

## WELCOME TO THE PROPERTY MENTORS

The team at The Property Mentors Australia would like to welcome you to your new home and assure you that we are committed to making your tenancy as enjoyable as possible.

I will be your property manager and best point of contact during the course of your tenancy with The Property Mentors.

For your reference, my contact details are 03 8842 9399 or [renee@thepropertymentors.com.au](mailto:renee@thepropertymentors.com.au)

### **The Property Mentors**

Our office is located at 5 Carlton Street, Prahran VIC 3181 and we are open for business between Monday to Friday 10:00am to 6.00pm.

We can be contacted on 03 8842 9399. If you would like to see us at any time during your tenancy, we request that you make an appointment first before coming in to ensure we are available to meet you at your desired time.

### **Occupancy**

Only the people originally on your application, approved by the owner, are to reside at the property on a permanent basis.

If an existing tenant vacates the property, our office is to be notified immediately. Should a new tenant be introduced to the property, we require a completed application form to be submitted for the approval of the Landlord PRIOR to the new tenant moving in.

Any change in occupant could affect the bond refund process when you vacate. As your Property Manager no longer controls this process, it is imperative that the procedures as set out in the Residential Tenancies Act 1997 are strictly adhered to.

If the Agreement is in joint or multiple names, all parties to it are individually and jointly responsible.

It is a direct breach of your Tenancy Agreement to sub-let or change tenants without the permission of the Landlord/Agent. Always contact your Property Manager at The Property Mentors prior to arranging a new tenant to take up residence.

### **Renting – Guide for Tenants**

As part of your Tenancy Agreement we must provide you with a booklet from Consumer Affairs Victoria. It will assist you during your tenancy as it contains some very useful information. We strongly recommend you read the booklet carefully and refer to it when necessary during your tenancy.

### **Services/connections**

As a tenant it is your responsibility to have electricity, gas, water usage and telephone connected to the premises under your name and to have all accounts finalized upon vacating the premises. We can organize this for you with a company called MyConnect free of charge.

### **Telephone**

Please advise your Property Manager of the Telephone Number at the property when you have it connected. Also, if you change employment during your tenancy, remember to advise us of your new business number and email address.

### **Condition report**

An original condition report will be provided on the commencement date of your lease. It will be completed and you are required to make any changes/additional comments and return the original to our office within three business days of taking possession. If you neglect to return a signed copy of this report, you could forfeit your right to object if there is a disagreement at the end of your tenancy. Please request a photocopy of the condition report when you return it signed to our office.

*Please Note*

1. *The Condition Report is very important as it establishes the condition of the premises at the commencement of your tenancy. It is not a request for any maintenance work to be carried out. It is used as a comparison at the end of your tenancy and protects your bond.*
2. *Should you wish to request maintenance at any time, please make a written report to our office and we will obtain the Landlord's instructions.*

*Note: Repairs or service calls brought about by neglect or damage by the tenant will be charged directly to the tenant.*

**Paying rent**

It is the tenant/s legal responsibility to the landlord/agent to pay rent.

The Property Mentors does not physically collect rental monies from tenants. Rent must be paid in full and on time. The Property Mentors does not accept cash payments to their offices for safety issues. A rent card is provided for easy payment methods. These methods include BPay over the telephone or over the internet and directly at Australia Post.

The monthly rental amount is calculated on a daily basis, please see break down below;

Eg. \$450.00 per week / 7 days x 365 days / 12 months = \$1,955.00.

**Rent arrears**

If you are having difficulty paying your rent, always contact your property manager to discuss. Failure to do this may result in legal action.

**Repair and Maintenance**

It is the tenant's responsibility to report to The Property Mentors any maintenance required. This should be put in writing with a Maintenance Request form or by email to your property manager. It is a provision of the Residential Tenancy Act 1997 that you advise any problem/s that occurs during your tenancy. If you do not, you could be held liable for any additional costs the Owner may incur.

In the event of an emergency and extreme damage caused to your property by a major storm or event please contact our office and you will be provided with the necessary information. Should you call after hours, please refer to your lease agreement that lists contact details for relevant trade's people or contact the SES.

**URGENT REPAIRS**

***What constitutes urgent repairs:***

<ul style="list-style-type: none"> <li>• <i>burst water service</i></li> <li>• <i>blocked or broken toilet system</i></li> <li>• <i>serious roof leak</i></li> <li>• <i>gas leak</i></li> <li>• <i>dangerous electrical fault</i></li> <li>• <i>an appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted</i></li> <li>• <i>a serious fault in a lift or staircase.</i></li> <li>• <i>flooding or serious flood damage</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>serious storm or fire damage</i></li> <li>• <i>failure or breakdown of any essential service or appliance provided by a landlord or agent for hot water, water, cooking, heating, or laundering</i></li> <li>• <i>failure or breakdown of the gas, electricity or water supply</i></li> <li>• <i>any fault or damage in the premises that makes the premises unsafe or insecure</i></li> </ul>
---	--

**Use of washing machines in premises**

It is essential that washing machines are not left unattended and that taps are turned off when not in use to avoid accidental flooding.

### **Carpet cleaning**

Tenants will be held responsible for negligent or malicious damage to carpets. To ensure a fast refund of your bond please ensure that carpets are professionally cleaned at the end of tenancy with a receipt provided.

### **Periodic inspections & Photos**

Regular inspections are conducted on the premises. A letter stating the day and time frame of the inspection will be sent to you. If this day is not suitable we can, at your approval, use the spare office keys to gain access or re-schedule a suitable day and time. The landlords have a right to attend these inspections.

The main purpose of these inspections 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. Inspections will also involve taking photos including general photos and photos of any repairs requires.

These are some of the things we look for:

- Walls are clean from marks
- Carpets are clean and stain free
- Kitchen area clean and oven/ stove top is free of burnt on food and carbon staining
- Shower, bathroom and toilet, laundry and all tiling is clean
- All areas and rooms are fully accessible (not locked)
- Gardens and lawns are tidy and presentable/weeds removed, lawns mowed
- All areas, garages, store rooms etc all accessible

### **Air Conditioners**

Please regularly clean any filters and intake vents to ensure there is not build up of dirt and dust, and that the unit is able to draw in air effectively, not hindering performance, or 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 the tenants.

### **Smoke Alarms**

Should you believe for any reason the smoke alarm(s) installed are not working please let us know immediately. Protect yourself by being vigilant and report to us any issues, to ensure your safety in the case of fire. It is your responsibility to replace batteries in the smoke detector/s.

### **Noise/Disruption**

Care must be taken to ensure that you do not disrupt your neighbours with noise. Loud music, parties or otherwise can disrupt 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 your neighbours.

### **Change of Tenancy**

The Owner has approved the tenancy in your name/s. Should a new tenant wish to occupy the property. The Owner must also approve their application and a transfer of the Bond lodged with the RTBA must be completed.

Any change in occupant could affect the bond refund process when you vacate. As your Property Manager no longer controls the process, it is imperative that the procedures as set out in the Residential Tenancies Act 1997 are strictly adhered to. You must contact your Property Manager to have the new Tenant approved and a Bond Transfer from completed.

### **Giving notice to end tenancy**

Tenants are required to submit written notice of their intention to vacate 28 days prior to the date you intend to vacate the premises. Tenants cannot vacate prior to the lease expiration date. Should circumstances occur forcing you to end the tenancy early please contact our office to discuss this with your property manager. You will be required to pay lease break costs, eg. Rent until the property is again tenanted, plus the Landlord's normal costs in re-letting. These are usually:

- All advertising expenses incurred
- Pro-rata portion of the letting fee
- Rent until the property is re-let.

### **Bond**

At the end of your tenancy you will be required to:

- Leave the property in clean condition
- Professionally steam clean the carpets and flea treat/ deodorize where animals have been present
- Leave all instructions manuals at the property
- Return all keys, swipe cards, remote controls to our office

To enable a speedy bond refund we ask that you leave the premises in a neat, clean and tidy condition and have the carpets professionally cleaned. The condition will be compared against the original condition report when your tenancy commenced, allowing fair wear and tear. You will be required to complete a 'Bond Claim' form that will be forwarded to the Residential Tenancies Bond Authority. All Tenants who signed the Bond Lodgement form at commencement of the tenancy, as well as the Agent, must sign this form before any refund can be returned. If there is any dispute relating to rent and/ or repairs/ compensation, an application will be made to VCAT for a hearing to settle the matter. Only after this matter has been heard can funds be distributed as directed by VCAT.

### **Documents**

The Tenancy Agreement, Condition Report and Bond Lodgement are legal documents and it is suggested you retain them in a safe place during your tenancy. You may need to produce them at some time in the future to establish any claim you may have.

### **Keys**

It is important to note we are unable to issue keys early, or grant access to the property any earlier than the allocated tenancy start date.

A tenancy is not terminated until all keys are returned to our office. Until keys are received tenants will incur rent. Should you change your locks at any time during your tenancy you must provide our office with a copy of the relevant keys. All keys given to you upon the commencement of the lease must be returned upon vacating – a photocopy of these keys will be documented.

### **Insurance**

It is not your landlord's responsibility to insure your possessions. The landlord's insurance policy covers only the building plus any fixtures and fittings. With the ever-increasing incidence of burglary and theft, we strongly recommend you take out contents insurance cover.

As a new client of The Property Mentors, we trust your experience with us will be positive. We invite you to contact us with any questions or requirements you may have on 03 8842 9399 or [rentals@thepropertymentors.com.au](mailto:rentals@thepropertymentors.com.au)

### **Communication**

Most of the problems experienced by Tenants, Landlord and Property Managers can be overcome by prompt and honest communication. It is the Tenant's responsibility to keep the property clean and meet the financial obligations. It is the Landlord's responsibility to see the property is maintained and to ensure the tenant has peaceful enjoyment and it is the property manager's duty to oversee the process. This can only be done with effective communication from all parties. Your Property Manager is here to assist you during your tenancy. Please direct any problems you may have to your Property Manager.

### **Mail**

If mail arrives for the Landlord/Previous Tenant, please forward it to our office as soon as possible.

Kind Regards,  
RENEE WHITEHOUSE