

TENANT INFORMATION GUIDE

Entry Condition Report

Prior to you moving into your new home, your Property Manager will complete an Entry Condition Report. This document outlines all of the details and the condition of the home. The report handed to you should be thorough and completed in all aspects of the property. It is then vital that you, as the new tenant, complete the tenant side of this report, making any amendments that may be needed, then sign on all pages. Please ensure that you write down anything that your Property Manager has missed. There is no need to re-write the things already noted by the Property Manager. It is also possible that you will not need to make any amendments as your Property Manager has noted everything down.

You are then required by law to return the Entry Condition Report to you Property Manager within 3 business days.

They will check the report and counter sign on all pages and then provide you with a copy. The original document will be kept on file in the office.

The Entry Condition Report will be the basis for the recovery of bond at the end of your tenancy. If there are any discrepancies, then you may be held liable for any repairs.

If you do not hand the report back within 3 business days, then it will be deemed that you consider the Entry Condition Report as provided by your property manager to be accurate and that it will be the basis for the recovery of your bond with no amendments made on it by you.

You can therefore see why you must return the report inside the designated time frame.

Lease Agreement

It is very important that you understand all aspects of your tenancy agreement. If there is anything that you do not understand, or may be unsure of, please ensure that you ask your Property Manager. There are also special terms and annexure attached to your lease agreement which must be read and understood prior to signing. Failure to comply with all lease terms and conditions could result in eviction.

At MBPS/Property Management it is our policy to work with our clients at all times ensuring a happy and harmonious relationship. If at any time you have any questions, please don't hesitate to call.

Rent

Rental arrears will NOT be tolerated. It is a condition of your lease agreement and annexure (which you have read, understood and agreed to) that you are to pay rent in advance at all times, therefore, rent must BE paid in advance at all times.

As stated in the Rent Arrears Management Procedure Annexure of your Lease Agreement, there are certain processes that must be adhered to, no matter what excuses are made in regard to rental arrears. If you are unable to make a payment, or are going to be late making a payment, it is vital for your tenancy record to keep to keep your property manager informed at all times.

We recommend that you commence paying your rent, whether weekly or fortnightly, the very next week after moving into the property, rather than using up both weeks rent in advance which must be paid prior to collecting the keys to your property. Alternatively, you could consider paying an amount in excess to your rent on a weekly/fortnightly basis. This money will accumulate over time to credit you with a week's rent when the amount is reached. This can certainly help you at time like Christmas when you need extra money. If you would like more information about this please see your property manager.

Please note that you MAY NOT use your bond to pay the rent at the end of your tenancy, You MUST keep paying rent to your vacate date thus having a much higher likelihood of receiving a full bond refund, Bond is there to cover the cost of any repairs etc that may be necessary at the end of your tenancy. It is much better for you to get refund of bond than to lose it all to expenses.

Periodic Inspections

Periodic or routine inspections are carried out on a quarterly basis. This means that once every 3 months, you will receive a letter and an Entry Notice (Form 9) from our office advising of the date and time that your Property Manager will be attending the property to check for condition and presentation. You will be provided with not less than 7 days' notice of this inspection.

As we are a very busy office, changing times may not be possible, but if the time is genuinely not suitable, please call your property manager to discuss the possibility of moving the inspection to a more suitable time. After hours and weekend inspections are not an option. Please note, you are most welcome to be present for this inspection, but if you are not home, your property manager will use the office keys to enter the property and carry out the inspection without you.

This inspection is the perfect time for you to point out any maintenance that may be necessary or any wear and tear that is occurring to the property. You are expected to

present the house in a very clean and tidy condition so that all areas can be thoroughly inspected and no potentially hazardous situations can arise.

It is also a perfect opportunity for you to carry out a thorough clean of the property, thus making the house that much easier to clean at the end of your tenancy.

Approved Occupants

Only the occupants on the original application and hence named on the lease agreement, may reside at the premises. If you wish to have someone else share the property with you, then they will need to come into the office and complete an application form, the same as you did prior to moving in. They must go through the same process as you. Once approved, their name can be added to the lease in a formal capacity.

Again, if you have people living at the property WITHOUT the agency and owners approval, then they will be asked to leave within 7 days and you may also face eviction.

If one of the approved occupants or lease holders wishes to vacate the premises prior to the lease expiring, then you must contact your Property Manager to seek advice as soon as possible. There are forms that will need to be completed for this to become formal.

Unless this is done, then the party that vacates the property without formally doing so, can and will still be held liable for any damages or rent owing at the end of the tenancy.

Maintenance

You have an obligation to maintain the home, lawns and gardens (if applicable) at all times. If there is any maintenance that needs attention, please ensure that you complete a Maintenance Request Form which have been provided to you at the commencement of your tenancy. You can write more than one issue on each form if necessary as it does not have to be 1 form for 1 maintenance issue. If you run out of these forms, please advise your property manager and they will get some more to you.

ALL maintenance is to be directed to your property manager in writing. An email is sufficient. If you ring the issue through, it may not get addressed because of oversight, whereas, if the request is in writing, it will be dealt with in a timely manner.

If there is an emergency repair needed at the home, (see meaning of emergency repairs information in your tenancy pack), then you may ring the issue through to your property manager immediately. If the emergency occurs outside of business hours and you are unable to reach your property manager, then please contact one of the preferred trade's people on page 2 of your lease agreement. They will ask you questions about the situation and direct you on how best to deal with the situation until they can get there.

If you call a tradesperson to your home for any matter that is not an emergency, you will be held liable for the call out costs and will be invoiced accordingly. If you have any doubts, just ring your property manager and ask the question at hand.

You are to provide necessary access to any trades person assigned to make to the repairs. If they call and you miss the call, please ensure that you ring them back to make an appointment with them as soon as possible. The longer the maintenance item gets left, the more risk of further damage there is to the property.

Changing or adding locks

You may only change locks at the property with the owner's permission. You are provided with a full set of keys to the property when moving in. The agency will also keep a full set of those same keys. If you do need to change the locks for any reason, then you must first contact your property manager to make the request.

If locks are changed or added (eg Padlocks), then a copy of the new keys must be provided to the other party. Eg. If you add a padlock which can hinder access to the property in any way, then a copy of the key to that padlock must be provided to your Property manager. You can have your key back at the end of your tenancy when you take your padlock with you.

Failure to comply with this can result in a Notice to Remedy Breach and ultimately, eviction if policies are not adhered to.

Pets

You may only keep pets at the property if they have been approved prior to you moving in and they are kept outside at all time. If you want to have a pet, you need to apply in writing to your Property Manager so that he/she may contact the owner to discuss the possibility. Many owners will not allow pets under any circumstances, so it may be best for you to discuss this early on in your tenancy.

If you do keep a pet at the property without formal approval, you may be asked to remove the animal from the property, or you could face eviction.

Further Information

If you should have any questions, please do not hesitate to contact your property manager via email or phone.

We always aim to guide and assist our tenants through every stage of the tenancy agreement and would prefer to help you than leave you to make a mistake.

We would like to welcome you to your new home and hope that your move and tenancy is both smooth and pleasant.