year period.

Our Property Management team comprises of Trent Docherty, Melissa Gray, Brooke Docherty, Carly Collins, Angie Docherty and Elliott Shoebridge. All inquiries should be directed to them.

If you are concerned about any matter pertaining to your tenancy just call us. We are able to solve most problems before they escalate, making your tenancy as trouble free and enjoyable as possible. We wish you a happy tenancy and ask for your co-operation.

## **HELPFUL TELEPHONE NUMBERS**

Energy Australia Ph: 131 535

Telstra Ph: 132 200

AGL Gas Ph: 131 606

## **Our Asset Management Team is here to assist you during your tenancy**

Kind Regards,

Property Management Department  
**CUNNINGHAMS REAL ESTATE**