



newvision
REAL ESTATE

TENANT INFORMATION PACK



Welcome to New Vision Real Estate

At *New Vision Real Estate*, our tenants are valued customers and we understand that communication is important to everyone. Whilst your property manager is your primary point of contact, you can call our main office numbers below to get through to any of our team.

New Vision Real Estate



02 9160 6475



1300 448 639



rentals@newvisionre.com.au



www.newvisionre.com.au

Contact Details

Our office hours are:

Monday to Friday - 9.00am—5.30pm
Saturday - 9.00am—3.00pm

We can be found at:

7.405/29-31 Solent Circuit, Norwest NSW
2153

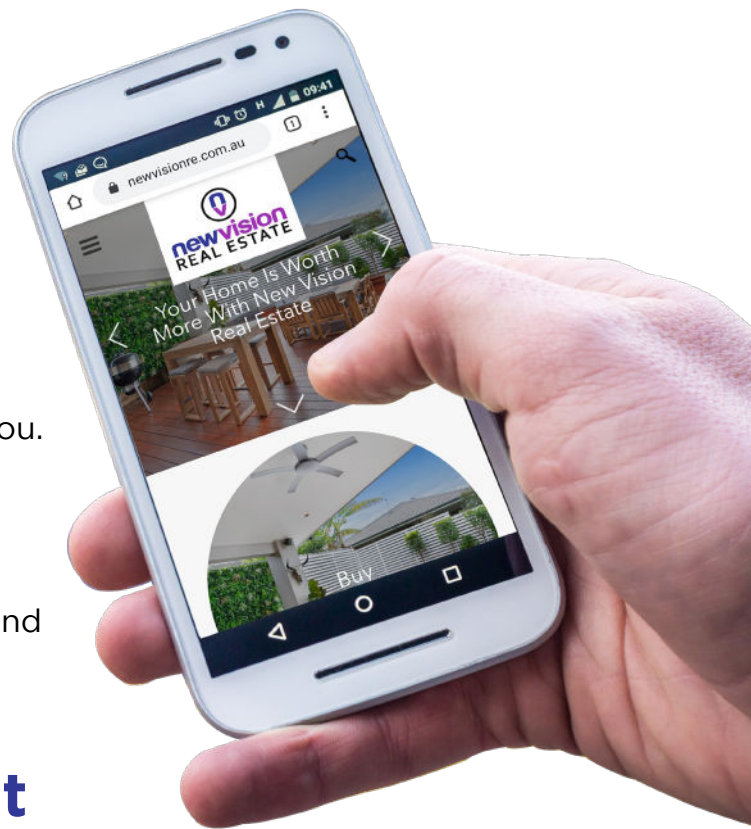
Phone: 02 9160 6475
Fax: 1300 448 639
Email: rentals@newvisionre.com.au
Website: www.newvisionre.com.au

Tenant Portal Access your important property information online!

At New Vision Real Estate we know that you want to be able to access your important property information when it's convenient to you.

Online access enables you to log on at your convenience and access your information.

You can view your tenant ledger, lease details, rental status, contact your property manager and more.



Setting Up Your Account

To access this new service:

1. Visit our website at newvisionre.com.au and go to the Property Management tab. You will see an option called Tenant Portal.
2. Click on the Tenant Login button. Your login info is on the letter given to you at your lease sign up. If you need this information again, please call 02 9160 6475
3. You can change your default password once you have logged in for the first time.

**Now
available**
on your mobile
device!



Getting Started

What You Must Do First!

Utility Connections

It is your responsibility to have the electricity, gas and telephone connected prior to moving in. Sufficient notice should be given to allow connection to be effected. These services must be connected in your name.

Power, Gas & Telephone

Ausgrid - 131 535 AGL - 131 245

Telephone & Internet

Telstra - 132 200 Optus - 133 345

Important Condition: Intact Telephone Line—If there is no telephone line connected to the premises, the cost of supplying that connection is borne by the applicant for the telephone service. The tenant agrees to leave in the same manner of connection or operation, any telephone service installed in the premises at the commencement of the agreement.

Wanting us to help you get connected? If you ticked 'yes' to our FREE myconnect service on your application form, a representative from myconnect should be in touch with you regarding connecting your utilities. Myconnect offer a free service to connect all the major utilities to your home and provide moving services as needed.

If you would like to contact myconnect yourself, details have been provided:



1300 854 478
www.myconnect.com.au

Tenants Content Insurance

It is crucial that you have your own tenant contents insurance. It is important to note that should your goods be damaged by circumstances affecting the owner's property (ie. fire, storm damage, power outages etc) then your goods and possessions are not insured by the owner.

Quality tenants insurance should cover your belongings in most instances, however it is important to check with your insurance provider to ascertain what they do and do not cover.



Moving Into Your Rental Property

Changing Address - ensure that you let financial organizations, road departments and other important bodies know of your change of address.

Contact Details - New Vision Real Estate requires that all of our tenants provide up-to-date contact details. Once you have moved into your new property, make sure that your property manager has details such as any new landline numbers, postal address (if different to your residential address) etc.

Keys - should you wish to copy any keys given to you at your tenant induction, it is important to note that at the end of your tenancy we need back all keys given to you, along with any additional copies made. If you wish to change the locks during your tenancy, you are required to get prior permission from your property manager and are legally obligated to provide us with a full set of the new keys for property access.

Payment and Lodgement of Your Bond - your bond (equivalent to 4 weeks rent) is paid directly to Rental Bonds Online. You should have received an email prior to your tenancy from RBO with a request for 4 weeks rent as a bond amount. Contact your property manager if you did not receive this email.

Property Condition Report - please ensure that you return your signed / amended copy of your property condition report to us within 7 days of the tenancy start date. If it is not returned within 7 days we will use our original notes when conducting the outgoing inspection.

Repairs & Maintenance

General Repairs

We require that all repairs are reported in writing. You can lodge a repair request through any of the following methods:

- Email your property manager directly
- Come in person to our office and request a maintenance form
- Go to our website newvisionre.com.au and fill out a maintenance request

Any maintenance arranged by a tenant without our authorization will be at the tenant's expense, unless it is proven to have been an emergency (see below).

Emergency Repairs

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

- Water pipes have broken or burst
- Blocked or broken toilet (if second toilet not available)
- Serious roof or gas leak
- Dangerous electrical fault, dangerous power point, loose live wire etc
- Flooding, rain water inundation inside the property, or serious flood damage
- Serious storm, fire or impact damage (ie. Impact damage by a motor vehicle)
- Failure or breakdown of the gas, electricity or water supply to the premises
- Failure or breakdown or any essential service on the premises for hot water, cooking, heating and laundering
- Fault or damage that causes the premises to be unsafe or not secure
- Fault likely to injure a person, cause damage or extreme inconvenience

If your emergency occurs within office hours, contact your property manager immediately. If you are unable to reach your property manager, call our reception on 0291606475

After Hours Emergency Repairs

Should an emergency repair be required outside of normal business hours, then you will need to refer to your tenancy agreement for your emergency tradespeople, and to ensure that the specified repair is listed as an acceptable emergency in your tenancy agreement (listed in special conditions).

It is important to know if a repair is an emergency or a general repair. Getting this wrong may be costly to the tenant, particularly in after hours situations.

Should you experience an attempted break and enter, theft or similar, please contact the Police immediately, obtain a Crime Report Number, notify our office as soon as possible and inform us of any damages and/or repairs required.

Routine Inspection Guide

We will conduct a routine inspection at the property 3 months into your tenancy and then approximately every 6 months thereafter. You will be advised in writing (post and email) of the inspection date and time.

The main purpose is to provide a report to the owner that you are maintaining the property, and also to check for repairs and make any recommendations to the owner.

Please note, the inspection may involve taking photos of any repairs required, and photos of the property.

What we look out for at inspections

What we look for:

Inside the Property

- ✓ Walls/light switches/doorways and doors are clean from marks
- ✓ Carpets are clean and stain free
- ✓ Windows and screens intact/clean
- ✓ Kitchen area clean and oven/stove top is free of burnt on food
- ✓ Bathroom, shower, toilet, laundry and any tiling is free from mould and clean
- ✓ All areas and rooms fully accessible (not locked)

Outside the Property

- ✓ Lawns are cut/edged and maintained
- ✓ Gardens are 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 all accessible
- ✓ Swimming pools/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.

Smoke Alarms

Landlords are responsible for the installation of smoke alarms in rented premises and where a smoke alarm is installed. If the smoke alarm has a replaceable battery, the landlord must ensure that the battery is operational at the commencement of a new tenancy.

After the tenancy begins, the tenant is responsible for replacing the battery if needed. The tenant agrees not to remove or interfere with the operation of any smoke alarm installed on the residential premises except with reasonable excuse and to notify the landlord if any smoke alarm installed on the residential premises is not functioning properly.

Rent Reviews & Lease Renewals

Rent Reviews

Rent reviews occur at lease renewal time and are adjusted in accordance with market conditions.

The landlord cannot increase the rent during the fixed term unless the agreement sets out the amount of the increase.

The tenant must get 60 days notice in writing if the landlord wants to increase the rent. This applies even when the agreement provides for, or permits, a rent increase.

The tenant can apply to the Consumer, Trader and Tenancy Tribunal within 30 days of getting the notice of the rent increase for an order that the rent increase is excessive, having regard to the general market level of rents for similar premises in similar locations.

Lease Renewals

Provided that your rent has been paid on time, and the property has been kept clean and undamaged and the landlord is happy to continue your tenancy, we will advise you of the impending expiry of the Tenancy Agreement and advise of our instructions whether a further term is to be offered and under what terms.

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.

The Residential Tenancy Agreement has a continuation clause, which allows a tenant to continue on under the same terms and conditions at the expiry of the fixed term (continuing basis), unless they receive correspondence stating otherwise ie. Notification of a rent of a rent increase or notice to vacate,

If you are residing under a continuation clause, you need to give our office an additional weeks notice when vacating the premises.

Change of Shared Tenancy

If a tenant wants a new or replacement co-tenant to move in and sign a lease or renewal, the tenant will first need to ask for permission.

Prior to our office making any changes to the lease agreement, we require the following items:

- A written letter from the vacating tenant stating their intention to vacate the property and advising that the rent and bond will be the responsibility of the new tenant/s.
- A written letter from the remaining tenants advising that they acknowledge the change and that they will be responsible for the property including rental payments.
- A completed application form with 100 points of identification for any tenants wishing to join the lease.
- A signed and completed 'Change of Shared Tenancy' form, available from the Office of Fair Trading website or at our reception.

We will then present the proposed amendments to the landlord for their review. We cannot guarantee that any changes to the original tenancy agreement will be accepted and the landlord has the right to refuse a tenant on many grounds including:

- Overcrowding in the property
- If an applicant was listed on a bad tenant database
- If the number of occupants permitted under the original lease would be exceeded

Your Rental 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 agreement, 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 can cause some people upset, embarrassment and resentment.

Rent is payable in advance. Your account must be maintained in advance at all times. If for some reason your account falls into arrears, we are left with no

alternative but to take action, which will be unpleasant for everyone involved. We trust that we are never placed in this position.

If you are having difficulty in paying your rent ALWAYS CONTACT US to discuss your problem.

Our follow up procedure for late rent payments is:

- **3 or less days in arrears** - you will receive an SMS notifying you of the amount due and requesting payment be made ASAP
- **4-7 days in arrears** - you will receive a phone call, SMS and/or email from us notifying you that you are in significant arrears
- **8-14 days in arrears** - further correspondence will be issued advising you that arrears have been permanently noted on your tenant ledger and you may receive a personal visit
- **15+ days in arrears** - a Termination Notice will automatically be sent to you. If payment is not made immediately upon receipt of this Notice and confirmation of payment forwarded to us, we will then proceed to obtaining an eviction order via the Consumer, Trader and Tenancy Tribunal and then through the Sherriff's office.

If a tenant is consistently late with arrears despite efforts to bring them up to date, whether or not a termination has been previously issued, we may recommend that the landlord not renew their lease. The tenant will then be required to vacate the property at the end of the lease and our office will issue a poor tenancy reference should another agent or landlord require one. I

If there are any outstanding monies left at the end of the tenancy, if a termination was issued, or if the property was left in a poor condition, we will also list the tenant on Trading Reference Australia (see below).



Trading Reference Australia

We subscribe to Trading Reference Australia, which is a database containing information regarding both defaulting and excellent tenants, and which is widely supported by the industry. The type of information held by TRA is whether you have been listed on the database for any reason, and the contact details of the person who made that listing. The information is held for the purpose of consideration by letting agents who may be considering an application by you.

A listing on TRA will affect your prospects of renting throughout Australia and New Zealand and may result in your application for tenancy being rejected. We therefore encourage all of our tenants to take precautions to ensure that their rent is always paid on time.



Payment Methods

Direct Debit directly to our trust account

Account Name: New Vision Real Estate Rental Trust

BSB: 082 356

Acc: 41 756 3765

Ref: Use number provided in your welcome email or address

Other Payment Options

You can also pay your rent in person at our office via any of the following methods:

- Personal cheque
- Bank or business cheque
- Australia Post money order

CASH IN NOT ACCEPTED UNDER ANY CIRCUMSTANCES

Rental Payments

Understanding 'Rent in Advance'

Please ensure that 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 the tenancy, like a bond.

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

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

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 on the property.

Rent with Shared Tenancies

When multiple tenants have signed a lease together, whether as a couple, flatmates or leaseholder and approved occupants, they will need to note the importance of paying rent **in one amount only**.

For example, if the rent for the property you are sharing is \$600, and there are three of you splitting this amount, when you transfer the rent to us, it **cannot** be as three deposits of \$200, but must be as one single amount of \$600.

If you ever pay in the incorrect manner (whether by paying separate amounts, using incorrect codes/references or in a payment method we do not accept), we will initially send you a warning email advising that an incorrect payment has been made. If you are not sure why you have received this email, it is important to contact us so that we can explain it to you.

The reason we ask for single payments is because our accounts software will only automatically process these. Any payments not corresponding to the amount owed (ie. your weekly rent) need to be manually traced to the correct tenant and this process takes time and considerable effort,

If we continue to receive erroneous payments, we may charge you a \$30.00 trace fee.

It is therefore important that one person only is responsible for transferring the rent to us.

We suggest that any additional tenants transfer their rent into one tenant's account, and that tenant is responsible for making rental payments. This should help avoid any confusion as to who has paid what.

If you need any additional help with this, please contact our office on 02 8595 1888.

Taking Care - Inside the Property

Lost or Misplaced Keys

If you have misplaced your keys during business hours, you may come to our office and borrow our office set (as long as they are available). If you have misplaced your keys after hours, you may call a locksmith to assist you back into the property. **The cost of the locksmith is the tenant's responsibility.**

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 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.

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.

Noise/Disruption

It is important to note that the utmost care must be taken to ensure that you do not disturb your neighbours with noise. Loud music, parties and other disruptive activities can infringe on a neighbour's right to peace and the quiet enjoyment of their residence.

In the case of units and apartments, particular care must be taken with respect to noise due to the close proximity of other properties, usually located on the other side of the wall. This includes your obligation to ensure that your visitors are not disrupting neighbours when walking from your premises to their parked cars.

Air Conditioners

Please regularly clean any filters and intake vents to ensure that there is no build up 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 the break down 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.

Fireplaces

If the property you are renting has a fireplace, this cannot be used unless you have been given permission from us in writing. Sometimes these are ornamental, or the flue/chimney has been blocked up. Using them could cause a fire to occur.

If you have been given permission in writing, please ensure a spark catcher is used at all times in front of the fire to protect carpets and flooring from coal burns and ash damage.

Taking Care - Inside the Property

Pot Plants

Please keep pot plants outside the property at all times. Pot plants placed inside on hard surfaces, like tiles, timber and lino, 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. This applies even when there have been plates or containers placed underneath in an attempt to prevent it.

Aquariums

Like pot plants, aquarium stands can leave rust marks on floors and cause carpets to rot. 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.

Strict No Smoking Policy

All properties have a strict “no smoking inside” policy. This is listed in the special terms and conditions of your lease agreement. If a tenant still chooses to smoke inside the property they will be responsible for specialized cleaning and deodorizing of the inside of the property to reduce and eliminate unpleasant smoke odours. This can easily run into the hundreds of dollars and will be charged to the tenant.

Tenant Painting

It is our 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 with the landlords written permission.

Fixtures and Fittings

If you wish to install any fixtures or fittings (curtain rods etc), you must request permission beforehand in writing.

Smoke Alarms

Should you believe for any reason the smoke alarm/s installed are not working properly and it is not just a battery issue, please let us know immediately. Protect your safety by being vigilant and report to us any issues.

Picture Hooks

If you wish to install any new picture hooks, let us know in writing what type of hooks you wish to use and a floor plan of where in the property you would like to put them. Please assess the type of walls that are in the property, and the type of picture hooks that are suitable. Even so called ‘removable’ picture hooks have the potential to damage paint and gyprock, in wish case the tenants would be responsible for repair.

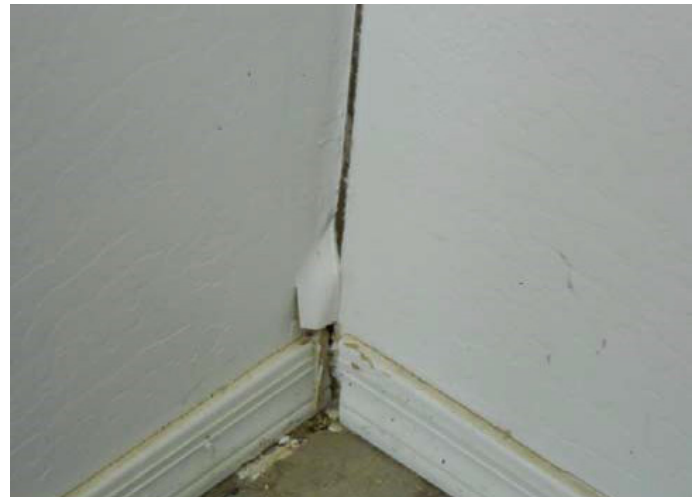
Washing Curtains

Most curtains and netting are machine washable but it is vitally important that this is established before any washing occurs. Drapes may be dry-clean only, so please check the labels first, and ask your property manager if you are unsure.

Taking Care - Inside the Property

House Cracking and Movement

Please let us know if you notice any cracks to walls or ceilings. If cracks were there prior to your moving in, please let us know if you notice them worsening or growing larger. Please either report these in writing (preferably with photos) or point them out to us at a routine inspection.



Wall Movement—Cracking to walls and ceilings can create extensive damage. Be sure to report to us immediately should you notice any wall movement or cracks to walls or ceilings.

Termites

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

Another warning sign inside can be blistering/lifting of paint to inside the walls, as termites are known to eat away paper backing 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 and even wooden furniture outside can attract and encourage them. Dripping taps outside next to the house can also cause damp and favourable conditions for termites to thrive.

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



Mud deposits are a sign of active termites



Termites are small but destructive

General Cleaning

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

Pay particular attention to:

- i. **Walls, switches, power points, skirtings, doors and doorways** - Please keep these areas free from marks and dust.
- ii. **Cobwebs/dustings** - Please remove cobwebs to windows, walls and ceilings. Keep vents dusted. Keep light fittings and ceiling fans dusted.
- iii. **Curtains/blinds** - Please keep these clean, dusted and also (if suitable) machine wash or dry clean on an annual basis.
- iv. **Windows/ sills/ window tracks and flyscreens** - Keep these regularly cleaned and dusted. Please note that most modern windows are easily removed from their tracks by lifting and sliding the window up at the bottom, and pulling out for easy cleaning.
- v. **Floors** - Please keep regularly swept and mopped. Floors in the kitchen and wet areas may need to be scrubbed to keep surface, tiles and grouting looking clean.
- vi. **Ventilation** - Please ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation, causing mould and possible health problems.
- vii. **Wet areas, bathroom toilet and laundry grouting/tiles** - Please ensure that 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 rather than any 'DIY' hire machines. These DIY machines lack the ability to adequately withdraw the soapy water that the machine may have squirted in.

It may be tempting to not have the carpets professionally cleaned upon vacating the property, however professional cleaning ensures that the next tenants to lease the property are leasing out a clean, hygienic environment, as is your expectation when you moved in.

If you do have the carpets professionally cleaned (particularly at the end of a tenancy), please forward a copy of the receipt to *New Vision Real Estate* as proof.



Kitchen Care

Chopping Boards

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

Benchtop Joins

Be on the lookout for joins in the bench top that have gaps, and the surface laminate has started to bulge or lift at a join. 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 maintenance 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 enamel surfaces. When cleaning stoves/ovens use a spray on 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 that you are applying this to, as some surfaces like stainless steel may become permanently marked/stained using oven cleaner.

Exhaust Fans/Vents and Rangehoods

Please ensure that any vents and rangehood 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.

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 hygiene/disease risk.

Dishwashers

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

Bathrooms, Toilet & 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) where as 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 for by the tenant.

Blocked Sinks/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 to the problem.

Foreign Objects Down Drains

Please take care not to allow children to place toys or other items down drains, 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 foreign, this expense will be billed to the tenant for payment.

Loose Tiles

Should you notice loose tiles to walls, the shower recess or to 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 usually identifies either loose tiles, waterproofing problem or a broken/leaking pipe in the wall and will need attending to immediately to prevent further damage 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 pressure exposes leakage in the taps.

Toilet Leaking

Water trickling or leaking into the bowl from a 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 system please let us know. The leaking valve is usually repairable 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.

Property Care - Outside the property

Water Restrictions

It is important for you to be aware of what water restrictions are in place for the region. For up to date water restriction information, please go to www.sydneywater.com.au

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 to be 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 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 the current water restrictions allow.

Weeding and Shrub Trimming

Weeding of garden beds, lawns, paths, paving and outside areas are the responsibility of the tenant. Trimming of bushes and shrubs in and around the garden are also the responsibility of the tenant.

Lawn Maintenance

Please ensure that lawns are regularly mowed and edged, keeping them near and tidy. Should you wish to have someone regularly mow your lawn, let us know and we would be more than happy to recommend a service to you. This is at the tenant's 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, 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 (ie. Wheelie bins) and removed weekly from the property, or otherwise as required. This cannot be allowed to accumulate.

Please log on to your local council website for details of bin collection in your area.

Oil Drillage

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

Property Care - Outdoors

Parking on Lawns/Gardens

It is important that at no time can vehicles of any type be parked on lawns, gardens or any area not created for, or designed as a vehicle parking area. Damage to lawns and landscaping can be costly. Engine oil dripping on gardens and lawns will create permanent damage to the soil area, being costly to rectify. Any damage of this kind 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 repairs.

Pool/Spa Cleaning

Pool/spa cleaning and maintenance, unless it agreed that the landlord will be supplying a regular cleaning and maintenance service as per your tenancy agreement, this will be a tenant 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 state. If this occurs, it will be at the tenants cost. It is also the tenants 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.

Maintain Pool Water Level

It is essential particularly in the summer months when water evaporation is at its highest, to maintain the pool water level approximately halfway up the skimmer box inlet. This will ensure the system functions correctly, if the water level drops below the skimmer box, damage can occur to pumps etc.

Emptying Skimmer Baskets

Skimmer baskets should be checked at least weekly for debris. Pools that have lots of trees around them may need to have their skimmer baskets emptied daily. These baskets are located behind the skimmer door on the side of the pool and are accessed via the plastic lid on the deck of the pool. When putting the baskets back, make sure that they are sitting properly in their place. Some baskets require a small weight or rock in them so that they don't float out of place.

Vacuuming Pool

If you have an automatic vacuum cleaner for your pool, it will require emptying of rubbish and debris. If you have a suction cleaner (such as a Barracuda or Kreepy Krauly) then all that is required is to empty the skimmer basket. If you have a pressure cleaner (such as a Jet Vac or Polaris 280) then there will usually be a mesh bag attached to the cleaner. This needs to be emptied out. If you do not have an automatic cleaner then you will need to manually vacuum the pool. This is done with a manual vacuum head, hose and telescopic pole.

Property Care - Outdoors

Vacuuming Pool (continued)

The hose is attached to the skimmer box via an appropriate vacuum plate. Vacuuming can only be done with the pump turned on, as this provides suction. Please make sure that the hose is completely full of water as any pockets of air in the system can damage the pool pump.

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 when stored away out of the weather when not in use to preserve their lifespan and usefulness.

Pool/Spa Fences and Gates

We must be notified immediately if fences and gates are not functioning correctly, and/or if the fails to self-close promptly when opened. State pool/spa regulations must be adhered to at all times.

Pets at the Property - Right Expectations

In the event that you and the landlord have come to a written agreement where you are permitted to keep a pet on the property (Pet Clause - Addendum B of the Residential Tenancy Agreement), you must agree to the conditions of the pet clause, in addition to the following:

- The yard must be kept clean and free from animal droppings
- In the event of any fleas being present as a result of the animal, you will arrange flea fumigation of the property prior to vacating
- Animals must not be allowed onto any carpeted surfaces
- You will repair any damage to the premises caused by the animal
- Other than the pet listed on the Pet Clause and approved by the owner, you will not keep any other animals of any kind on the rental premises, even on a short term or temporary basis
- You agree that the Pet Clause is only for the specific pets described in the clause and you will not harbor, substitute or 'petsit' any other pet or animal
- The pet shall not cause any sort of nuisance or disturbance to neighbours. You agree to do whatever is necessary to keep your pet from making noise that would annoy or disturb the peace and comfort of other residents, and you will take steps to immediately rectify complaints made by the neighbours or other tenants

You understand that failure to comply with the terms above, along with any terms stipulated in the Pet Clause, will give the owner the right to revoke permission to keep the pet, and is also grounds for further action.

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 result in someone tripping
- Suspicious or dangerous plants in the garden that are poisonous/toxic or could cause an allergic reaction
- Bees on the property particularly during spring, or if someone has an allergy to beestings
- 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 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

If you notice anything unsafe, or of a concern at your property, please advise your Property Manager in writing.



Chipped or broken soap dishes can pose a hazard



Damaged electrical sockets require immediate repair

Strata Titles/Body Corporate

Strata schemes are effectively small communities where the activities and attitudes of residents can have a significant impact on the satisfaction and enjoyment of others. It is therefore important to be aware of your responsibilities and obligations when you live in a strata unit.

By-laws are made to facilitate the administration and harmony - the smooth and dispute-free running of a strata scheme. They generally cover the use of common property and the behavior of residents but can also deal with many other aspects of the scheme. Without them the scheme would basically operate as a “free-for-all” situation where anyone could essentially do whatever they pleased to their property, the common property and each other. This would create a discordant environment quickly.

Important By-Laws:

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 purposes of carrying/ transporting furniture, you will need permission from the strata/body corporate, 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 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 behavior that causes a nuisance or disturbance to other occupants is not permitted under the by-laws of the complex. All occupants are not permitted to dispose of rubbish, dirt or other material in an area of common property.

Taking Responsibility for Your Visitors

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

Vacating the Property

When you intend to vacate the property, in all instances we require your notice in writing.

Ending a Fixed Term

When the fixed term (lease) period of the agreement is due to run out, we require at least **14** days notice to end the tenancy. This notice can be served up to and including the last day of the fixed term and must be in writing. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted/ emailed/ faxed.

Ending a Fixed Term

Once the fixed term period has ended, you are required to give at least **21** days notice. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted/ emailed/ faxed.

Breaking of a Fixed Term Lease

If you are wanting to end your tenancy agreement early you should give as much notice as possible, in writing, giving the date you intend to leave and ask for the landlord (or agent) to help find a new tenant.

The fees for breaking a lease early are:

If less than half of the lease term has expired (ie. 2 months into a 12 month lease)
A fee of 6 weeks rent is applicable.

If more than half of the lease term has expired (ie. 8 months into a 12 month lease)
A fee of 4 weeks rent is applicable.

You will also need to pay rent up to and including the day you return the keys.

Getting Your Bond Back Quickly - Criteria

At the end of the 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:

- **Rent:** once we have received your vacate notice, you will be sent a letter advising you of the whole amount of rent due up until your vacate date. Please ensure this amount has been paid prior to returning the keys.
- **Outstanding invoices:** if you lived in a single dwelling or there was a water meter at your property, you would have been charged water usage on a quarterly basis. To assist us with processing your bond, please make sure that any outstanding water usage charges have been paid.
- **Property ready:** the property has been cleaned, and is in original condition. All rubbish has been removed from the grounds, and if you had a pet clause, as per the conditions, you will need to have the property fumigated and the carpets professionally cleaned. Receipts for these services must be provided. Further instructions on vacating have been provided at the end of your handbook.
- **Keys:** ensure that all keys, remote controls and swipe cards are returned to our office.

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

Vacating the Property

Outstanding Rent

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

Cleaning

Please use the 'Getting the Property Ready for Vacating' guide on the following pages to assist you with vacating. 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.

Carpet Cleaning

We recommend getting the carpets professionally steam cleaned. You are required to do this if you have had a pet, however, even in other cases you may need to do this in order to restore the carpets to their original condition. 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, cleaned and grounds made ready with the keys returned can we commence our final inspection. It is important to note that if a final inspection time has been made with and you are unable to attend, or the property will not be ready in time, please contact us as soon as possible to make arrangements.

If you are unable to attend, your Property Manager will carry out the final inspection of the property and attempt to finalise the refund of your rental bond. Whilst we attempt to complete this process within several working days of the keys being returned, occasionally it may take longer.

If there are issues that need to be rectified in the property, such as minor cleaning, rubbish removal etc, your Property Manager will contact you to fix them. You have 24 hours after being contacted to rectify the issues. If you do not, or cannot, rectify them then we will make arrangements to have a tradesperson do so on your behalf and make deduction/s from your bond to cover any costs. Your Property Manager will always attempt to contact you to authorise any deductions.

Outstanding Monies/ Damages

It is important to note that if you vacate with outstanding monies and damages, your details will be lodged on Trading Reference Australia tenancy databases. Given the serious nature of these databases and how they can affect your future renting prospects, it is essential that any outstanding monies be paid to us as soon as possible.

Eviction

Should an eviction occur, your details will be lodged with Trading Reference Australia.

Vacating Checklist - Tenant Guide

- 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 the tenancy. Also hand over any extra keys you have had cut.

Inside the Property

- Walls** - please clean off any dirty marks, removable scuff marks, finger or food marks etc.
- Ceilings** - please remove any marks and cobwebs. Please clean off any mould.
- Light fittings** - clean off dust and remove any dead insects inside the fittings.
- Ceiling fans** - wipe fan blades and tops of fittings to remove dust build up.
- Skirting boards** - wipe down with a damp cloth.
- Doorways and doors** - wipe off finger marks and any other removable marks.
- Windows** - clean inside and out. Please note: nearly all modern sliding aluminium windows can be lifted and pulled out for easy cleaning. Also clean sills and runners by wiping out dust build up and any remove any dead insects.
- Flyscreens** - brushed and dusted down. Please be aware, most modern sliding aluminium 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.
- Stoves** - clean stove top, control display, knobs, panels around knobs, any pull out or built-in drip trays, griller racks, trays and any inserts, oven racks, trays and oven bottom, walls and oven roof. A good oven cleaner will clean most ovens - however it is of importance that you read carefully the instructions on the product. Some cleaners can actually damage oven surfaces (like stainless steel), and also some products have dangerous caustic fumes. Use these with caution.
- Kitchen range hood** - clean filters and framework. Pull out and clean above hood.
- Bathroom** - clean sink, mirror, cabinet, vanity unit and drawers, shower recess, glass screen and screen doors, bath and wall tiles. Please ensure both the bath and sink have plugs.
- Toilet** - clean both the inside and outside of the bowl, around the cistern and behind any crevices.
- Ceilings** - please remove any marks and cobwebs. Please clean off any mould.
- Laundry** - clean both the inside and outside of the trough, and underneath.
- Tiling** - make sure all tiling and grouting to 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 on the ceiling in the passage area.
- Air-conditioning ceiling duct vents** - please clean down if dusty or dirty.

Vacating Checklist - Tenant Guide

Inside the Property

- Cupboards/drawers** - please 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 you have 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 if needed - please ensure corners and hard to get areas are also cleaned.
- Carpets** - please ensure the carpets are professionally cleaned if needed. If you did not have pets, and there are no stains/ marks etc, cleaning with a steam cleaner may suffice.

Outside the Property

- Lawns** - freshly mowed and edged (best done a couple days before vacating).
- Gardens** - remove any weeds, rubbish and built-up leaves etc
- Guttering** - please ensure that the gutters are freshly cleaned of any dirt/silt and leaves or 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 and compost left.
- Paved areas** - sweep paths and paved areas.
- Balconies/decks** - wipe down any glass, clean off any cobwebs/ debris, and sweep/wipe down all surfaces.
- 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/cat claw damage** - check screen doors, flyscreens and curtains, walls, exterior of property.
- 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** - please provide a copy of the receipt for fumigation.
- Professional carpet cleaning** - whether or not your pet was an indoors animal, any properties that have had a pet will require professional carpet cleaning. Please provide a copy of the receipt for this upon vacating.

Trades Guide and Useful Local Numbers

Useful Local Numbers

These are phone numbers that may come in handy during your tenancy.

AGL (Gas)	131 245
Energy Australia Telstra	131 535
Sydney Water	131 200
	132 090

Trades Guide

Getting the property ready on time for an inspection or for vacating can be exhausting and sometimes employing 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 tenant cut corners and do not do a thorough job. This only then delays the bond refund process.

We have therefore provided you with this list of tradespeople that we trust, use and recommend on a regular basis. These tradespeople can be used during the term of your tenancy if there is something that you are required to fix (at your own cost) and at the end of your tenancy to assist with the vacating process.

Cleaning

General Cleaning

Heo's Cleaning Service	0410 453 781
Patriks Property Services	0431 521 450

Carpet cleaning

Mr. Budget Cleaning	0412 126 604
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Handyman/Carpenter

General Handyman

Smartfix (Chris)	0406 942 678
Samco's Maintenance	0404 026 099

Carpenter

N & P Carpentry	0412 205 458
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Trades Guide and Useful Local Numbers



Gardening and Lawn Mowing

Evergreen Trees & Gardens 0408 649 005
Lindsay Dawson 0415 803 669

Pest Control

Kevin Joyce 1800 010 590
Rio Pest Management 02 9750 5286
Amazon Pest Control 1300 262 966

Electrician

Electrafix 0422 716 311
Quickspark 0418 110 152

Plumber

Scott Buxton Plumbing 0419 418 726
CRH Plumbing 0412 082 229
Full Service Plumbing 0450 974 699

Locksmith

Boch Locksmith 0438 778 337
Ed's Locksmith 02 9519 9519

Blinds

Blinds In Style 0412 460 077

Appliances (Repairs and Replacements)

Winning Appliances 02 9432 4431
Affordable Services 02 9956 5600

Glass

Magic Glass 02 9319 2255

Air-Conditioning

DAC Services 0412 238 973
Keeley Air Conditioning 1300 165 615



02 9160 6475



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