

# Welcome to your new home!

On behalf of the owner we welcome you to your new home and as new clients of Twin Waters Estate Agents. We look forward to a long and happy association during the term of your tenancy.

The following information is designed to provide you with an overview of our services, policies, procedures and other general information pertaining to your tenancy with Twin Waters.

## **Utilities:**

We offer the services of ConnectNow to assist you with the connection of your utilities. This service is free, should you wish to use ConnectNow to connect your utilities please contact your Property Manager. Alternatively you may wish to make your own arrangements to have the utilities connected by contacting the relevant utility companies.

### **Electricity**

AGL 131 245  
Origin 132 461  
Energy Aust. 136 102

### **Water**

South East Water 131 851

### **Gas**

AGL 131 245  
Energy Aust. 136  
102  
Origin 132 461

### **Telephone:**

Telstra 180067017  
Optus133 343

We will advise the appropriate water company of your tenancy and request for the meter to be read the day you move in. All water usage bills will then be sent directly to you for payment.

*N.B. Where the property is not separately metered the tenant will not be responsible for the usage.*

## **Condition Report:**

This document is as important as the Tenancy Agreement, as it establishes the condition of the property at the commencement of your tenancy and will be used as a comparison at the end of your tenancy as the basis on which your bond is refunded.

Please check it and amend it as necessary. You have three (3) business days after the commencement of your tenancy to complete and return it to this office. If you neglect to return a signed copy of this report, the copy we hold in our file will be deemed as true and correct and should there be a dispute at the end of your tenancy this will be the copy we use to establish any claim you or the landlord may have.

## **Documents:**

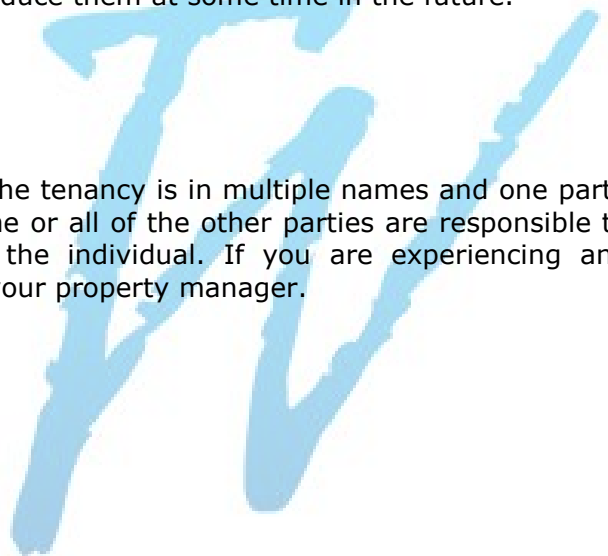
The Tenancy Agreement and Condition Report are legal documents and it is suggested you retain them in a safe place during your tenancy. You may need to produce them at some time in the future.

## **Payment of Rent:**

Our preferred method of rental payment is by DEFT.

Rent is payable monthly in advance on the due date. If the tenancy is in multiple names and one party does not have the funds to meet their commitment, some or all of the other parties are responsible to meet that commitment, rent is for the property not the individual. If you are experiencing any difficulties in meeting your commitments, please advise your property manager.

Our rent arrears procedure is very simple.



Category	Time Elapsed	Reminder Notice
<b>Category 1 arrears</b>	3 days in arrears	Text message, email and phone call
<b>Category 2 arrears</b>	4 – 7 days in arrears	Phone call and letter
<b>Category 3 arrears</b>	8 – 14 days in arrears	Formal letter and commencement of eviction procedures
<b>Category 4 arrears</b>	15 days in arrears	Notice to Vacate rented premises issued via VCAT

After fifteen (15) days a Notice to Vacate is served and an Application is made to the Victorian Civil & Administrative Tribunal for vacant possession of the property, together with all rent due and costs.

Please remember our landlords are like you, they have financial commitments to meet and they rely on rent being paid on time.

**Dishonors on Rental Payments:**

In the event that your rental payment dishonors due to insufficient funds or incorrect bank details you will be charged a dishonor/administration fee of \$50.

**Routine Inspections:**

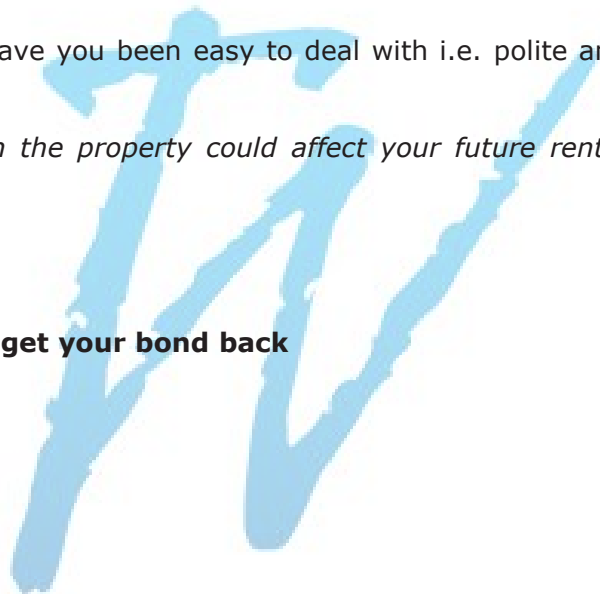
Routine Inspections are conducted periodically on all rental properties which are managed by Twin Waters. After we conduct a routine inspection, our office reports back to the owner on how the property is being kept and how well it is being maintained. All of this information is kept on our system, which means that if you ever need any information to be passed onto a bank, Real Estate Agent in the future, our office can give you an accurate and honest reference.

**Key Tenancy Points when seeking a reference**

- Is rent paid on time and in advance as per the tenancy agreement.
- Is the property being kept in good order i.e. are you looking after the property and maintaining it to Twin Waters cleaning standards.
- Do you conduct yourself in a professional manner and have you been easy to deal with i.e. polite and courteous.

*'Remember – The way you pay your rent and maintain the property could affect your future rental reference'*

**How to maintain your property during a tenancy to get your bond back**



Twin Waters wants to help every tenant get their bond back in full. Our office has designed a cleaning structure that will assist you in getting your bond back at the end of your tenancy.

<b>Item</b>	<b>How often cleaning is required</b>
Walls	Clean with sugar soap every 6 – 12 months, if required
Carpet	Professionally clean once a year, vacuum once a week
Windows	Inside and outside every 3 months – please use recycled water, if available
Oven/Rangehood	Weekly – clean all trays every 3 months
Bathrooms/Toilets	Weekly at least – grout should be scrubbed with anti mould once a month
Gardens	Mow regularly (approx. every 2 – 3 weeks, depending on lawn and weather) Weed garden beds as required (every 2 – 3 weeks) Prune shrubs, trees and hedges (approx. every 4 – 6 months)

### **Repairs & Maintenance:**

We request all maintenance reported during your tenancy is in writing. This allows for clear communication when informing our landlord or trades people of issues that you report and essentially ensures we send the right trades to rectify the problem.

As soon as you become aware of any maintenance please contact your property manager as soon as possible, including as much information as possible, such as make and model of appliance and a description of the problem. Maintenance can be emailed directly to your property manager for their attention.

Email: [Victoria@twrealestate.com.au](mailto:Victoria@twrealestate.com.au)

### **Urgent Repairs:**

All urgent repairs must be reported immediately, in this instance we will accept a phone call if the repair is deemed urgent. A list of defined urgent repairs can be found in the red handbook, 'Renting a Home, A guide for tenants'.

If urgent repairs occur on the weekend or after hours please contact 0411 171 168 or 0414 602 129.

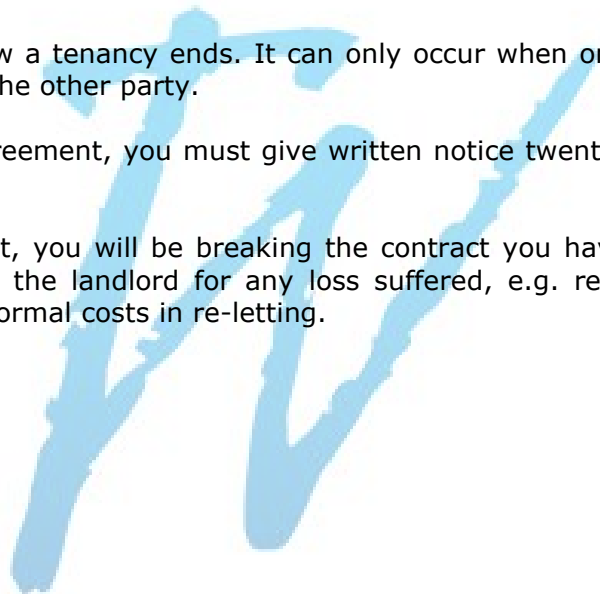
### **Ending the Tenancy:**

The Residential Tenancies Act, 1997 is explicit about how a tenancy ends. It can only occur when one of the parties to the Tenancy Agreement gives notice to the other party.

If you want to vacate the property at the end of the Agreement, you must give written notice twenty-eight (28) days beforehand.

If you want to vacate during the term of the Agreement, you will be breaking the contract you have entered into and therefore, responsible for reimbursing the landlord for any loss suffered, e.g. rent until the property is again tenanted, plus the landlord's normal costs in re-letting.

These are usually:



- All advertising and marketing expenses incurred (\$195.00)
- Pro rata letting fee plus GST
- For Lease Board (when erected) - \$95.00
- Database checks (\$20.00 per person)

### **Telephone & Email:**

Should you change employment during your tenancy, please advise us of your new contact details, this includes any changes to your email address. There are various reasons you may need to be contacted throughout your tenancy, such as repairs and maintenance and this information is vital to keep our records updated.

### **Insurance:**

**It is not your landlord's responsibility to insure your possessions.** The landlord's insurance policy covers only the building and any fixtures and fittings. **With the ever increasing incidence of burglary and theft, we strongly recommend you take out content's insurance cover.** Under the Residential Tenancies Act, 1997 the landlord is to supply "lockable" doors and windows, not deadlocks. Should your insurance company stipulate this, the cost will be at your expense.

### **Keys, remotes & swipes:**

It is your responsibility to return all keys to the property to this office at the end of your tenancy, your tenancy does not terminate until ALL keys to your property are returned to our office. You are responsible for rent until such time all keys are returned. If you change any locks during your tenancy, it is a provision of the Residential Tenancies Act, 1997 that you supply this office with a key.

Should you lock yourself out, after hours, you will be responsible to pay for a locksmith to gain entry.

For all buildings with security entrances, these keys are restricted access keys and can't be duplicated by a tenant. Extra security swipes and remotes to car parks will not be provided; we provide swipes and remotes relevant to the number of occupants and car spaces available. The cost of replacing any lost or stolen swipes/security keys will be borne by the tenant.

### **Change of Tenant:**

The landlord has approved the tenancy in your name. If a new tenant wishes to occupy the property, their application must be similarly approved.

In the case of a tenant transfer there will be a transfer fee of \$110.00 (GST INCL) payable to the agent, before the transfer can be finalized.

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. Please contact your property manager for clarification and advice.

### **Smoke Alarms:**

Your landlord may have elected to utilise the services of Smarthouse Fire Solutions to maintain the smoke alarms in your property. Smarthouse Fire Solutions contact our tenants annually to conduct checks on the smoke alarms and you are required to grant them access. At no stage during the tenancy are the batteries to be removed from the alarms and they are to remain fixed to the ceilings at all times.

**CO2 Testing:**

Your landlord may have elected to utilise the services of Smarthouse Plumbing to service the gas heating at the property and check for CO2 emissions. Smarthouse Plumbing contact our tenants bi-annually to conduct checks on all heating units and you are required to grant them access. Should you require more information regarding this service, please contact your Property Manager.

**Rubbish:**

It is your responsibility to ensure the rubbish bins are put out on a weekly basis and returned to the corral the next day. Do not rely on or expect other residents to complete this task for you.

**Mail:**

Should any mail arrive for the landlord, we request that you forward it to our office as soon as possible. If you receive mail for previous occupants we request you mark the mail as Return to Sender (RTS) and drop it back in the mail.

**Communication:**

Most of the problems experienced by tenants, landlords and property managers can be overcome by prompt and honest communication. It's the tenant's responsibility to keep the property clean and to meet their financial obligations: It's the landlord's responsibility to see the property is maintained and to ensure the tenant has peaceful enjoyment and it's 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 queries you may have to your property manager.

Yours sincerely  
[Twin Waters Estate Agents](#)

