



Renting with Highlands Property tenancy handbook



HIGHLANDS PROPERTY

tenant's handbook

A Guide for Residential Tenants

Section I	Signing Up and Moving In
Section II	Complying with Your Lease
Section III	Taking Care of the Property
Section IV	Helpful Hints
Section V	Moving Out



Tenant's Handbook

You've been approved

Congratulations on your tenancy approval and welcome to the Highlands Property community.

You have been approved because we are confident that you will be able to pay the rent on time all the time, keep the property clean and tidy inside and out, and ensure that the property is properly maintained.

We have prepared this Handbook to assist you to prepare for your tenancy and to help set the right expectations for your tenancy with us.

We believe that a smooth relationship will most likely occur when the expectations are set at the start.

Please familiarise yourself with this Handbook as soon as possible and refer to it whenever you have a question during your tenancy.

September 2011

Applicable law

The legal relationship between landlords and tenants is governed by the NSW Residential

Tenancies Act 2010 and the accompanying Residential Tenancies Regulation 2010.

These are available on-line at

[http://www.legislation.](http://www.legislation.nsw.gov.au/sessionalview/sessional/act/201042.pdf)

[nsw.gov.au/sessionalview/sessional/act/201042.pdf](http://www.legislation.nsw.gov.au/sessionalview/sessional/act/201042.pdf) (the Act) and

[http://www.legislation.](http://www.legislation.nsw.gov.au/sessionalview/sessional/sr/2010664.pdf)

[nsw.gov.au/sessionalview/sessional/sr/2010664.pdf](http://www.legislation.nsw.gov.au/sessionalview/sessional/sr/2010664.pdf) (the Regulations). Unless otherwise noted, references herein to “the Act” or to “legislation” are references to this body of law.

Disclaimer

This handbook has been prepared by Highlands Property as a general guide for residential tenants.

The information herein relating to the Act and the law generally is intended only as a summary and overview of matters of interest. It is not intended to be comprehensive nor does it constitute legal advice.

Our officers, employees, agents and associates believe that the information and material in this handbook is correct at the time of publishing but do not guarantee or warrant the accuracy or currency of that information and material.

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Section I

Signing Up and Moving In

Getting connected

Utility connections

It is your responsibility as a tenant to ensure that power, gas, phone, internet, etc are connected to the property in your name. Payment for these services is also your responsibility. You should start to arrange these connections for yourself, immediately after you are approved for tenancy, have paid your holding deposit, and have an agreed tenancy start date.

www.connectnow.com.au

connectnow.

www.directconnect.com.au

Direct  **Connect**



Wanting help to get you connected?

There are free services that can assist you to connect all these utilities. Use of these services can remove the need for you to pay an account set up bond to the utility company: so check them out, they could save you money!



Should you wish to arrange connections yourself, here are some useful numbers:

	Power and Gas
AGL (Gas or Electricity)	13 12 45
Integral (Gas or Electricity)	13 10 02
Origin (Gas or Electricity)	13 24 61
Telephone and Internet	
Telstra	13 22 00
www.telstra.com.au	
Optus	13 33 45
www.optus.com.au	



Important condition - intact telephone line

It will be a condition of your tenancy that if a phone landline is intact when you take occupancy, you will need to ensure that the line is intact when you vacate. If this service is not used or connected the phone company may, after a short time, come and remove the line from the property, resulting in high costs for you to have the service restored for the next occupant.



Section I

Getting ready for your tenancy

To ensure your tenancy gets off to a good start, please observe the following important points regarding your tenancy induction:



- a) Keep your appointment time - the appointment time for your tenancy induction has been set amongst other appointments. If you are late, your induction may have to be rescheduled several hours later. Avoid being inconvenienced: call ahead so we can confirm if another appointment time will be needed to accommodate your delay.
- b) Appointment time allocation - as we need to explain all your tenancy details thoroughly, please allocate up to 30 minutes for this appointment.
- c) Tenancy induction on weekdays - we conduct tenancy induction meetings on weekdays, not at the weekend.
- d) All persons to be present - all co-tenants approved on the application will need to be present (all those people who will be legally responsible and will be signing the lease).
- e) No cash policy - we have a no cash policy! Please pay your initial money with a Bank Cheque or Australia Post Money Order. We regret that we are unable to accept a personal or a company cheque, and for security reasons, we are unable to accept cash. Alternatively, you may arrange to pay your first payment of 2 weeks rent and 4 weeks bond by EFT, however this must be arranged with enough time for funds to transfer to our trust bank account before your tenancy induction appointment.
- A good relationship right from the beginning certainly keeps things simple for us, and for YOU.*
- f) Bank Cheques/Money Orders are to be made payable to Highlands Property.

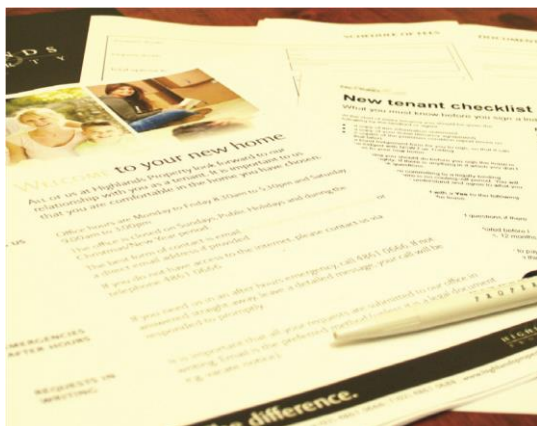
Possession

Possession will be granted only once the following have been satisfied:

- a) Tenancy start date - possession will only be granted on or after your tenancy start date as per the lease.
- b) Rent - your first 2 weeks rent has been received by our agency.
- c) Bond - your full 4 weeks bond payment has been received by our agency.
- d) If you have paid a holding deposit, that amount will go towards the initial rent and bond, (b) and (c) above
- e) Tenancy induction - you have attended a tenancy induction meeting and signed the lease (details below).

Keys not issued early

It is important to note that we are unable to issue keys early, or grant access to the property any earlier than the tenancy start date (even to move boxes into a garage). Under no circumstances can we issue any keys earlier than the start date of the tenancy, for legal and security reasons.



Getting ready for your tenancy

Your tenancy induction meeting

During the tenancy induction we will go through the following with you:

- a) Your lease (tenancy agreement) - the legal agreement between you and your landlord specifying all the details of your tenancy, including any special conditions. This must be signed by all parties.
- b) Payment of rent - how you will pay your rent.
- c) Zero tolerance rent policy - we will explain our policy of zero tolerance for late rent payments.
- d) Bond lodgement - the lodgement form that will accompany the lodgement of your bond with the Rental Bond Board must be signed.
- e) Property condition report - we will explain what you need to do with your property condition report.
- f) Repairs and emergency/urgent repairs - our procedure will be explained.
- g) Compulsory legislation information booklet - will be issued to you.
- h) Any other important matters and questions
- i) Monies receipted - at this appointment we will issue you with a receipt for your payment of initial rent and bond, unless already receipted beforehand.



After all of this is completed, you will be given access to the property by providing you with the property keys.

Rent payment methods

You should plan to pay rent by one of the following three methods:

- Allow us to establish a direct debit arrangement with your bank, so that we draw the rent directly from your bank account on the rent due date. You then don't have to remember to do anything (other than ensure there is sufficient money in your account on that day). Download the form to set up a [direct debit](#) from our website.
- You establish a direct credit arrangement with your bank. This is an instruction that you give to your bank to send the rent to our trust bank account on the day that ensures it is received in our account on each rent due date. Depending on which bank you use, this could mean the direct credit date being up to 3 business days before the rent due date to allow for the transfer between banks. Download the form to set up a [direct credit](#) from our website.
- Internet banking or other EFT arrangement. This is a direct transfer from your account to our trust bank account performed each time you pay

rent. This must be done in time for the rent to reach our account on the rent due date. The downside is that you have to remember to do it every time rent is due.

We can also accept rent by cheque, credit card, or cash (only when absolutely necessary), but the three methods above are strongly preferred, and more convenient for you.

Refer to pages 18 to 21 of this Handbook for further information about payment of rent.

Moving into your rental property

Section 1

bond

Changing address

Ensure that you let all financial organisations, and other important bodies you deal with, know of your change of address.

Your bond will be lodged with the Rental Bond Board. In the month following your lease start date, you will receive a confirmation directly from the Rental Bond Board indicating your bond lodgement number.

Contact details

Once any new contact details are available, like a landline phone number and postal address, (if different from your residential rental property address), please send these details to us. Make sure also that you tell us whenever any of these details change.

Property condition report

The property in-going condition report is an integral part of your lease. It is a detailed account of the condition of the property at the start of the tenancy and is used as the basis for monitoring the condition of the property throughout the lease, and particularly at the end of the lease.

Keys

You may copy keys if you wish. However, we will need back all keys given to you at tenancy start, plus all extra copies created during your tenancy period.

When preparing this report for your tenancy we take a large number of digital photographs of the property to support the written report. These are retained on our file for future reference.

With prior permission from the landlord (through us), you may also change locks during your tenancy, but you must immediately provide us with two copies of all the relevant keys.

Your in-going condition report is extremely important. Please ensure it is double checked, signed and returned to our office within 7 days of the tenancy start date.



Please ensure that you return a signed/ amended copy of the property condition report to us within 7 days of the tenancy start date. If this is not returned, our original inspection report will be used for end of tenancy comparison, regardless of whether you agreed with the original inspection report or not.

Also, if you fail to note on to the returned report any pre-existing damage that you find, that for whatever reason was not noted on the report given to you, you may be held responsible for that damage at the end of the tenancy.

Tenant contents insurance

It is recommended that you arrange your own tenant contents insurance.

It is important to note that should your goods be damaged or destroyed by circumstances affecting the landlord's property (i.e. fire, storm damage, power outages, water leaks etc) then your goods and possessions are not insured by the landlord.

Example one: An electrical fault in the building starts a fire and the property is destroyed. Your possessions will not be covered by the landlord's insurance.

Example two: You are away on holidays and the power cuts out due to an electrical fault in the building. You return home to find your

fridge/freezer goods spoiled. The landlord's insurance will not cover your lost food.

Example three: A storm blows a tree onto the house and in the process, your belongings are damaged. The landlord's insurance will not cover your possessions.

Example four: A pipe bursts and water floods the house and damages your furniture or clothing. The landlord's insurance will not cover your possessions.

Quality tenant contents insurance should cover your goods for these situations. Check with your insurer for the cover they can provide.

If you want to protect against the risks to your possessions outlined above, you need to ensure that all your goods are adequately insured: neither we nor the landlord will be liable for damaged or destroyed tenant possessions. The risk, and the decision to take insurance cover for this risk, or not, is entirely yours.



Section II

Complying with Your Lease

Your rent payments

Zero tolerance policy for late rent payments

We pride ourselves in our careful tenant qualification and screening processes. Applications are approved only on the grounds that we are confident that the rent will be paid on time, every time. However a minority of tenants still get behind with their rent, despite our tenant screening procedures. As we do not know who this will be when we sign leases, we need to advise each tenant about our Zero Tolerance Policy for late rent payments.

Follow-up involves SMS, phone calls and persistent personal contact. This has caused some people upset, embarrassment and sometimes resentment. However we do not apologise for such action as the rent must be paid on time ... all the time! Your landlord has approved your application only on the grounds your rent will be paid on time ... every time!

All rent must be paid on time... all the time!

Therefore, if you believe you may be late with a rent payment, you must notify us at least 3 working days beforehand so we can inform the landlord to prepare and make

other arrangements with their mortgage payments should this be required. In some cases we

ask you to do all that you can to borrow the money from other sources (i.e. your family, friends, employer, bank, credit cards, etc) should you not be able to make a payment on time.

However, should we not be contacted our policy will then be ...

- 1 day late – we may send you an SMS reminder
- 3 days late - we will send you (another) SMS reminder
- 5-14 days late - phone calls or personal visits
- 15 days late - termination notice issued

EVICTON will follow if the problem is not fully remedied!

Sometimes, some tenants are continually late with payments. If we have a tenant that is consistently behind despite all our best efforts, we will recommend to the landlord that the lease not be renewed. The tenant will then be required to vacate the property at the end of their lease and also be furnished with a poor performance reference should a new landlord or agent require one.



The national tenancy databases - rent default

In extreme cases, details of the tenancy are lodged on two National Tenancy Databases - TICA and TRA. This will affect your future tenancy arrangements with other real estate agents right across Australia and New Zealand. It will likely cause you severe inconvenience and hardship regarding future rental accommodation.

All good real estate agents check tenancy databases when they receive an application for tenancy. If your details come up, they will often automatically reject your application.

If your details come up on a tenancy database, it is likely you will find it difficult to find future rental accommodation.

However, if you are exemplary with your rent, we are pleased to offer you a certificate of excellence - a useful tool in today's rental market.

Preferred payment methods

Our clear preference is that you pay rent by one of the following three methods:

1. Allow us to establish a direct debit arrangement with your bank, so that we draw the rent directly from your bank account on the rent due date. You then just have to ensure there is sufficient money in your account on rent day.

We have three preferred rent payment methods. It is easier to choose one of these methods to ensure your rent is paid on time, every time.

2. You establish a direct credit arrangement with your bank. This is an instruction that you give to your bank to send the rent to our trust bank account on the day that ensures it is received in our account on the day each rent payment is due.
3. Internet banking or other EFT arrangement. This is a direct transfer from your account to our trust bank account.



Your rent payments

Dishonoured cheques

If you pay with a personal or company cheque and that is dishonoured, we will require you to pay us our bank dishonour fees to us immediately. Furthermore, should this occur, we will no longer accept your rent by cheque.

Paying your rent at the office

We ask that you only pay your rent as agreed on your lease, and as discussed in your tenancy induction. Unless specifically requested and approved in advance, we are unable to accept cash rent payments at our office (for security reasons).

Paying your rent monthly

Should you be requested to (or wish to) pay rent by calendar month, it is important to understand that the term 'calendar month' does not refer to 4 weeks or 28 days. All calendar months except February are more than 4 weeks. A calendar month rent payment is approximately 4.33 times a week's rent.

To calculate calendar monthly rent properly, we use this simple calculation.

- a) $\text{Weekly Rent} \div 7 \text{ days} = \text{Daily Rent}$
- b) $\text{Daily Rent} \times 365 \text{ days} = \text{Yearly Rent}$
- c) $\text{Yearly Rent} \div 12 \text{ months} = \text{Calendar Monthly Rent}$

This calculates 12 equal calendar monthly payments, which will be due on the same date each month (e.g. the 15th of each month); instead of the same day of the week (e.g. Friday) as is the case with weekly or fortnightly payments.

Understanding 'rent in advance'

Please ensure your rent is always paid in advance. Some tenants find this concept hard to understand, and some mistakenly

believe that the first 2 weeks rent paid is held in trust for use at the end of tenancy, like a bond.

The first 2 weeks rent paid is for your first 2 weeks of occupation.

Rent in advance is simple to understand. If you insure your car you pay first and then your car is insured for the next month, or year – no payment, no insurance cover!

Paying rent in advance works exactly the same way. You purchase the time period in

During your tenancy

Damage, general repairs and maintenance

You have a responsibility to report to us anything that goes wrong at the property that requires repair or maintenance. This applies regardless of the cause of the problem.

If any specific property damage occurs (whatever the circumstances) you are obliged to let us know immediately, or on the next business day if it occurs on a weekend or public holiday. If that damage is as a result of a break-in or vandalism you must also report the matter to the Police, get a Police Incident Number, and report that Number to us.

advance (pay rent), and then consume the time period by living in the property. Once that time period is finished, you then pay for the next time period and then continue the lease by occupying the property. This is the meaning of rent in advance.

Rent is a number one priority. It must always be paid in advance.

Talk to us about synchronising your rent day with your pay day.





If any repair is necessary because of your actions or neglect, you will be responsible for the cost of the repair. If you choose to arrange or make such repairs yourself, they must be done to a professional standard (or we may require them to be re-done at your cost), and you must advise us of the event and the repair at the time.

Don't neglect other maintenance matters that are the landlord's responsibility. Things left undone can deteriorate and cost a lot more if unattended: that's why we need to know, so the landlord has a chance to properly maintain the property. On the other hand, reporting a necessary repair does not guarantee it will be fixed: landlords also have budgets and spending limits, or a desire to defer non-urgent repairs to be included in a later maintenance/upgrade program.

We require that all repair requests are lodged in writing. You can lodge repair requests by downloading a [repair request form](#) from our website and printing it, or use the repair request forms handed to you at tenancy induction. You can lodge your repair requests by fax or post, or bring them to the office. There is also an [on-line repair request form](#) on our website that allows you to lodge the repair request on-line.

Emergency repairs

It is always important to know if a repair is an emergency or a general repair. Getting this wrong may be costly to you, the tenant, if the repair is conducted after hours!

Emergency repair items are generally those that could cause injury to the tenant or damage to the property, and may include:

- Water pipes broken or burst or leaking
- Blocked or broken toilet (if a second toilet is not available)
- Serious roof leak
- Gas leak
- Dangerous electrical fault, dangerous power point, loose live wire etc;
- Flooding, rainwater inundation inside the property, or serious flood damage
- Serious storm, fire or impact damage (i.e. impact by a motor vehicle)
- Failure or breakdown of the gas, electricity or water supply to the premises



- Failure or breakdown of an essential service or appliance on the premises for water, heating, cooling, or cooking
- Hot water service failure on a weekend
- Fault or damage that makes the property unsafe or insecure
- Fault likely to injure a person, cause damage or extreme inconvenience

Should an emergency repair be required

after hours then you need to call our after-hours service on 4861 0666, or the relevant tradesperson identified in your lease.

Noise/disruption

You must not infringe on your neighbours with noise or any other disruption. Loud music, parties, etc. can disrupt your neighbour's right to peace and quiet, and the enjoyment of their residence.

In the case of flats and apartments, particular care must be taken with respect to noise due to the close proximity of other properties.

You are also obliged to ensure that your visitors do not disturb neighbours.

Misplaced keys

If you have misplaced your keys during business hours you may come to our office, pay a deposit of \$20.00 and borrow our

office set. The deposit will be refunded once all keys have been returned.

If you misplace your keys after hours, you may call 4861 0666 and in most circumstances we will be able to assist you back into the property at a charge of \$40.00. If we are unable to assist, you should call a locksmith to assist you back into the property: the locksmith will charge you for this. These services may not be available after 8:00pm.

During your tenancy

If you break-in, all repairs will be to your account.

IMPORTANT! Most modern window flyscreens can only be removed from the inside of the property. Attempting to remove them from the outside will result in damage to the flyscreen frame work and the flyscreen having to be repaired or replaced at your cost. This may cost more than to have a locksmith attend the property to allow you access. conduct the other one or two if we or the landlord require it. If you are doing a great job of being a good tenant, it is much less likely we will exercise that right.

The main purpose of a routine inspection is to provide a report to the landlord that you are properly maintaining the property, to check for any repairs and make

recommendations to the landlord regarding maintenance. (See the detailed list of what



The above flyscreen frame was damaged when the tenant had locked their keys inside and tried to take off the screen from the outside to get through the window!

Routine inspections and photos

We will conduct routine inspections at the property usually 6 to 12 weeks after your tenancy starts and then approximately 6 monthly thereafter. The law allows four routine inspections to be conducted each year, but our agency practice is to conduct two routinely, and exercise the right to

You will be given 7 days notice of any routine inspection. This also gives you time to collect your thoughts and draw our attention at the inspection to any items needing repair or maintenance.

Note that the inspection may also involve taking photos of any repairs required, and

we look out for below)

photos outside. It is policy that we do not take photos of tenant possessions.

Routine inspection guide - what we look out for at inspections

Inside the property

- Walls/ light switches/ doorways and doors are free of marks
- The carpets and other floor surfaces are clean and stain free
- The windows, window tracks and fly screens are clean
- The kitchen area is clean
- Oven/stove top is free of burnt-on food and carbon staining
- Showers, bathrooms and toilets, laundry and all tiling is/are clean and free of any mould
- All areas and rooms are fully accessible (not locked) and free of any damage

Outside the property

- The lawns are freshly cut/edged and maintained
- Gardens are tidy and presentable/weeds removed
- Rubbish/lawn clippings are removed



- There are no unregistered car bodies or similar junk on the property
- Oil stains are removed from carports, garages and driveways
- All areas, garages, store rooms etc are all accessible
- Swimming pool/spa - water, sides and bottom are clean

If you have an approved pet

- All droppings and other animals' mess are removed
- Any pet damage is repaired
- All dogs must be properly restrained for the inspection

Rent reviews

Rent reviews occur at lease renewal time and rents are adjusted in accordance with market conditions. You will be given at least 60 days notice of a rent adjustment. A rent review may also occur during a 12 month fixed term lease, if this is provided for in the lease terms.

Take note of what state the property is expected to be in to ensure your property passes each routine inspection.

Lease renewals

Provided that your rent has been paid on time, the property has been kept clean and undamaged, the grounds have been well maintained and the landlord is happy to continue your tenancy, you can usually expect to receive an invitation to renew your lease for 6 or 12 months at a fixed rent. Lease renewal secures your occupancy and rent for the fixed term of the new lease.

Once your invitation is received, it is important that you let us know whether you accept the renewal invitation, you wish to vacate, or stay on in a continuing lease. We need this advice in writing from you promptly.

If you choose to stay on a continuing lease, at any time you may be given 60 days notice of a rent review or 90 days notice to end the lease.

During your tenancy

Changing co-tenants

A change of co-tenant requires the permission of the landlord. For this purpose we require a tenancy application to be completed by the incoming co-tenant.

Should permission be granted for co-tenants to change/transfer during a tenancy, then the outgoing co-tenant must liaise and arrange with the approved incoming co-tenant to be paid their share of the bond lodged. Please ensure that you then liaise with us for any transfer of names required on the original bond lodged with the Rental Bond Board.

Be aware of all your responsibilities, from notice periods to house sharing so you don't get any surprises.

Changing occupants

The occupants (other than the co-tenants) permitted at the property are identified in the lease. You must seek our (the landlord's) permission before making any change to the occupants at the property. New occupants must not move in without permission.

Subletting

Subletting is not permitted without our (the landlord's) written approval. This includes assigning the tenancy over to a third party. Permission usually involves a formal application being completed and submitted by the prospective tenant/occupant.

Property for residential use only

The property is for residential use and can only be used as a place of

dwelling unless otherwise agreed in writing. The property cannot be used for commercial, industrial or illegal purposes. The use of the property cannot breach local council

zoning regulations and also cannot be in breach of the law.

Landlord mail and contact

Should you receive any mail addressed in the landlord's name (the landlord's name is on your lease) please forward this mail to us as soon as possible. You should not contact the landlord directly. As the duly appointed agent the landlord should only be contacted through us.

Please communicate with us should you have any queries to bring to the landlord's attention.

All occupancy changes require approval from the landlord.





Section III

Taking Care of the Property

Taking care - inside the property

General cleaning

The property must be kept clean. This is a legal and lease requirement.

Pay particular attention to:

- a) Walls, switches, power points, skirtings, doors and doorways - please keep these free from marks including dirty finger marks.
- b) Cobwebs and dusting - please remove cobwebs from windows, walls and ceilings. Keep vents dusted. Light fittings and ceiling fans should be dusted regularly.
- c) Curtains and blinds - keep these cleaned, dusted and also (if suitable) machine or dry clean curtains and netting on an annual basis.
- d) Windows, sills, window tracks and flyscreens - keep these regularly cleaned and dusted. Pay particular attention to the inevitable build-up of dirt and insects in the tracks at the bottom.
- e) Floors - keep floors regularly swept and mopped. Floors in the kitchen and wet areas may need to be scrubbed to keep surfaces, tiles and grouting clean.
- f) Ventilation - ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation, causing mould and other possible health problems.





- g) Wet areas, bathroom, toilet and laundry grouting/tiles - ensure all tiles are kept free from grime, soap scum and mould.

Carpet cleaning

All carpets need to be cleaned on a six to twelve month basis, simply because of general living. The best time is after winter or at the end of a wet period.

We recommend professional steam cleaning and do not recommend the use of 'do-it-yourself' hire machines. These machines lack the ability to adequately withdraw soapy water the machine may have squirted in. Sometimes it is tempting to not have the carpets cleaned on vacating because they have been used only minimally, and some rooms hardly used at all.

Always use a professional carpet cleaner and not use 'do-it-yourself' hire machines!

We liken this to borrowing a shirt. Even if we may have worn this for only an hour and not a full day, it is expected that it be returned clean. It is the same for carpets as the next tenants taking possession also need to have

clean carpets so this expectation can be transferred to them.

In the kitchen

Use chopping boards and heat protection mats

Please ensure chopping boards are used on bench tops, so they are protected from unnecessary cut marks and associated damage.

Always use a protective mat if you put something hot on the bench. Heat damage can be very expensive to repair.

If you spill anything on the bench, clean it up quickly to minimise the possibility of damage. Many apparently solid surfaces are in fact porous, and spillages can leave stains for which you will be responsible.

Grouting/tiling/taps

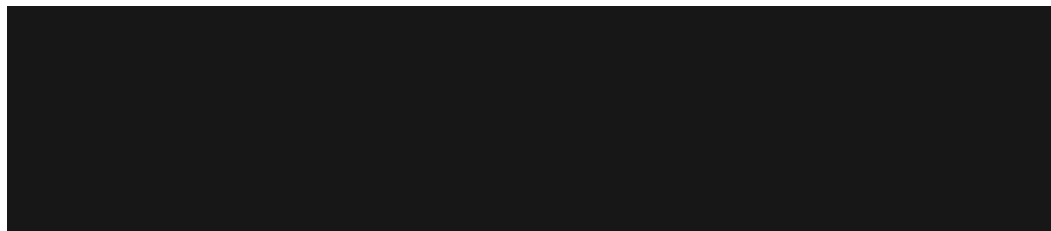
If you notice grouting or silicone sealing coming off or loose around tiles near or around the taps, and/or taps dripping/leaking, let us know by lodging a

repair request. If moisture gets in between tiles, it can damage the wall behind, or chipboard in bench tops and cupboards.

Bench top joins

Be on the lookout for joins in the bench top that have gaps, and the surface laminate has

Please be careful when using scourers as these may scratch and damage enamel surfaces. Clean stoves/ovens with a spray-on oven cleaner. Be sure to read and follow the product instructions carefully. Please also check that the product is suitable to the type of surface you are applying it to, as some surfaces (like stainless steel) may become



Taking care - inside the property

started to bulge or lift at a join. Please let us know if this is starting to occur as this may indicate moisture is swelling the chipboard wood underneath.



Unfortunately this separating join in the bench top will worsen over time due to swelling chipboard effected by moisture underneath! Oven and stove tops

Ensure that stove tops, grillers and ovens are kept free of burnt on food. Food, crumbs and spills left long enough become burnt-on, blackened and carbonised, making them very difficult to remove.

permanently marred/stained using an oven cleaner.

Exhaust fans, vents and range hoods

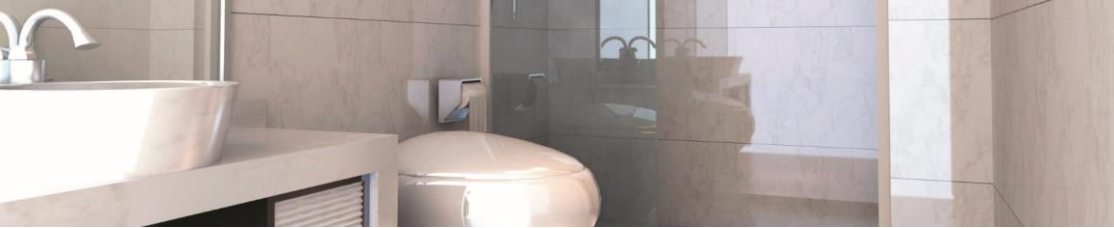
Ensure all vents and range hood filters are kept clean.

Ensure the range hood is clean and kept free of grime build up. From time to time its filters should be taken down, soaked in hot soapy water, and scrubbed clean. Please use caution when removing them.

If you believe it is unsafe to clean anything (i.e. a high exhaust fan), then let us know so we can arrange to have these cleaned.

Cupboards/drawers

Most cupboards and drawers are lined which is great for easy cleaning. However substances spilled like sauces will, in time, prove difficult to remove and may leave permanent stains. Cupboard shelving, doors,



doorframes and inside drawers/cutlery tides should be cleaned on a regular basis. Keep food in sealable containers to avoid insects and vermin gaining access to food and creating a disease risk from germs, droppings and urine.

Dishwashers

Dishwashers provided as part of your tenancy need to be cleaned on a regular basis. Keep a particularly close eye on the drain filter in the bottom of the machine and clean it regularly. Get a dishwasher cleaner from the supermarket and use it to keep the machine sparkling and efficient.

In the wet areas - bathroom, toilet and laundry

Shower screens

If you notice cracking of glass in shower screens or shower doors please report this to us immediately. Wired shower screen glass can crack under thermal expansion whereas toughened glass usually only cracks if hit by something. If the shower screen is cracked due to impact damage, this will in most cases need to be paid for by the tenant. Blocked sink/drains

Should a sink or basin become blocked, first try a drain cleaning product like Drano. Be sure to follow the product instructions carefully. If the sink or basin is still blocked after treatment, please let us know so we

can arrange for a plumber to attend.
Foreign objects down drains

Please take care not to allow children to drop toys or other items down drains. If your property has a septic tank system, please do not flush foreign objects like sanitary products down the toilet.

If a plumber is employed by us to clear pipes, drains, basins or sinks and it is determined that the blockage was caused by something considered foreign, this expense will be billed to the tenant for payment.

Loose tiles

Should you notice any loose tiles on walls, in the shower recess or over basins, baths or the laundry trough, please be sure to let us know. Left unattended these can let water in behind and then attract pests or cause serious damage.

Water damage in walls

Should you notice water damage in a wall adjacent to a shower recess, bathroom basin etc please let us know immediately. This can be identified by bubbling or peeling paint, or even water or mould marks on the flooring/carpet. This usually identifies either loose tiles or a broken/leaking pipe in the wall, and will need attending to immediately to prevent further damage from occurring.

Taps leaking

Please report any tap leaks either from a tap head or tap handles. This includes washing machine taps. Sometimes washing

machine taps will leak only when connected to automatic washing machine hoses as the tap water pressure exposes leakage in the taps.

Taking care - inside the property

Toilets leaking

Water trickling or leaking into the bowl from the cistern usually indicates a worn cistern washer that needs to be fixed by a plumber. Water left to trickle into the bowl continuously may inflate your water bill and therefore needs to be reported to us when noticed. Leaking may also occur at the tap behind the toilet.

Strict no smoking policy

All properties have a strict 'no smoking inside' policy. If tenants still choose to smoke inside the property they will be responsible for specialised cleaning and deodorising of the property to eliminate unpleasant smoke odours. This can easily run into hundreds of dollars, and is charged to the tenant.

Cleaning up after a smoker can easily run into hundreds of dollars.

It is in your best interest to adhere to our 'no smoking inside' policy.

Smoke alarms

Do not interfere with smoke alarms.

Should you believe, for any reason, that the smoke alarm(s) installed are not working or the batteries are not functioning, please let us know immediately.

The majority of our properties have smoke alarms maintained by Smoke Alarms Australia (SAA): in these cases SAA will attend to any required maintenance. In other cases it is your responsibility to replace batteries, if that is all that is required. Other maintenance will be attended to by our tradespeople.

Protect your safety by being vigilant and report to us any issues, to ensure your safety in the case of a fire.





Picture hooks

If you wish to install any new picture hooks, please let us know in writing how many, where, and what type of hooks you wish to use. The best type for a tenant is usually a brass hook that has a single pin tapped into the wall: they can be easily removed leaving just a small pinhole (pictured at left). Please assess the type of walls that are in the property, and if this type of picture hook will be suitable. We will let you know if you are permitted to install appropriate picture hooks.



Air conditioners

Please, regularly clean any filters and intake vents to ensure there is no build up of dirt and dust. That ensures the unit is able to draw in air effectively, and performance is maximised. Blockages hinder performance, or in the worst case, cause complete breakdown and costly repairs or replacement. If an air conditioner breaks down due to filters and vents not being kept clean, costs to rectify the damage, or even replace the unit, might be charged to the tenant.

Wood heaters and fireplaces

Do not burn painted wood, treated pine logs, or green wood that still contains a lot of gum and moisture.

Ensure a protective mat is placed in front of any fireplace to protect against coals and ash falling out and damaging carpets or floors.

Please ensure any slow combustion wood heater is kept clean of ash build up.

If the property you are renting has an open fireplace, this cannot be used unless you have been given our (the landlord's) written permission. Sometimes these fireplaces are ornamental, or the flue/chimney has been blocked up. Using it could start a house fire.

If you have been permitted to use the open fireplace, please ensure a spark catching screen is used at all times in front of the fire to protect carpets and flooring from sparks, burns and ash damage.

Avoid a fire risk: ensure that no combustible or flammable material is placed on or near heaters.



Taking care - inside the property

Pot plants

Please keep pot plants outside. Pot plants placed inside on hard surfaces, tiles and floors like lino, may leave a circular indent, stains and damage. Pot plants placed on carpet areas run the risk of carpet rot underneath if moisture overflows or escapes.

Aquariums

Like pot plants, aquarium stands can leave rust marks on floors and can cause carpet rot if placed on carpets. Furthermore, if placed on carpets the weight of the aquarium filled with water may cause permanent indentations and damage in the base of the carpet pile.

Hot water system leaks

If you notice the hot water service leaking from the top valve or from the base of the unit please let us know. The leaking valve is usually fixable by a plumber, however water leaking from the base of a water storage unit usually indicates the unit has rusted through and may need replacement in the near future.

Septic tanks

If your property is serviced by a septic tank, you need to be very careful what you put down toilets and drains. Avoid anything that could block a drain or chemicals that might cause failure of the septic process. You need to be aware that if the tank requires a pump out, the cost will be your responsibility.

Water tanks

If your water is supplied from tanks, take particular care with water usage. If the water runs out it is your responsibility to buy water to replenish supply. When you leave at the end of the tenancy it is also your responsibility to ensure that the tanks are at a similar level to when you started the tenancy.

Water leaks of any kind must be reported promptly.

Tenant painting

It is company policy that tenants do not paint any part of the property themselves. We have found in the past that some tenants have not painted the property to a professional standard, resulting in a professional painter being called in to rectify

work. It is a policy that any painting can only be carried out by experienced, professional painters.

Fixtures and fittings

If you wish to install or remove any fixtures or fittings, you must request this beforehand in writing.

Washing curtains

Most curtains and netting are machine washable but it is vitally important that this be established before washing. Drapes may only be suitable for dry cleaning, so please check all labels first. Sun damaged, brittle curtains or netting may disintegrate if they are machine washed, so it is best to check the strength of fabric by gently tugging on the material with your fingers. If the material easily pulls apart in your fingers, the material is unsuitable for washing.

If curtains are taken down for cleaning, they must be re-hung, not left lying around for us or the next tenant to re-hang.

Termites

Termites will quickly eat through a property and can cause extensive damage. Wood becoming brittle (doorways, skirting boards, wood roof beams etc), or sounding hollow when tapped or knocked, or the presence of mud deposits are the tell-tale signs of termites. Another warning sign can be

blistering/lifting paint on inside walls. Termites are known to eat away the paper backing to gyprock walls, and come to the surface, just under the paint.

Wood lying around outside and even wooden furniture outside can attract and encourage termites.

Never stack wood against a building. Dripping outdoor taps next to the house can also cause damp and favourable conditions



for termites to be attracted.

If you see any signs of termites, or termite damage, please bring this to our attention immediately.

House cracking and movement

Please let us know if you notice any cracks in walls or ceilings. Even if cracks were evident when you

moved in, please let us know if you notice them growing larger. Please either report these in writing or point them out to us at the routine inspection.

Taking care - outside the property

Water restrictions

It is important for you to be aware of what water restrictions may be in place for the region. For up to date water restriction information please check with the Wingecarribee Shire Council on 4868 0888.

Watering your garden and water restrictions

Watering your lawns and gardens must be done within watering restrictions. However you should water to the maximum extent allowed by the restrictions in place. What we do not want is watering not done at all because of a wrong belief that a total watering ban is in place.

Watering is still required unless the current water restriction has banned all forms of watering.



Watering systems

Please ensure that any watering systems are working properly, and are checked regularly throughout the tenancy to ensure they continue to work effectively.

Watering systems can only be used if current water restrictions allow.

Weeding and shrub trimming

Weeding of gardens beds, lawns, paths, paving and other outside areas is the responsibility of the tenant. Trimming of trees, bushes and shrubs in and around the garden is also the responsibility of the tenant, unless other specific arrangements have been made. Check your lease conditions.



Lawn maintenance

Please ensure that lawns are regularly mown and edged, keeping them neat and tidy. Should you wish to have someone regularly mow your lawn, let us know and we would be happy to recommend a service to you. This is at tenant cost.



Supplied hoses/fittings

Supplied hoses, fittings and accessories must be kept in good condition and please ensure that everything is returned and in place upon vacating of the property, free of any damage.

Rubbish

Ensure that any rubbish is regularly removed from the property. This includes car parts, tyres and things like lawn clippings, drink bottles and all other items that can be considered rubbish or general junk.

Household rubbish and waste must only be placed in rubbish containers (i.e. wheelie bins) and removed weekly from the

property, or otherwise as required. This cannot be allowed to accumulate.

Please check with Wingecarribee Shire Council (or a friendly neighbour) for details of bin collection for your area.

Oil drips

Any cars parked on driveways, under carports and garages must have a drip tray placed underneath. Only if the vehicle does not drip any oil at all is a drip tray not required. Visitor's cars must be parked off the premises if they drip oil. If oil drips occur, they must be cleaned up immediately to prevent oil seeping in and permanently staining. Any permanent staining will result in compensation being charged to the tenant.

Parking on lawns/gardens

At no time can cars or any type of vehicle be parked on lawns, gardens or any area not created for, or designated as a vehicle parking area. Damage to lawns and landscaping can be costly. Engine oil drips on gardens and lawns will also create permanent damage to the soil and be costly to rectify. Any damage of this type will be charged to tenants in full.



Don't let the garden get out of control. It is a tenant responsibility to keep weeds away and hedges and plants trimmed.



Swimming pools and outdoor spas

If the property you are renting has a swimming pool and/or spa please note the following.

Pool/spa cleaning

Unless it is agreed in your lease that the landlord will be supplying a regular cleaning and maintenance service, pool/spa cleaning and maintenance will be a tenant responsibility.

If regular cleaning is not performed, high costs can be incurred to bring the pool back to its original clean state. If this occurs, it will be at tenant cost. It is also a tenant responsibility to ensure that the pool/spa is kept topped up with water. You must not empty the pool/spa without written approval from us.

Supply of pool chemicals

Supplying of pool treatment chemicals will be a tenant responsibility, at tenant cost.

Pool/spa covers, accessories, equipment and pool furniture

It is the responsibility of the tenant to maintain and keep in good condition any accessories, cleaning and maintenance equipment. This also includes any outdoor/pool furniture supplied. Pool cleaning/equipment must be kept out of the sun and stored responsibly. Supplied pool/spa covers must be neatly rolled or folded up and stored away out of the weather when not in use to preserve lifespan and usefulness.

Pool/spa fences and gates

We must be notified immediately if fences and gates are not functioning correctly, and the gate fails to self-close promptly when opened.

State pool/spa regulations must be complied with at all times. Swimming pool regulations can be obtained from Wingecarribee Shire Council.

Pets at the property

Should the landlord have granted permission to keep pets, the following conditions apply for the duration of the tenancy:



- a) Yard kept clean - the yard must be kept clean and free from animal droppings.
- b) Rubbish kept cleared - any toys or rubbish scattered by the pet must be picked up.
- c) Flea infestation - in the event of any fleas or flea eggs being present as a result of the animal, you must arrange for fumigation of the property upon/after vacating the premises. This is at tenant cost.
- d) No pets inside - pets must not be allowed inside the residence at any time (unless there is a specific condition in the lease to the contrary).
- e) Damage rectification – you must repair any damage to the premises caused by the animal, and protect and immediately rectify any damage caused to garden irrigation systems and fittings.
- f) Garden damage – you must replace plants or vegetation damaged or destroyed by the pet directly, or indirectly (ie. plants died because a garden irrigation system was damaged by the pet).
- g) Additional pets - other than any pet approved by the landlord, you must not keep any other animals of any kind on the rental premises, (even on a short-term or temporary basis).
- h) Temporary pets – you must not harbour, substitute or “pet-sit” any other pet, also you must remove or have approved any of the pet’s offspring within 60 days of birth (should this occur).
- i) Food – you must not leave food for the pet outside the premises where it may attract other animals and/or pests.

- j) By-laws and local council – you must abide by all local, city or state laws, licensing and health requirements regarding pets, including registration and vaccinations.
- k) Disturbance and noise - the pet must not cause any sort of nuisance or disturbance to neighbours. Noise, day or night, must not disturb others. You must do whatever is necessary to keep the pet from making noise that would annoy others, and you must take steps to immediately rectify complaints made by neighbours or other tenants.

Failure to comply with these terms will give the landlord the right to revoke permission to keep the pet, and is also grounds for further action and possible eviction.





Section IV

Helpful Hints

Saving water - 20 great tips

Tips and water use information from the book

'365 Water Saving Tips', Published by Hinkler Books Pty Ltd, Heatherton Victoria.

Since the majority of water usage occurs inside the home, we have put together some useful water saving tips to help you reduce your water usage and save you money. **In the kitchen**

- Did you know that 5-15% of a household's water use is in the kitchen?
 - A dishwasher uses 20-50 litres of water per cycle.
 - Washing dishes by hand uses about 18 litres of water.
 - A kitchen sink when completely full holds approx 24 litres of water.
1. Don't let the tap run while you wait for it to warm up or cool down, without first placing the plug in the sink to collect all the water. You can also run this initial water into a container and put it on the garden.
 2. Try filling your sink by half, just enough to cover your dishes when washing them.
 3. Save all your dishes until the evening and wash them all in one go.

4. Start by washing the least dirty dishes first, and then leave the dirtiest till last.

In the bathroom

- Approx 14- 25% of a household's water use is in the bathroom.
 - Washing your hands can use up to 5 litres of water.
 - The basin tap can dispense 15 litres a minute.
5. Don't leave the tap running while you are brushing your teeth, or having a shave. If shaving, then perhaps fill the sink partially for rinsing your razor and face.
 6. When waiting for the shower water to warm up, place a bucket in the shower to catch this water, and pour onto the garden later.
 7. Take shorter showers and even purchase a 4 minute egg timer and adjust your showering routine to 4 minutes.





8. If your family members prefer a bath, and if your shower is over the bath, then allow the showers to be taken first with the plug in, and the last person to use the water can have their bath last. You might need to top up with warmer water to get the right temperature!

In the toilet

- Approx 20% of a household's water use is in the toilet.

Please note that a modern toilet uses 9 litres of water on full flush, and 4.5 litres on half flush.

9. Consider (this may be hard for some) not flushing the toilet every time it is used.

In the laundry

- Approx 15-35% of household water use is in the laundry.
 - A top loading washing machine uses 170-265 litres per wash where as a front loading washing machine only uses about 100 litres per wash.
10. If your clothes are not very dirty, only use the shortest wash cycle on your washing machine.



11. Pre-treating stains before washing will reduce the chance of the need for rewashing after coming out of the washing machine.
12. Instead of using the woollens and delicate cycle on a washing machine, consider hand washing these items.
13. Older washing machines use enough water per cycle to fill a bath!

Around the house

- Washing the car with the hose can use anywhere from 50 - 300 litres per wash.
 - Evaporation from an uncovered pool can over the course of a year equal the entire volume of the pool!
14. Ensure all taps inside and outside are turned off tight. Don't force them too tight however as this can damage the washer, causing more leaking.



low and use of water like
es, or need constant filling like
s. Not only do these items
ater, sometimes children tend
ps running while using them.

15. Don't buy
children toys that require

Saving water - 20 great tips

In the garden

- Use these tips only in line with your relevant and current watering restrictions.
 - Up to 35% of water usage in a household can be used in the garden (without water restrictions in place).
16. Don't assume your garden needs watering. Check the soil first around plants to see if it is dry before watering.
17. A good soaking on the garden once or twice per week is better than watering every day.
18. Don't allow more than a centimetre of water to accumulate on the ground. This excess water can easily run off and be wasted.
19. If your garden is on a slope, just water for short periods so that runoff water doesn't escape and be wasted.
20. Check your four day weather forecast to see if good rain is expected before watering.

Your safety - being aware

The highest priority always must be for your safety, and the safety of your children, occupants and your visitors.

Some things to be aware of include:

- Exposed wiring
- Faulty power points and switches
- Gas smell or odour
- Damage to paving and pathways that could cause someone to trip
- Suspicious or dangerous plants in the garden that are poisonous/toxic, or to which you may be allergic
- Bee swarms coming onto the property mainly during spring, especially if someone is allergic to bee stings
- If you need to clean a property with high ceilings or light fittings that are hard to reach, please do so with care and use the appropriate equipment and do not do anything considered unsafe
- Loose floorboards that could cause someone to fall through them and cause injury
- Loose balcony railings, steps or decking woodwork
- Loose or faulty locks, in particular entry doors and screen doors
- Broken or cracked windows, and broken/ loose window locks



Saving power - some tips

Source for Power Saving Tips - Energy Australia, www.energy.com.au

Keeping cool and saving power

Keep windows covered - in the heat of the day ensure windows are covered by curtains, blinds or shutters.

Shut off the air-conditioner - don't leave your air-conditioner running all day when at work, or keep it running throughout the night.

Keeping cooled rooms centralised - when cooling a central room, keep the doors closed to cool it more quickly and efficiently.

Use a thermometer - purchase a thermometer and keep your temperature between 23 and 26 degrees. For every degree cooler, this will add approx 10% to your power bill to maintain.

Moderate is best - use the economy setting on air-conditioners to maintain moderate instead of cold temperature.

Keeping warm and saving power

Use electric blankets - instead of warming a room before going to bed, just heat your bed with an electric blanket then switch this off before going to bed. Even better, put on an extra woollen blanket.

Close doors - keeping doors closed is one way to keep heating centralised to certain living areas, conserving heat and power.

Door snakes - ensure gaps at the bottom of doors are blocked up by door snakes to stop cold drafts and help keep rooms warm.

Exhaust fans - close doors with rooms that have exhaust fans like bathrooms and the kitchen, as cool air will enter the home through these vent holes.





Extra clothing - wear extra clothing when it gets cold, and throw an extra blanket on the bed.

Use a thermometer - purchase a thermometer and keep your temperature between 18 and 21 degrees. For every degree warmer, this will add approx 10% to your power bill to maintain. Want it warmer? Put on an extra jumper!

Other useful power saving tips

Use cold water - use cold water for your washing machine instead of warm or hot water.

Drying clothes - if it's sunny hang your clothes to dry outside instead of using the clothes dryer.

Lights - switch off lights after use and do not leave lights on in rooms if not being used.

Strata titles/body corporate

If you are renting a strata-titled/body corporate property, including a flat, apartment, townhouse or duplex, there are some extra things that you need to be aware of. These include the by-laws of the complex and areas of common property or exclusive use.



Common property

Within the strata/body corporate complex there will be areas assigned as common property. There are several standard by-laws that relate to common property that we would like to bring to your attention:

- Should you wish to transport furniture or park a vehicle for the purpose of carrying/transporting furniture, you will need permission from the strata/body corporate body. In some cases this will not be permitted.
- You cannot use any part of the common area to plant/maintain your own garden or vegetable patch.
- You must not obstruct any person's legitimate and lawful use of the common property.
- No child under your control can be permitted to play in common areas, or in areas that could be dangerous to children (around rubbish bin areas etc).

Parking

Only parking bays assigned to you can be used by you and your visitors. In some cases

visitors are not permitted to park on the property. You are unable to use parking bays assigned to other residents.

Noise and disturbance

Excessive noise and inappropriate/ offensive behaviour that causes a nuisance or disturbance to other occupants is not permitted under the by-laws of the complex. Occupants are not permitted to dispose of rubbish, dirt or other material in an area of common property and must also remain properly clothed when on common property.

Taking responsibility for your visitors

It is your responsibility to ensure that your visitors obey by-laws, including parking and their behaviour within common property areas. This also includes ensuring they do not disrupt other residents with noise when walking to and from the car park.

Did you know? When visitors are at your property, they are your responsibility and you need to ensure they obey by-laws.





Section V

Moving Out

Vacating the Property

Ending a fixed term

If you are leaving at the end of your current fixed term lease, we require at least 14 days notice in writing. Please note that this notice commences when we have received

and if you recognise that the landlord cannot your notice, not when it was posted.

Ending a non-fixed (periodic) term

If you are leaving on a non-fixed term (periodic) lease, we require at least 21 days notice in writing. Please note that this notice commences when we have received your notice, not when it was posted to us.

Breaking a fixed term

We understand that circumstances may arise that require you to break your lease.

be financially disadvantaged by the breaking of the lease.

Should you wish to leave during a fixed term lease, we will require your notice in writing. We are unable to accept your intention verbally.

In the case of breaking a fixed term lease, the following costs will be incurred by you:

This is usually not a problem, if you discuss it with us, expires (whichever occurs first).

- Re-letting fees and advertising costs to re-let the premises.
- Should the premises be vacant before a new tenant is secured, it is also your responsibility to ensure the grounds are watered and maintained for this

- c) Property ready - the property is cleaned, period.

Getting your bond back quickly

At the end of your tenancy you will no doubt want your bond refunded quickly after you vacate. For your full bond to be paid quickly, you must ensure that:

- a) Contact details - we must have your forwarding address and other contact details: we can't get money to you if we don't know where you are!
- b) Rent - any outstanding rent is paid promptly.
 - Rent until a tenant approved by the landlord takes possession, or the lease carpets cleaned and grounds returned to their ingoing condition. Please follow the final vacating guide at the end of this Handbook. The property must also pass the final inspection conducted by our agency.
- d) Outstanding accounts - any monies outstanding like water, any damages,



compensation amounts and break lease fees are paid.

- e) Keys - all keys, remote controls etc have been returned.
- f) Bank account - we have your bank account details for refund of the bond.

Once these criteria have been met we can then refund your bond. Delays to this in all cases relates to one or more of these criteria not being met.

Outstanding rent

Please note that it is against the law to withhold rent at the end of your tenancy with the intention for this to be deducted from the bond. Your rent must be paid in full, leaving your bond intact.

Check your in-going condition report ... the law requires that you leave the property in the same condition you occupied it, except for normal wear and tear

Cleaning

Please use the 'Final inspection guide - checklist' at the end of this booklet.

It is also important to understand that cleaning thoroughness can be hampered

by tiredness after moving into another property. We encourage you to employ a cleaner so this process is not compromised. Should the cleaning process not be completed thoroughly, it can result in extra costs and delay the return of the bond.

Carpet cleaning

Carpets must be cleaned to the same standard they were in when you moved in: that usually means professionally steam cleaned.

Using cheap 'do it yourself' carpet cleaning hire machines may initially save on cost, but in the long run may cost you a lot more, as they generally do not have the power to get carpets properly cleaned. This can result in professional carpet cleaning still being required.

The final inspection

Once the property has been vacated, cleaned, grounds made ready and keys returned we will commence our final inspection.

If a final inspection time has been agreed and you are aware that you will not be fully ready for the inspection, please call us as

soon as possible to rearrange another time. We do not wish to travel to the property ready for the inspection and find the property not 100% ready.

Vacating the Property

Outstanding monies/damages

If you vacate with outstanding monies and damages, your details will be lodged on two national tenancy databases. Even if your debt is eventually paid, this doesn't necessarily mean your details will be withdrawn from the database.

Due to the serious way an entry on these databases can affect your future renting prospects, it is best that all monies owed be paid as soon as possible.

Eviction

Should an eviction occur, your details will be lodged on national tenancy databases.

National tenancy databases

The national tenancy databases are collections of tenancy information on an internet website lodged by real estate agents, mostly regarding tenant default action like property damage, outstanding monies and eviction. All agents use these databases when processing application forms.

We are confident that should an agent checking an application find tenant default details lodged; the application will be promptly declined. So we urge all of our tenants to ensure they pay their rent on time, keep the property clean, maintain the grounds and ensure the tenancy is finalised

satisfactorily with no monies left owing, to avoid an unfortunate lodgement of their details.

We use TICA www.tica.com.au and TRA www.tradingreference.com

Final inspection guide - checklist

- ☐ Mail Redirection - ensure that all mail is re-directed to your new address. You can complete a form with Australia Post to assist with this. Make sure you give us this detail as well.
 - ☐ Utilities - electricity, gas, phone, etc. Ensure all suppliers are advised and accounts cancelled accordingly. The next occupant might be pleased if you forget, but you probably won't be!
 - ☐ Appliance manuals - leave manuals on the kitchen counter.
 - ☐ Keys - ensure you have all keys handed to you at the start of tenancy. Also hand over any extra keys you have cut. Remember the letterbox key if there is one.
 - ☐ Ceilings - remove any cobwebs.
 - ☐ Ceiling mould - clean off all mould (particularly in wet areas and sometimes in bedrooms).
 - ☐ Light fittings - clean off dust and remove any dead insects inside.
 - ☐ Ceiling fans - wipe fan blades and tops of fittings to remove dust build up.
 - ☐ Skirting boards - wipe down with a damp cloth.
 - ☐ Doorways, doors - wipe off finger marks and any other removable marks.
 - ☐ Windows - clean windows inside and out. Nearly all modern sliding aluminium windows can be lifted and pulled out for easy cleaning.
 - ☐ Sills, window tracks and runners - wipe out dust build up and any dead insects. (A
- ### Inside the Property
- ☐ Walls - clean off any dirty marks, removable scuff marks, finger or food marks etc.

vacuum cleaner and paint brush can really help get tracks clean).

- ☐ Flyscreens - brush and dust down. Please be aware, most modern sliding aluminium windows allow for the flyscreens to be taken off from the inside only, after the sliding part of the window has been moved. Attempting to take flyscreens off from the outside may result in damaging them.
- ☐ Screen doors - front and back including frames – wipe clean and brush screen wire.
- ☐ Kitchen - must be left thoroughly and hygienically clean. Pay particular attention to bench tops, the sink and all food

some products have dangerous caustic fumes. Use with caution!

- ☐ Kitchen range hood - clean the pull out filters and the whole appliance surface.
- ☐ Dishwasher - clean the filters and the appliance surface. Be sure to remove all food scum from around the door, in filters and the drain.
- ☐ Bathroom - clean sink, mirror, cabinet, vanity unit and drawers, shower recess, glass screen and screen doors and tracks, bath and wall tiles. Please ensure both the sink and bath has a plug available. Remove all mould.
- ☐ Toilet - clean cistern, seat, bowl inside, outside and around the base. Don't forget

Final inspection guide - checklist

contact areas.

- ☐ Stoves - clean stove top, control display, knobs, panels around knobs, any pull out or in-built drip trays, grillers racks, trays and inserts, oven racks, and the oven bottom, walls and roof. A good oven cleaner will clean most ovens. However it is important that you read the instructions on the product carefully. Some cleaners can actually harm oven surfaces (like stainless steel), and also

the skirting tiles around the toilet.

- ☐ Laundry - clean both the inside and outside of the tub, and underneath. Please ensure a plug is present. Clean the lint filter in the dryer if there is one.
- ☐ Tiling - make sure all tiles and grout in the kitchen, toilet, bathroom and laundry areas are clean.



- ☐ Exhaust - vents and fan covers are to be clean of any dust and dirt.
- ☐ Air-conditioners - front vents and filters cleaned of built up dirt. Modern systems' (wall type) filters easily pull out and can be brushed down with a hand brush. If there is a ducted reverse cycle air-conditioner unit, the air intake filter should be cleaned. This is usually in the passage area.
- ☐ Air-conditioning ceiling duct vents - clean down if dusty or dirty.
- ☐ Cupboards/drawers - clean/wash inside and out. Also doors and door frames, front and back of doors need to be cleaned.
- ☐ Curtains - wash any washable curtains and netting. If other curtains are visibly dusty or dirty, consider dry cleaning.
- ☐ Blinds - if there are venetian blinds, clean off the blind slats. Any other type of blinds should be able to be wiped down.
- ☐ Floors - floors to be mopped/washed. Ensure corners and hard to get areas are also cleaned.
- ☐ Carpets - please ensure the carpets are properly cleaned. Be aware that using cheap 'do it yourself' carpet cleaning hire machines may initially save on cost, but in the long run may cost you a lot more as they generally do not have the power to

get carpets properly clean. This can result in professional carpet cleaning still required after you have paid to hire a machine as well!

Outside the property

- ☐ Lawns - freshly mowed and edged (best done a couple of days before the final inspection).
- ☐ Gardens - remove any weeds, garden rubbish and built up leaves etc.
- ☐ Guttering - if it is safe for you to do so, please ensure that the gutters are cleaned of any dirt/silt and leaves/twigs.
- ☐ Cobwebs - brush down cobwebs from walls, eaves and around windows.
- ☐ Rubbish – remove all rubbish that you have accumulated at the property. Be sure to check under the house, behind sheds, under shrubs and trees. This includes lawn clippings and compost.
- ☐ Garbage bins - must be empty and clean.
- ☐ Sweep - paths and paved areas.
- ☐ Oil spillage removal – check and clean carport and garage floors, paths and driveway. If you have used a barbeque, check for any grease spots and spillages etc.
- ☐ Cigarette butts – remove cigarette butts.

- ☐ Garages and tool sheds - remove any items from inside and behind garages and tool sheds that belong to you, including rubbish. Wash down the garage floor.

If you have a pet

- ☐ Pet droppings – remove droppings from gardens, lawns and any out of the way areas. Please dispose of them in the bin – please do not bury them.
- ☐ Dog stains and urine - remove/clean where your pet may habitually urinate (base of walls, verandah posts etc.). Remove stains.
- ☐ Dog/Cat claw and chew damage - check screen doors, flyscreens and curtains. Please replace the screen wire if required. Rectify any chew damage.
- ☐ Pet hair - ensure any visible pet hair inside is removed.
- ☐ Fumigation - if your lease stipulates fumigation, please ensure this is arranged.

Trades guide - get some help to get the property ready

Getting the property ready on time for inspection can be exhausting and sometimes employing some extra help is a smarter and better way to go.

The tiredness factor when moving out to another property and then having to return to the original rental property to clean and get the grounds and garden ready can be a real headache. That is why so many tenants cut corners and not do a thorough job. This only then delays the bond refund process.

Therefore, to help get your bond back quickly we have a list of tradespeople we trust, use and recommend on a regular basis for the following.

Call us for details:

- Professional cleaning
- Window cleaning
- Carpet cleaning
- Lawn mowing/gardening
- Driveway sprayer/cleaning
- Rubbish removal
- Handyman
- Pest controller/fumigator



Highlands Property
445 Moss Vale Road BOWRAL NSW2576
p 02 4861 0666 f 02 4861 0688
e info@highlandsproperty.com.au
www.highlandsproperty.com.au