

VOLUME 1

RENTAL TRENDS EAST BRISBANE

TENANCY WELCOME PACK



RENTAL TRENDS

letter from Rental Trends

Dear Tenant/s,

Welcome to Rental Trends, where we understand moving can be stressful, but we hope your move is effortless and you settle in quickly. We are offering you this information so that you can ease into your tenancy smoothly and enjoy the experience of knowing that you are renting your property from a property management specialist group that understands your needs. We also take this opportunity to explain what we expect from our tenants and outline the responsibilities that come with signing a general tenancy agreement. The following pages contain important information regarding your tenancy and form part of your agreement. Should you have any questions or concerns now or throughout the tenancy, please do not hesitate to contact the office, and one of our Property Management team members will assist.



RENTAL TRENDS

TENANT WELCOME
PACK

In this booklet is everything you need to know to help you with the process of renting throughout the whole tenancy with us here at Rental Trends.

OFFICE DETAILS:

Rental Trends Address: 1/985 Stanley St E,
East Brisbane QLD 4169

Phone: (07) 3391 1888

Email: leasing@rentaltrends.com.au

For the fastest response, please get in touch
with your Property Manager via email.



RENTAL TRENDS



BEFORE MOVING IN – What you must do first!

Utility Connections - Getting Connected

Compare and Connect Before moving into the property, you will need to arrange to have all utilities connected. We're proud to partner with MOVE ME IN (movemein.com.au), Australia leading Utility Connection company with choice. Compare & Connect have helped thousands of Australians by finding them a great deal; whether it's a new connection or simply making sure they're not paying too much when transferring electricity, gas, internet or other services.

Insurance

You are advised to arrange insurance for your contents. Your belongings are not covered under the Lessor's policies. Entry Condition Report Once you receive the Entry Condition Report you have three (3) days to complete this and return to our office. The Property Manager will provide you with a copy of the

Entry Condition Report

At the commencement of your tenancy, you will be provided with a detailed Entry Condition Report and a USB – photos indicating the condition of the property at entry. . The report will note the general condition of the property prior to your residency, including detailed descriptions of existing wear and tear e.g. markings, number of wall hooks etc.

Please ensure that you complete, sign and return the entry condition report back to our office Within Three (3) Business Days as required under the Residential Tenancies and Rooming Accommodation Act.

What is the Importance of the Entry Condition Report? - The report documents the condition of your rental property prior to yourselves taking up residency. This is by far the most important document to secure your bond refund when the time comes to vacate the premises. By paying particular attention and filling out the report in as much detail as you can, you will ensure the end of your tenancy will be easily managed.

You will be provided with a paper copy of the Entry Condition Report and a USB of photos disclosing the condition of the property. These will be provided to you when you attend out office to collect the keys on the first day of your tenancy.

Please ensure that you download the photos from the USB and return it to our office with your completed version of the Entry Condition Report. If for any reason the USB is misplaced and not returned then at the conclusion of the tenancy we will have to charge you \$20 to replace it.

No Cash Policy

we have a no cash policy!There-fore rent must always be paid by EFT your rent to our bank account, details supplied on page 2 of the General Tenancy Agreement. When paying the first 2 weeks rent and bond these funds must be cleared funds prior to your receiving the keys to your property.



RENTAL TRENDS



Possession Granted

please note that possession will be granted once the following has been fulfilled-

- a) **Tenancy Start Date** - your tenancy start date has commenced, as per your tenancy agreement
- b) **Rent** - your first 2 weeks rent has been received by our agency.
- c) **Bond** - your full bond payment has been received by our agency.

Important - Keys issued early.

It is important to note we are unable to issue keys early than the start date of the tenancy agreement for your access.

An example of this is where access to the property is required to move boxes into a garage or bedroom to get the moving process started earlier, or a removal truck company requires access a couple days earlier. Under all circumstances we cannot issue any keys earlier than the start date of the tenancy, for legal and security reasons.

Moving in to your rental property Changing Address

Ensure that you let financial organisations, road departments and other important bodies know of your change of address.

Contact Details

Once your new contact details are available like a landline phone number and postal address, (if different from your residential rental property address) please email these details to us at reception@rentaltrends.com.au

Keys

Should you wish to copy keys it is important to note we will need returned at the end of the tenancy all keys given to you at tenancy start, and also all extra copies created during your tenancy period. If you change the locks during tenancy, you are obligated to provide us with a full new set of keys for property access.



RENTAL TRENDS



Payment and Lodgement of Your Bond

Your bond will be lodged with our state bond authority and you can expect confirmation from them indicating your lodgement number.

Property Condition Report

Please ensure that you return your signed/amended copy of your entry condition report to us within 3 working days of the tenancy start date. You will also need to download the entry photos on the USB supplied with the entry condition report. Once these photos are downloaded you can upload any photos you have taken and return both the USB and entry condition report to our office.

Tenant Contents Insurance:

It is crucial that you affect your own tenant contents insurance.

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

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

Example Two: You are away on holidays and the power cuts out due to an electrical fault in the building. Your return home to find your fridge/freezer goods spoiled. The owner's insurance will not cover your fridge/freezer goods.

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

In all cases above, quality tenant contents insurance should cover your goods for these given examples. Please check with your insurer however for the cover they can provide you.

You need to ensure that all your goods are adequately insured and the owner/agent will not be liable for damaged or destroyed tenant possessions.



Strata-titled body corporate properties

If you are renting a strata-titled or body corporate property, including a unit, apartment, townhouse or duplex, there is some extra information you need to be aware of.

You will receive a copy of the by-laws of the property when you sign your lease. Please familiarise yourself with these and keep the following in mind.

Common property

Within your complex there will be areas of common property, that are shared spaces. There are several standard by-laws that relate to common property that all new tenants need to be aware of.

Ask for Property Manager for details.

Parking

If your apartment or unit has one or more allocated parking bays, you must ensure that you only use the bay(s) assigned to you. You cannot park a vehicle on any area of common property, or use a visitor car parking bay on a regular basis.

Your visitors

It is your responsibility to ensure that your visitors comply with the by-laws, including parking and their behaviour within common property areas.

Noise and disturbance

In the close living situation of a strata complex, it is the right of every occupant to be able to use and enjoy their properties and areas of common property. Therefore excessive noise and inappropriate or offensive behaviour that causes a disturbance to other occupants is prohibited under the by-laws of the complex.



ROUTINE INSPECTIONS AND PHOTOS

We will conduct a routine at the property approximately every 13 weeks. The main purpose is to provide a report to the owner that you are maintaining the property and also to check for any repairs and make any recommendations to the owner. Please see a detailed list of what we look out for below.

Photos- also note that the inspection may also involve taking photos of any repairs required, and a photo of the front and back of the ground. It is the 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 clean from marks The carpets are clean and stain free
- The windows and screens are clean
- The kitchen area is clean and the oven/stove top is burnt-content with food and carbon staining Shower, Bathroom and Toilet, and Laundry are clean
- All areas and rooms are fully accessible (not locked)

OUTSIDE THE PROPERTY

- The lawns are freshly cut/edged and maintained gardens are s tidy and presentable/weeds removed Rubbish/lawn clippings removed
- No unregistered car bodies on the property
- Oil Stains removed to carports, garages and driveways All areas, garages, store rooms etc are all accessible Swimming pool/spa - water and sides/bottom are clean

IF YOU HAVE AN APPROVED PET

- Any droppings are picked up and removed
- Any pet damage or rubbish scattered is repaired and cleaned up Ensure all/any dogs are properly restrained for the inspection



Rent Reviews

Rent reviews occur at lease renewal time and are adjusted in accordance with market conditions. Please also note that a rent review may occur during a 12-month fixed-term lease, as long as this is indicated with a clause in the tenancy agreement terms and conditions.

Lease Renewals

Provided that your rent has been paid on time, the property has been kept clean and undamaged, the grounds well maintained, and the landlord is happy to continue your tenancy, you can expect to receive an invitation of renewal.

Once your invitation is received, it is important that you let us know whether you accept the renewal invitation or you wish to vacate. We need this advice in writing from you as soon as possible.

Landlord Mail and Contact

Should you receive any mail addressed in their name (the landlord's name is on your tenancy agreement) please forward this mail to us as soon as possible. It is important also to know that under no circumstances can the landlord be contacted directly. As the duly appointed agent the landlord can only be contacted through us. We are employed as the acting landlord of the property.

Please email us at reception@rentaltrends.com.au should you have any queries to bring to the landlord's attention.

PLEASE NOTE: If the repair is not considered an emergency repair or is found to be caused by negligence on the part of the tenant, the tenant will be responsible for payment of repairs and associated services.



Maintenance Shooting Guide:

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 in their rent, despite all of our tenant screening procedures. As we do not know who this will be when we sign tenancy agreements, we need to advise each tenant of our Zero Tolerance policy for late rent payments.

Follow-up involves phone calls and persistent personal contact. This has caused some people upset, embarrassment and also resentment. However, we cannot apologise for such action as we believe that the rent must be paid on time... all the time! We make it clear that our clients who own the rental property have taken out a mortgage. This person has approved your application ONLY on the grounds your rent will be paid on time... every 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 do to borrow the money from other sources (i.e. your family, friends, employer, bank, credit cards, pawnbroker etc) should you not be able to make a payment on time. However, should we not be contacted our policy will then be...

4 days in arrears - Reminder Phone Call or SMS message or letter

8 days in arrears - Notice to Remedy issued with 7 days to remedy breach

17 days in arrears - Notice to Leave issued with 7 days notice to vacate



EVICTION 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 of our best efforts, we will recommend to the landlord for this lease not to 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 Internet Tenancy Database - Rent Default

In extreme cases, details of the tenancy are lodged on a National Internet Tenancy Data Base. This will affect further tenancy arrangements with other real estate agents not only in your local area, but across Australia and New Zealand. This will cause you severe inconvenience and hardship for your future accommodation prospects. It is important to note that all real estate agents check this tenancy database when they receive an application for tenancy. If your details come up, you find they will automatically reject your application.

Therefore, we encourage everyone to ensure their rent is paid on time so that our business relationship remains beneficial for both parties.

Please call us should you have any queries regarding our Zero Tolerance Late Rent Policy.

Calendar Monthly Payments

Should you be requested to pay by calendar month, it is important to understand that the term 'calendar month' does not refer to 4 weeks or 28 days. As each month has either 28, 30 or 31 days, then a calendar monthly amount is more than 4 weeks of rent.

To calculate this properly and evenly, 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) $\text{Yearly} \div 12 \text{ months} = \text{Calendar Monthly Rent}$



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. It is important to note the first 2 weeks rent paid for your first 2 weeks of tenancy.

Rent in advance concept is simple to understand. If you go into a shop and you select a can of drink from the fridge. If you open the can, drink the contents and then walk to the counter to pay you would agree you might find the store owner not pleased with your actions! The right thing is to pay for the can of drink first, then consume the contents after paying!

Paying rent in advance works exactly the same way. You purchase the time period in advance, and then consume the time period by dwelling in the property. Once the time period is finished or consumed, you then pay for the next time period again before using it, by continuing in the lease and dwelling in the property. This is the meaning of rent in advance.



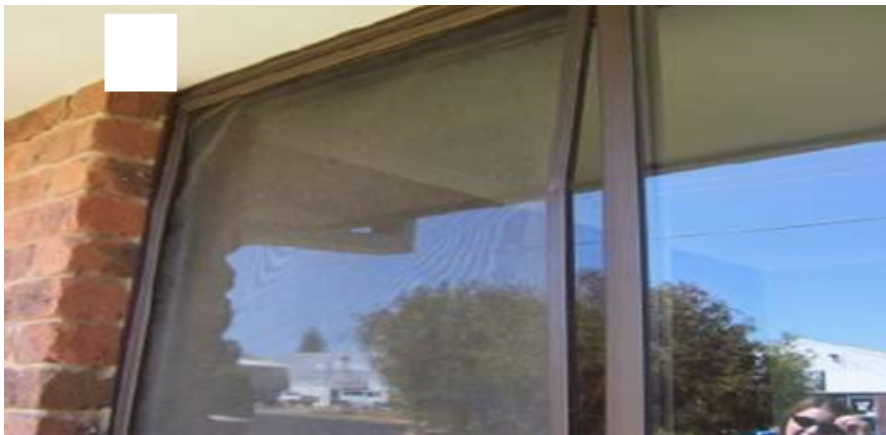
Taking Care - Inside the Property

Misplaced Keys

If you have misplaced your keys during business hours, you will need to call a locksmith. We do not, under any circumstances hand over our house keys. If you have misplaced your keys after hours, again you may call a locksmith to assist you back into the property. This is at the tenant's cost.

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 framework and will result in the flyscreen having to be repaired or replaced at your cost. This may cost more than what it would cost to have a locksmith attend the property to allow you access back in.



This 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!

PROPERTY DAMAGE

If property damage has occurred you are obligated to let us know immediately, or on the next business day if occurring on a weekend or public holiday.



RENTAL TRENDS

Air conditioners

Please, regularly clean any filters and intake vents to ensure there is no buildup of dirt and dust, and that the unit is able to draw in air effectively, not hindering performance, or in the worst case scenario, causing the unit to breakdown resulting in costly repairs and/or replacement. Please also note that 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 tenants.

Heaters

Please ensure any combustion heaters are kept clean of ash buildup, and also ensure a protective mat is placed in front of the heater to protect against coals and ash falling out and singeing/damaging carpets or floors.

For other heaters, please ensure that no combustible or flammable materials are placed on or near heaters to avoid fire risk.

Pot Plants

Please keep pot plants outside the property at all times. Pot plants placed inside on hard surfaces, tiles and floors like vinyl, may leave a circular indent, stains and damage. Pot plants placed on carpet areas run the risk of carpet rot underneath, should moisture overflow or escape even with plates and containers placed underneath to attempt to prevent this.

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.

Picture Hooks

If you wish to install any new picture hooks, please let us know in writing. The owner's permission to install picture hooks, the type indicated in the picture below, is necessary. We will advise you in writing of the owner's approval.



Washing Curtains

Most curtains and netting are machine washable but it is vitally important that this be established before any washing occurs. Drapes may only be suitable for dry cleaning, so please check all labels first. Sun-damaged, brittle curtains or netting may disintegrate should they be machine washed, so it is best to check the strength of the 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.

House Cracking and Movement

Please let us know if you notice any cracks in walls, ceilings and movement. If cracks were in place when you moved in, please let us know if you notice them worsening or growing larger. Please either report these in writing or point them out to us at the routine inspection.

Termites

Termites will quickly eat through a property and can cause extensive damage. Signs like wood becoming brittle (doorways, skirting boards, wood roof beams etc.). Sounding hollow when tapped or knocked and/or with the presence of mud deposits are the tell-tale signs of termites, other than obvious signs of seeing termites themselves. Another warning sign inside can be blistering/lifting paint to inside walls, as they are known to eat away the paper backing to gyprock walls, allowing the plaster to crumble away allowing the termites to come to the wall surface, staying just under the paint lining.

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



These mud deposits indicate active termites



Termites are small and very destructive! (Picture not to scale)

General Cleaning

It is expected that the property is kept reasonably clean, and this is also a tenancy agreement requirement.

Pay particular attention to:

- a) Walls, switches, power points, skirtings, doors and doorways - please keep these free from marks and dirty finger marks.
- b) Cobwebs/dusting - please remove cobwebs to windows, walls and ceilings. Keep vents dusted. Light fittings and ceiling fans - keep them dusted regularly.
- c) Curtains/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 regularly cleaned and dusted. Please note most modern windows are easily removed from their tracks by lifting the sliding window up at the bottom, and pulling this out for easy cleaning.
- e) Floors - please keep regularly swept and mopped. Floors in the kitchen and wet areas may need to be scrubbed to keep surfaces, tiles and grouting looking clean.
- f) Ventilation - please ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation, causing mould and possible health problems.
- g) Wet Areas, bathroom, toilet and laundry grouting/tiles - please 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 we 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 are hardly used at all.

We liken this type of situation 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.

On vacating please present a receipt to show the carpets have been professionally cleaned.

In the Kitchen

Chopping Boards

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

Bench-top Joins

Be on the lookout for joins in the benchtop that have gaps, and the surface laminate has started to bulge or lift at a joint. Please let us know if this is starting to occur as this may indicate moisture has seeped into a join and is swelling the chipboard wood underneath.

Grouting/Tiling/Taps

Be sure that if you notice grouting or silicone sealing coming off/loose around any tiles near or around the taps and/or taps dripping/leaking to let us know by repair request. If moisture should get in-between tiles, this can damage the wall behind, and even seep into chipboard that is usually present in bench tops causing swelling and irreversible damage to the wood.



Oven and Stove Tops

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

Please use care when using scourers as these may scratch and damage enamel surfaces. When cleaning stoves/ovens use a spray-on oven cleaner. Be sure to read and follow the product instructions carefully, as even though these types of products are very effective, they tend to contain harmful caustic fumes and require rubber gloves to be worn at all times when using the product. Please also check that the product is suitable to the type of surface you are applying this to, as some surfaces like stainless steel may become permanently marred/stained using an oven cleaner.

Exhaust Fans/Vents and Range hoods

Please ensure any vents and range hood filters are kept clean.

Ensure the exhaust fan cover is clean and kept free of grime build-up. From time to time, these should be taken down and removed to be soaked in hot soapy water, and then scrubbed clean. Please use extreme caution when removing these. If you believe this is unsafe (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 with white lining, 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 tidies should be cleaned at least on an annual basis. Also, keep food in sealable containers to avoid insects and vermin gaining access to food and breeding and also creating a disease risk from germs, faeces and urine.

Dishwashers

Dishwashers provided as part of your tenancy need to be cleaned on a regular basis, and any build-up of food remains removed.



Mould

If mould appears in your rental premises, defining who is responsible is dependent on when and how the mould developed. For example, if the mould developed due to a tenant's negligence such as never opening the bathroom window when showering, it may become your responsibility to have it removed.

However, it is the responsibility of the tenant to notify our Office (in writing) as soon as they discover the mould. To prevent mould, please take the following preventative measures:

- Use the exhaust fan when using the shower or laundry (especially the dryer)
- Allow plenty of sunlight to enter the property where possible.
- Allow clothes to completely dry outside before putting them away.
- If condensation builds on the walls or ceiling, please dry the area thoroughly.
- Ensure you allow adequate ventilation throughout the property by opening a door or window (weather permitting)
- Leave internal doors open to allow for circulation. This is especially necessary when using a clothes dryer in an enclosed laundry.
- If mould is present in a property, we will arrange for it to be professionally removed.

In the Wet Areas- Bathroom, Toilet and Laundry

Shower Screens

If you notice cracking to glass in shower screens or shower doors please report this to us immediately. Wired shower screen glass can crack under thermal expansion (consistent hot and cold temperatures) whereas toughened glass usually only cracks if impacted (hit by something). If the shower screen is cracked due to impact damage, this will in most cases need to be paid by the tenant.

Blocked sinks/drains

Should a sink or basin become blocked, first try a drain cleaning product like draino. 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 to the problem.



Foreign objects down drains

Please take care not to allow children to place toys or other items down the drain. If your property has a septic tank system, please do not flush foreign objects like sanitary products down the toilet. Septic tank systems are not able to process this type of material.

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 loose tiles on the walls, the shower recess or tiles over the laundry trough etc., please be sure to let us know.

Wall water damage

Should you notice water damage to 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 mold marks on the flooring/carpet. This usually identifies either loose tiles or a broken/leaking pipe in the wall and will need attending immediately to prevent further damage from occurring.

Taps leaking

Please report any taps leaking 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.

Toilets leaking

Water trickling or leaking into the bowl from the cistern usually indicates a worn cistern washer and 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. Also leaking may occur to the tap behind the toilet.



Hot water system leaks

Should you notice the hot water service leaking from the 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.

TAKING CARE - OUTSIDE THE PROPERTY

WATER RESTRICTIONS

It is important for you to be aware of what water restrictions are in place for the region and who pays for water in the rental premises?

1. Are the premises individually metered for water, or is water delivered by vehicle	If NO	Lessor must pay for all water charges.
If yes		
2. Does the agreement state the tenant must pay for water	If NO	Lessor must pay for all water charges.
If yes		
3. Are all water efficient devices in place for the entire period full water consumption is to be charged	If NO	Lessor must pay for a reasonable amount of water for the period premises is not water efficient and any costs if water efficient devices are to be installed.
If yes at 1 – 3		
Tenant may be asked to pay for all water consumption charges for the period. Lessor must pay all fixed charges for water supply.		Reasonable amount of water. The lessor and the tenant should agree upon what is a reasonable amount at the start of the tenancy and include the amount as a special term in in the tenancy agreement. The tenant is liable for any consumption above the agreed amount.



Watering Your Garden and Water Restrictions

Watering your lawns and gardens must be done within watering restrictions; however, we insist that watering is conducted to the maximum allowed by the restrictions in place. What we do not want is watering not done at all because of the 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 all 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 should current water restrictions allow.

Weeding and Shrub Trimming

Weeding of garden beds, inside lawns, paths, paving and other outside areas is the responsibility of the tenant. Trimming of bushes and shrubs in and around the garden is also the responsibility of the tenant unless otherwise stipulated in the General Tenancy Agreement.

Lawn Maintenance

Please ensure that lawns are regularly mowed 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

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

Formal household rubbish and waste must only be placed inside rubbish containers (i.e. wheelie bins) and removed weekly from the property, or otherwise as required. This cannot be allowed to accumulate.



Oil Drillage

Any cars parked on driveways, under carports and in 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. Please also note that any visitor's cars must be parked off the premises if they drip oil. Should oil drillage occur at any time, this must be cleaned up immediately to prevent oil from seeping in and permanently staining. Please note any permanent staining will result in compensation being charged to the tenant.

Parking on Lawns/Gardens

It is important that at no time can cars or any type of vehicle be parked on any 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 drillage to gardens and lawns will also create permanent damage to the soil area, being costly to rectify. Any damage of this type will be charged to tenants in full.



Please do not park on lawns or garden areas. Also oil stains are difficult to remove from driveways. Prevention is always better than costly cleaning and repairing lawns and gardens!

Swimming Pools and Outdoor Spas

If the property you are renting has a swimming pool and spa please pay attention to the following.

Pool/Spa Cleaning

Pool/spa cleaning and maintenance, unless it is agreed that the landlord will be supplying regular cleaning and maintenance service as per your tenancy agreement, will be the tenant's responsibility.

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

Supply of Pool Chemicals

Supplying of pool treatment chemicals will be a tenant's responsibility, at the tenant's 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 its 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 kept at all times.

These regulations can be found on your local council's website.

If the pool care is included in the rent, then the landlord may offset the chemical usage to the tenancy. This will be invoiced to the tenancy within 7 days of receipt of the invoice for the tenancy to finalise.



Pets at the Property - Right Expectations

Should the landlord have granted permission to keep pets as per your tenancy agreement and/or written and signed pet lease agreement, the following conditions apply for the duration of this tenancy, and any renewal or extension:

- a) Yard Kept Clean - keep the yard clean and free from animal faeces.
- b) Rubbish Kept Cleared - clean up any rubbish/items scattered by the pet.
- c) Flea infestation - in the event of any fleas or flea eggs being present as a result of the animal, you will need to arrange for flea fumigation of the property prior to and upon/after vacating the premises. This is at tenant cost.
- d) No Pets Inside - pets are not allowed inside the residence at any time.
- e) Damage Rectification - repair any damage to the premises caused by the animal, and will protect and immediately rectify any damage caused to garden irrigation systems and fittings.
- f) Garden Damage - 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 listed above and approved by the owner, do not keep any other animals of any kind on the rental premises, (even on a short-term or temporary basis), including dogs, cats, birds, fish, reptiles, or any other animals.
- h) Temporary Pets - the tenant will not harbour, substitute or "pet-sit" any other pet, and will remove any of the pet's offspring within 45 days of birth (should this occur).
- i) Food and Water - not to leave food or water for the pet outside the premises where it may attract other animals and/or insects (i.e. European wasps)
- j) Bi-Laws and Local Council- abide by all local, city or state laws, licensing and health requirements regarding pets, including vaccinations.
- k) Disturbance and Noise - the pet shall 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 will take steps to immediately rectify complaints made by neighbours or other tenants.

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





DAMAGES CAUSED BY A PET

Bond Changing Tenants

Should permission be granted for tenants to change/transfer during a tenancy agreement, then the outgoing tenant must liaise and arrange with the incoming 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 bond authority.

Sub-Letting:

Subletting is not permitted. This includes assigning the tenancy over to a third party, or allowing other occupants to move in without our express permission. 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 by us. 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.

Saving Water - 20 Great Tips

Tips and water use info 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, which can be poured onto the garden or into pot plants.



RENTAL TRENDS

2. Try filling your sink in 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 use 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 it into 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 USA a great water-saving ad campaign promoted 'if it's yellow, let it mellow. If it's brown, flush it down!'

In the Laundry

·Approx 15-35%of of household water use is in the laundry.

·A top-loading washing machine uses 170-265 litres per wash whereas 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.



5. Pre-treating stains before washing will reduce the chance of the need for re-washing after coming out of the washing machine.
6. Instead of using the woollens and delicate cycle on a washing machine, consider hand washing these items.
7. 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!
8. 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 leaks.
 9. Don't buy children's toys that require a steady flow and use of water like slip'n slides, or need constant filling like water guns. Not only do these items require water, but sometimes children tend to leave taps running while using them.

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).
10. Don't assume your garden needs watering. Check the soil first around plants to see if it is dry before watering.
 11. A good soaking in the garden once or twice per week is better than watering every day.
 12. Don't allow more than a centimetre of water to accumulate on the ground. This excess water can easily run off and be wasted.
 13. If your garden is on a slope, just water for short periods so that runoff water doesn't escape and be wasted.
 14. 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 that you may be allergic to them
- 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 deckingwoodwork
- Loose or faulty , locks, in particuscreen doors doors and screendoors
- Broken or cracked windows, and broken/loose window locks



A loose switch to a power point needs repair as soon as possible



This broken soap dish in the shower could cause injury and needs to be replaced.



Saving Power- Some Tips

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

Keeping Cool and Saving Power-Some Tips:

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 temperatures.

Keeping Warm and Saving Power-Some Tips:

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.

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.

Vacating the property

Notice Writing When we intend to vacate the property, in all instances, we require your notice in writing

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 amount of notice needs to commence when we have received 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 14 days' notice in writing. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted to us.

Breaking a Fixed Term Should you wish to leave during a fixed-term lease, we 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:

- (a) Rent until a tenant approved by the landlord takes possession, or the lease expires (whichever occurs first).
- (b) Reletting fees and advertising costs to relet the premises. Reletting fees are 1 week's rent plus GST and advertising are \$175.
- (c) 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 period.

Getting Your Bond Back Quickly-Criteria

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 will need to ensure the following:

- a) Rent -any outstanding rent is paid promptly.
- b) Property Ready - the property is cleaned, carpets professionally 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 this agency.

- a) Outstanding Accounts - please ensure that any monies outstanding like water, any damages, compensation amounts and break lease fees are paid.
- b) Keys - ensure that all keys, remote controls etc. have been returned to our office.
- c) Once these criteria have been met we can then refund your bond. Delays to this in all cases relate to one or more of these criteria not being met.

Outstanding Rent

Please note that it is against the tenancy legislation 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.

Cleaning

Please use the 'Cleaning Guide" that is supplied to you when we acknowledge your vacating advice. 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, this can result in extra costs associated in rectifying any cleaning issues and will also delay the return of the bond.

If the cleaning is not done in accordance with the cleaning list, then we will engage our own cleaners to complete the work. We do not allow tenants to return to the property for cleaning or repairs after keys have been returned. There is no obligation on the landlord to allow tenants to return. Repairs must be completed by ABN-licensed contractors.



Carpet Cleaning

Please ensure the carpets are professionally steam 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 cleaned. This can result in professional carpet cleaning still being required after you have paid to hire a machine as well!

The Final Inspection

Only once the property has been fully vacated and cleaned and the grounds made ready with keys returned can we commence our final inspection. It is important to note that if a final inspection time has been made 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. If this should happen we may need to charge a fee for not being able to complete the inspection and for no communication received by you to transfer the appointment time.

Outstanding Monies/Damages

It is important to note that if you vacate with outstanding monies and damages, your details will be lodged on a national internet tenancy database. Even if your monies are eventually paid, this doesn't mean your details will be withdrawn from the database. Therefore, due to the serious nature of these databases and how they can affect your future renting prospects, it is best that all monies owed be paid as soon as possible so no monies are owed.

Eviction

Should an eviction occur, your details will be lodged on the national internet tenancy database.



GETTING THE PROPERTY READY FOR VACATING - CHECKLIST

- Mail Redirection** - please ensure that all mail is re-directed to your new address. You can complete a form with Australia Post to assist with this.
- Utilities** - electricity, gas, phone, etc. Please ensure all accounts are advised and cancelled accordingly.
- Appliance manuals** - please leave them on the kitchen counter.
- Keys** - please ensure you have all keys as handed to you at the start of tenancy. Also hand over any extra keys you have arranged to have cut.

INSIDE THE PROPERTY

- Walls** - please clean off any dirty marks, removable scuff marks, finger or food marks etc.
- Ceilings** - please remove any cobwebs.
- Ceiling mold** - please clean off (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 inside and out. Please note - nearly all modern sliding aluminum windows can be lifted and pulled out for easy cleaning. Also sills and runners (wipe out dust build up and any dead insects. A vacuum cleaner and paint brush can really help here).
- Flyscreens** - brushed and dusted down. Please be aware, most modern sliding aluminum windows allow for the flyscreens to be taken off from the inside only, once the sliding part of the window has been moved first. Attempting to take them off from the outside may result in damaging them.
- Screen doors** - front and back including frames – wiped clean and screen wire brushed.



OUTSIDE THE PROPERTY

- Lawns** - freshly mowed and edged (best done a couple of days before the tenant takes possession).
- Gardens** - remove any weeds, any rubbish and built-up leaves etc.
- Guttering** - please ensure that the gutters are freshly cleaned of any dirt/silt and leaves/twigs.
- Rubbish** - remove any rubbish that you have placed at the property. Be sure to check behind sheds, under shrubs and trees. This includes lawn clippings piled and compost left.
- Sweep** paths and paving 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** - if there are cigarette butts lying around - please pick up and remove.
- Garages and tool sheds** - please remove any items from inside and behind garages and tool sheds that belong to you, including rubbish.

IF YOU HAVE A PET

- Pet droppings** - please remove from gardens, lawns and any out of the way areas. Please dispose of in the bin – please do not bury them.
- Dog urine** - remove/clean where your pet may habitually urinate (Base of walls, verandah posts etc.)
- Dog stains** - to outside walls. Check where your dog regularly lies down, there might be 'telltale signs' on walls etc.
- Dog/Cat claw damage** - check screen doors, flyscreens and curtains. Please replace the screen wire if required.
- Dog chew damage** - please ensure watering systems are free of dog chew damage and are repaired accordingly.
- Pet hair** - please 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 get your bond back quickly here are some tradespeople we trust and use on a regular basis. We use them also because of their rates are reasonable.

Who we use and recommend

Who we use and recommend-

Professional Cleaning	Total Reliable Service	0451146831
Window Cleaning	Total Reliable Service	0451146831
Carpet Cleaner	Jones & Co.	3715 7000
Lawn Mowing/Gardening	Property Care One	0403020100
Driveway Sprayer/Cleaner	Reclean Exterior Cleaning	1300303 071
Rubbish Removal	Micks Total Gardening Service	0410405947
Handyman	Tony Di Mauro Building Maintenance	0419771175
Pest Controller/Fumigator	Trusted Pest Management	1800801223



TENANT WELCOME
PACK

Please do not be overwhelmed by the information provided above. We simply want to ensure that you are as well informed as possible whilst leasing through Rental Trends.

Our aim is for you have an enjoyable experience leasing through us and understand that we are here to help in any way possible.

You will always be provided with friendly, professional and timely service from Rental Trends.

**Give us a 5 star review and WIN an IPAD
on Google/Facebook**



RENTAL TRENDS