



**RENTPRO**

5 November 2008

Dear Tenant,

**WELCOME TO RENTPRO**

We are writing to welcome you to RENTPRO as a new and valued customer.

**PLEASE NOTE OUR CONTACT DETAILS ARE:**

**EMAIL:** [rent@rentpro.com.au](mailto:rent@rentpro.com.au)

**PHONE:** 1300 66 98 60

**FAX:** 9499 6415

**MAIL:** PO BOX 380, POTTS POINT NSW 1335

**ADDRESS:**

**2a/ 85 ELIZABETH BAY RD, ELIZABETH BAY**

**NOTE:** The nature of our role takes us out of the office and by making an appointment we can ensure we are there for you. You are required to make an appointment prior.

**DO NOT JUST SHOW UP.**

**CONTACT:** 1300 66 98 60 or

Lindy: 0412839300 or

Hilary: 0414 44 2414

On behalf of the Landlord, our Agency is keen to ensure the property is maintained throughout your tenancy, so please don't hesitate to advise us of any problem so we can be of assistance or quickly remedy the situation.

Please feel free to contact us if you have any queries during your tenancy with RENTPRO. We are here to help.

I can be contacted during business hours via email [elizabethbay@rentpro.com.au](mailto:elizabethbay@rentpro.com.au) or Phone 1300 66 98 60.

Yours faithfully  
**RENTPRO**

**LINDY LAZARUS -Property Manager- 0412 839 300**





**RENTPRO**

**RENTAL PAYMENTS**

**ALL RENT/ INVOICES OR OUTGOINGS ETC ARE TO BE PAID DIRECT INTO RENTPRO'S TRUST ACCOUNT**

**\*THIS MAY BE DONE VIA EFT/DIRECT DEPOSIT OR BANK DEPOSIT.**

If you require an agent deposit book please contact Rentpro immediately to arrange this.

**DETAILS**

**ACCOUNT NAME: BAYFORT PL & RENTPO MGNT TRUST**

**BANK: ST GEORGE**

**BRANCH: BSB No: 332-082**

**ACCOUNT NO: 552934565**

**Important..... Please mark carefully the Reference.**

**REFERENCE VIA EFT:**

**SURNAME/ unit number, street number, and street name**

**Please do not use: "rent"- "till 2 Oct" -"arrears" or any other generic term.**

**REFERENCE VIA bank deposit:**

Deposit books have been issued if you have not received one and would like one please contact Rentpro urgently.

Lindy Lazarus  
Property Manager



**RENT ARREARS MANAGEMENT PROCEDURE**

At RENTPRO, we understand that sometimes there are unforeseen circumstances that result in delayed rent payments. Although the situation may never apply to you as most Tenants pay rent on time, it is important we advise you of the processes involved.

Although we will endeavour to accommodate any extraordinary situations resulting in late rent payments, there is a strict arrears management procedure that will be maintained, regardless of the reason. This is to ensure effective management of arrears and protect the Landlord's investment.

If you happen to fall into arrears or know that you will be unable to make a rent payment, please contact the office and discuss the situation with your Property Manager.

**These actions form our arrears management procedure and occur at the time specified:**

**4 days and to 9 days in arrears** - Reminder phone call or SMS message or letter

**8 days in arrears** – Letter is sent to Tenants to advise of the breach. The Landlord is also advised of the breach.

**15 days in arrears** – Termination Notice issued with 14 days notice to vacate.

Tenants who have not remedied their rent arrears by the expiry date on the Termination Notice will be expected to have vacated the rental property by that same date.

If after vacating the premises there are monies owed in excess of the bond, the Tenants named on the Tenancy Agreement may be listed, with an order from the CTTT on a tenancy database (TRA, TICA & NTD – National Tenancy Database).. Tenants will have the opportunity to pay all monies owed as well as being consulted before their details are listed.

**Tenant/s acknowledge/s that the above procedures have been explained clearly.**

\_\_\_\_/\_\_\_\_/\_\_\_\_

**Date**

\_\_\_\_\_  
**Tenant 1**

\_\_\_\_\_  
**Agent**

\_\_\_\_\_  
**Tenant 2**

## **BREAKING A RESIDENTIAL LEASE EARLY**

I/We \_\_\_\_\_ Of: \_\_\_\_\_  
\_\_\_\_\_, hereby request approval to vacate

My/our leased property at \_\_\_\_\_ on  
\_\_\_\_\_ Which is earlier than our lease end date of \_\_\_\_\_.

**We understand that this does not release us from our obligations under the lease and that we are fully responsible for our rent till a tenant is found or the lease ends whichever is the sooner.**

I/We agree to pay the sum of \$ \_\_\_\_\_  
Which is equivalent to two weeks rent. **As well as** up to \$ \_\_\_\_\_, to cover advertising costs.

If a new tenant is not found within the time that the advertising money is used, that additional costs will be re-negotiated and will be in agreement with.

**However, the existing lease will still be valid and remain in force.**

Signed: \_\_\_\_\_

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

## QUICK REFERENCE GUIDE



**RESIDENTIAL TENANCY AGREEMENT**- verify accuracy of all particulars.



**OFFICE HOURS: PLEASE CALL PRIOR TO ARRANGE A MEETING**

**Monday – Saturday**

### OUR PREFERRED METHODS OF CONTACT



**1. E-MAIL** This is the most effective and quickest contact method if you have email access also. Your Property Manager's direct email address appears on the business card provided. [rent@rentpro.com.au](mailto:rent@rentpro.com.au)



**2. APPOINTMENT** To see your Property Manager in person please contact us to make a time to suit you both. The nature of our role takes us out of the office and by making an appointment we can ensure we are there for you.



**3. PHONE** If you don't have email or for emergencies please call 1300 66 98 60. Messages left will be returned as soon as it is possible to do so.

### OTHER INFORMATION



**CONDITION REPORT** Please complete, sign and return to our office within 7 days of the lease commencing date; as required by the Residential Tenancy Act.



**DIRECT DEBIT** Direct debit is the method of rent payment.



**EMERGENCY REPAIRS** Emergency repairs include such situations as:

- Burst water service
- Blocked or broken toilet
- Serious roof leak
- Gas leak
- Fault/damage likely to cause injury
- Electrical shock/fault

**Phone 1300 66 98 60 to report these types of situations immediately.** If after hours, leave a detailed message of the situation and refer to the Emergency contact numbers listed on Page 1 of the Residential Tenancy Agreement as well as the information contained in "The Renting Guide".



**GENERAL REPAIRS AND MAINTENANCE** All general repairs and maintenance notes must be forwarded to our office in writing so we can act accordingly. Provide as much information as possible of the repairs needed as well as access authorisation for the repairs to be done. Repair Advice Forms are included in this folder.



**PROPERTY INSPECTIONS** The property is inspected by our Property Inspection Manager 3 – 4 times a year. You will be notified in writing 7 – 14 days prior.



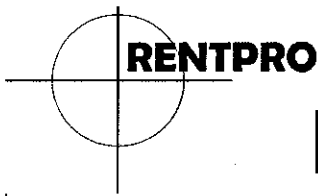
**KEYS – Locked out?** Office hours – you can collect our Management set and drop them back within the hour. (contact us by phone first)  
After hours – contact a locksmith at your OWN cost.



**MOVING OUT** Two (2) weeks notice in writing prior to the lease end date is required if you intend to vacate on the lease expiry date or three (3) weeks notice if you are on a continuing lease.

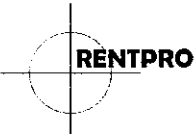


**INSURANCE** We advise all Tenants to insure their own contents as they are not covered under the owner's policies.



**REPAIR REQUEST**

<b>DATE LODGED</b>	
<b>PROPERTY</b>	ADDRESS:
<b>TENANT</b>  <b>Contact info</b>	NAME : I AM <input type="checkbox"/> The Registered Tenant on the Lease <input type="checkbox"/> Sub Tenant Home phone _____ Work phone: _____ M: _____ Email:
<b>REPAIR ADVICE</b>  Please provide as much detail as possible so we can arrange appropriate action.	THIS REQUEST IS: <input type="checkbox"/> URGENT – An emergency or the property is in danger of damage <input type="checkbox"/> NOT URGENT – Not an emergency  ..... ..... .....  IF APPLICABLE HOT WATER <input type="checkbox"/> Gas <input type="checkbox"/> Electric    Make/Model _____ STOVE <input type="checkbox"/> Gas <input type="checkbox"/> Electric    Make/Model _____ OVEN <input type="checkbox"/> Gas <input type="checkbox"/> Electric    Make/Model _____ OTHER _____ <input type="checkbox"/> Gas <input type="checkbox"/> Electric    Make/Model _____
<b>ACCESS FOR TRADESPERSON</b>	<input type="checkbox"/> A Dog is on the premises. Tenant/s agrees to restrain or remove for access. <input type="checkbox"/> Use agency key-tradesperson to advise day of entry <input type="checkbox"/> Call to arrange access * CONTACT(H) _____ (W) _____ (M) _____ BEST TIME TO CALL _____ DAY _____ TIME am/pm  * Please be aware that if a booking is made with the Contractor and access is not available, as arranged with tenants, you may be responsible for the call out fee. Please ensure a nominated person is at home to allow access.
<b>TENANT/S SIGNATURE</b>	_____
<b>LODGEMENT</b>	THIS FORM MAY BE EITHER 1. Mailed to RENTPRO at PO BOX 380 Potts Point 1335 2. Faxed to 02 9499 6415 or emailed <a href="mailto:elizabethbay@rentpro.com.au">elizabethbay@rentpro.com.au</a> 3. Left on kitchen bench on inspection date. We'll collect it!
<b>PRIVACY STATEMENT</b>	We are an independently owned and operated business. We are bound by the National Privacy Legislation. We may be collecting personal information about you by various methods through the tenancy, to enable us to manage and maintain the premises as per the Residential Tenancies Act. We may disclose personal information about you to the owner of the Property and to Contractors (approved and authorized by Agency Name) in the course of our duties. You have the right to access personal information that we hold about you by contacting our Privacy Officer.
<b>AGENCY USE</b>	Date Received ___/___/___ Time ___ am/pm Property Manager _____ <input type="checkbox"/> Waiting approval <input type="checkbox"/> Work order sent to contractor _____ <input type="checkbox"/> Landlord instructions attached <input type="checkbox"/> Work Order attached <input type="checkbox"/> Emergency – Actioned and under-control



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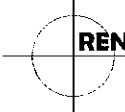
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**BATH/SHOWER LEAKS**

The most common problem in properties is leaking from wet areas eg bathrooms, laundries, kitchens, into adjoining rooms. A regular check for water leaks is advisable. If the carpet/floor is wet, sponge and dry area thoroughly and check again after use. Advise our office if a problem

**CLOTHES DRYER**

Check...

- clean filter before every use of the dryer
- is power on
- dryer is not overloaded
- is air temperature hot when running

This appliance is not essential, please complete a repair advice form and send to our office to report failure.

**FAULTY SWITCHES OR FANS**

Do not attempt to fix it yourself. Do not use switches. Contact our office as soon as possible.

**HOT PLATES**

First Check if power is connected or check power box for tripped switch or blown fuse. Contact us for arrange for professional help.

**HOT WATER SYSTEMS**

If your supply of hot water is not hot or does not seem to last as long as it should, your hot water system may need topping up. Locate the filler valve on the side of the hot water system and lift the floppy lever until water flows from the overflow. Repeat this process every few months. Otherwise, check...is the power switched on; has the power box tripped the switch or blown a fuse; or has your shower routine changed or increased (tank capacity and/or tariff rates will affect this). Remember in winter, efficiency of the tank is less than in summer and the water will cool quicker.

If you have a Gas Instantaneous Hot Water System and you have not hot water please ensure the pilot light is lit. If not, follow the instructions on the box

Note: Please follow the above procedure before requesting maintenance. If this does not rectify the problem please complete a repair advice form. Remember a leaking hot water tap will cause poor supply of hot water and high electricity accounts.

**INSINKERATOR**

If your food disposal fails to work, you may need to push the reset button. This button is located under the unit and is usually coloured red. Do not attempt to disassemble unit. If this does not rectify the problem please complete a repair advice form and send to our office (use the old fashioned newspaper disposal method until attended to). Tenants will be required to pay for callouts to repair food disposal units that are blocked due to tenant misuse or abuse.

## **LEAKING FROM TOILET**

Regular mopping and turning off the tap between uses is adequate until the tradesperson arrives. Please complete the repair advice form and send to our office to arrange for a tradesperson.

## **LIGHTS**

Check power or fuse box. Ensure the power is on and the switch has not tripped. If a globe has blown it is your responsibility to buy and change the globe. If problem not remedied contact your property manager.

## **POWER**

If your neighbours have also lost power contact Energy Australia. Otherwise check your fuse box to see if you have tripped the power. If so, reset the switch. If it trips again unplug all appliances from power points. Reset fuse box and plug in appliances one at a time until faulty appliance is located.

**Note:** If this does not rectify the problem please notify our office.

Tenants will be required to pay for callouts where a faulty appliance belonging to them has caused the problem.

## **WASHING MACHINE**

Check...

- that the power is connected
- that the water taps are turned on
- the load of clothes is not off balance or too high
- lid is connecting with on/off switch when closing
- hoses are securely attached
- if leaking, check hoses for splits

When all else fails, phone us during office hours. If late Sunday night and out of clean clothes, locate nearest Laundromat and phone the Agency Monday.

## **WATER LEAKS**

Water bubbling out of the ground could be a serious problem and could lead to further complications. Phone our office immediately.

## **EMERGENCY MAINTENANCE**

Emergency maintenance must be reported immediately. Please refer to "The Renting Guide" (the booklet in your lease pack). All emergencies must be phoned through to the office as soon as possible and then formalised in writing.

## **GENERAL REPAIRS**

All general maintenance must be put in writing via email: [rent@rentpro.com.au](mailto:rent@rentpro.com.au) or by using the repair/request forms that are available from our Agency.

## FRIVOLOUS REPAIRS

Dear Tenant,

There has been a stream of frivolous requests from some tenants who seem to think that all requests will be taken care of and paid for by the Landlord.

All requests that are deemed as frivolous and are not the legal responsibility of the landlord will be dealt with in the following manner.

1. If the repair is found to be caused by the tenant then the invoice will be passed on for the tenant to pay.
2. If the repair is found to be frivolous then the tradespersons invoice will be accompanied by a **\$50.00** charge payable to RentPro.
3. Frivolous requests will not be tolerated by this office

### **Some requests that will be deemed as frivolous are as follows:**

1. Blocked drains that have been caused by the tenant with items such as toys, fat, oil, old soap and hair.
2. Changing light globes. Light doesn't work.
3. Flicking the safety switch in the electricity box if there is a power overload.
4. Replacing a fuse.
5. Broken cords, strings from lights, cords broken from garage doors, curtains and blinds.
6. Lack of proper pool maintenance by the tenant eg. Tenant not keeping the chemicals up and/or not cleaning pool skimmer baskets, and blaming it on faulty pool equipment.

**FRIVOLOUS REPAIRS cont.**

7. Expecting the landlord to do a cutback of the garden.
8. Holes behind doors that are caused by tenants slamming them against the walls.
9. Getting a tradesperson out to show the tenant how the stove, dishwasher, pool equipment, reverse cycle air-conditioner, alarm, oven or griller operates.
10. Running out of hot water. (It's the tenant's responsibility to make sure the water tank's capacity is large enough for their needs. The tenant's can also change the tariff by going on to off peak times – EnergyAustralia can advice you on this).
11. Poor water pressure common with gravity fed tanks.
12. Moulds build up.
13. Spraying for normal pests.
14. Air conditioner not functioning properly due to the tenant not vacuuming/ cleaning the filters and ceiling where air expels.

Before calling kindly go through all manuals, check electrical board, switches, and fuses to ensure there hasn't been an overload. Check pilot light, switches on gas elements. Check that an appliance isn't faulty and shorting out the electricity.

Check if your electricity department has not turned off your electricity or if there is a problem for the whole area.

**Energy Australia - 13 13 88**

Thank you for your kind cooperation and assistance in these matters.



**RENTPRO**

# **Our Commitment to You**

# **THE TENANT**

RENTPRO Property Management is committed to treating you, our valued customer, with integrity and professionalism. We want you to be HAPPY. This means, among other things that your calls and maintenance are handled promptly and courteously. We will abide by a strict code of ethics. You can count on being treated fairly, ethically and in keeping with the laws of the Tenancy Act. Our company needs and wants you to remain our valued customer for a long time to come. We want you to experience for yourself the difference renting from Rent Pro Property Management makes.

## **OUR GOAL**

Our goal is your peace -of -mind and that you, your problems and your concerns will be dealt with, with respect, courtesy and fairness. We want you to call us.

## **WELCOME TO YOUR NEW HOME**

**This Tenant Guide contains a few points of interest that may assist you when taking possession of your new home. Read it carefully and call us if you have any queries.**



**The following points and suggestions may be of assistance.**

## **The Condition Report**

Check through the inspection report over the first couple of days of your tenancy, fill it in and return the top copy to your Property Manager. This is most important as most disputes about the condition of the property can be quickly and amicably settled, either now or at the end of the Agreement if this is done. This report must be completed, signed and returned to Rentpro within 7 days of the commencement of your lease. It is a breach of lease if it is not returned. A completed Premises Condition Report is a record of the condition of the property when you took occupation and a valuable document should it be necessary for the Residential Tenancies Tribunal to arbitrate on any dispute.

## **Utilities**

Make sure the following services are transferred to your name as soon as you commence your tenancy. You do not want to be billed for other people's usage.

- a. Electricity 131 535
- b. Telephone 132 200
- c. Gas 922 8000

## **Repairs**

If any repairs, alterations or servicing are required for the property contact your Property Manager who will have someone attend to them. Do not order repairs etc without contacting your Property Manager and do not deduct cost of repairs from the rent. Emergency repairs as described in your tenancy agreement should, if possible, be carried out by your Property

Manager's preferred trades people. We shall attend to repairs as quickly as possible while special arrangements will be made for emergencies. Generally, for all repairs and maintenance we will require home and work telephone numbers.

## **Rent Payments**

If you have a problem with rent, the term of the Agreement, or other, please talk to your Property Manager, usually he or she can work something out to help you. The exact amount of rent must be paid on or before the due date. Fees on dishonored payments must be paid by the tenants.

***.....A company of proven professional, caring and conscientious people.....***

## **Rent Payments cont.**

Please contact us if you are unable to pay by a due date as the following procedure is adopted when rent remains unpaid:

A Property Manager will contact you when rent is two days (2) overdue.

A reminder letter is issued when rent is five days (5) overdue.

A Termination Notice to end the tenancy is issued when rent is fifteen days (15) overdue.

## **Caring for your Property**

The lease requires that you regularly maintain your home and keep it in good order, fair wear and tear excepted. Please pay special attention to the following:

- (a) Kitchen bench tops must not be used as cutting boards or for placing hot pans.
- (b) The oven, grill and hot plates must be kept clean and a build up of grease should not be allowed to occur.
- (c) Ventilation fans, where installed, should be used at all times and ceilings above stoves and in the bathrooms washed down regularly.
- (d) Bathroom tiles must be kept free of mould and build up of soap, as must the glass in shower screens.
- (e) Light fittings must be kept free of dirt and dust.
- (f) Walls and ceilings should be washed down & any serious mould problems reported to us.
- (g) Marks and stains on carpets and walls must be removed immediately before serious and permanent damage occurs. Nothing should be adhered, nailed or screwed to any wall or door without our written approval as you may be held responsible for any damage to paint or plaster and incur repair costs.
- (h) Please pay particular attention to indoor pot plants when they stand on carpet. Excess watering causes water to sometimes penetrate the tenant's carpet and damage the carpet backing necessitating repairs or replacement at the tenant's expense.

***We take pride in our staff of property management professionals and in the services we offer.***

## **Caring for your Property cont.**

(i) Where applicable, the grounds must be regularly maintained and you should ensure that watering, fertilisation and nurturing of gardens and lawns is carried out in a professional and workmanlike manner. Gardens and lawns must be kept weed free.

(j) Courtyards attached to townhouses must be kept clean, free of weeds and leaves and surrounding gardens maintained.

(k) We carry out regular inspections of the property and notice is given to you when this is to occur.

## **Insurance**

An owners insurance does not cover your own possessions and we strongly recommend you insure your contents plus take out your own Public Liability Policy .At the end of your Agreement be sure to give the correct notice in writing to end the Agreement.

## **Inspections**

**RentPro** respects the privacy of our clients, but it is necessary to inspect your property at least twice each year so that the owner can be advised on maintenance. You will be advised well in advance of an inspection date so that you may be present if you wish. Otherwise we will use the office key to gain access (with your permission only). The Residential Tenancy Agreement allows for four (4) periodical inspections every twelve (12) months and we may use them if the Landlord so requests.

## **Pets**

**Animals are not permitted on the premises without the written approval of the owner. This is a serious breach of the Residential Tenancy Agreement.**

## **Vacating**

The property must be left clean and this includes the stove, cupboards, bath, shower recess, mirror, windows, walls, doors, carpet etc. ALL rubbish must be removed from the home, both inside and outside, patios, garages and car spaces. Carpets may need to be shampooed or cleaned to remove any stains, grease marks, ingrained dirt etc.

## **Vacating cont.**

Any articles damaged or broken during your tenancy must be repaired or replaced by you. E.g. toilet seats, light globes etc.

A minimum of 14 days notice to end a tenancy must be given-when the fixed term lease is due to run out. 21 days notice is required should you wish to vacate once the lease has expired.

When you vacate, it is important that all keys are handed into our office otherwise rent will accrue until RentPro has possession of the keys. These include garage door keys, letter box keys, any remote control units.

Please refer to the **FINAL INSPECTION GUIDE**, a separate check list to assist you to meet the usual requirements when vacating a property.

## **Locks & Keys**

Your lease prohibits the changing of locks without our written permission. Consent will usually be given but copies of new keys are required by RentPro for office use.

All keys, remote control units must be returned on termination of your tenancy or the cost of replacement will be charged to you.

## **Telephone**

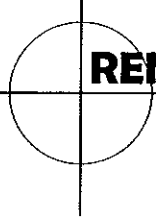
Please advise RentPro of your telephone numbers as quickly as possible to keep our records up to date. (Home/work/fax/mobile/e-mail)

## **Other**

Prompt payment of rental assists in establishing a reliable credit rating for such transactions as hire purchase loans and of course, for renting other properties. If any other people move into the premises other than on a casual basis you are obliged to notify your Landlord. ....As they say, "If all else fails read your agreement".

**And finally.....**

***Best Wishes and enjoy your stay in the premises you have rented through RentPro.***



# RENTPRO PROPERTY INSPECTION INFORMATION

The information provided is a guide to the regular inspections which occur at the property leased.

As part of our management responsibilities our Agency conducts regular Property Maintenance Inspections every 3 – 6 months.

## WHEN WE INSPECT

- A day and approximate entry time is provided to you in writing allowing 7 days notice.
- Due to time restraints allocated for property inspections, it is difficult to rearrange times, however, in extreme circumstances, please contact our office, to request a change of entry.
- Your presence at the inspection is welcome, but not necessary, as the staff member conducting the inspection will use our Agency key set.

## WHAT WE INSPECT

The inspection's key purpose is to visually inspect the areas applicable to the property as listed below, and identify repairs and maintenance needed. A report is prepared and forwarded to the Landlord for instructions if repairs or maintenance work is required or recommended.

INTERIOR	EXTERIOR
Floor Coverings	Garage / carport
Walls	Gardens and lawns
Doors	Paintwork
Ceiling / and Fans if applicable	Guttering and downpipes
Smoke Alarms	Steps – structure and paint
Light Fittings	Balcony and decks
Power Points	Stumps, if applicable
Built in cupboards – shelving and rails	Driveway, paths, courtyard
Curtains, blinds	Locks
Whitegoods if included in tenancy	Pool / spa, if applicable
Fixtures eg oven, hotplates	Fencing
Hot water system	Taps
Furniture if included in tenancy	All wet areas – taps, pipes below sink & basins

## TENANT ACTION REQUEST

We appreciate your help by promptly advising us of problems found whilst residing at the property.

**However, before each planned inspection we ask Tenants to action the following:**

- Please complete the form we send you to advise us of any property issues and leave it on the kitchen bench for our attention on arrival.