

HELPFUL TENANT INFORMATION

PAGE

- 2 PROPERTY CONDITION—INGONG, OUTGOING, GENERAL
- 3 REPAIRS AND MAINTENANCE— URGENT AND NON-URGENT
- 4 FIXING SIMPLE ISSUES
- 5 RENTAL PAYMENTS
- 6 ACCESS AND INSPECTIONS
- 7 GARDENS
- 8 PETS
- 9 VACATING



PROPERTY CONDITION

PROPERTY CONDITION REPORT (PCR)

When you move into a property you will receive a Property Condition Report (PCR). This will include extensive wording and picture on all areas of the property.

You will have 7 days to review this report, add your own notes if required and return to your agent.

This report will be used on vacate as the template for the original condition of the property. The property should be returned to the agent on vacate in the same condition excluding fair wear and tear.



FEAR WEAR & TEAR

Fair wear and tear refers to the aging of a property due to standard living conditions. This would be a property that has been well maintained, but running its usual course of aging and maintenance requirements.

Examples:

Fair Wear & Tear

- Fading of curtains
- Very minor marks to walls
- Fading of carpets if in the sun.
- Very light scratches to a surface due to standard use.

NOT Fair Wear & Tear

- Large or many wall chips or marks
- Stained grout due to lack of cleaning
- Dead lawns and plants
- Burn marks.
- Carpet stains not present at move in
- Unclean, stained or damaged surfaces. Mold in bathrooms. This can cause permanent staining.



GENERAL CONDITION

It is stated in the lease at the property should be kept in good clean condition at all times. This is checked during the routine inspection. It reduces long term damage to a property surfaces and reduces the chance of vermin (cockroaches, mice etc).

Commonly missed cleaning areas that can cause damage:

Toilet bowls, exhaust fans, ovens, shower grout, mildew in bathroom wall and ceiling.

REPAIRS — MAINTENANCE

REPORTING MAINTENANCE

All maintenance must be reported to the Property Manager by email.

Only AFTER HOURS EMERGENCY to be sent by SMS. This is very important for our record keeping.

As we are often on the road maintenance can be easily missed is sent by phone.

NEVER book in a trades person yourself unless an absolute emergency. If you book in a tradesperson yourself you may be liable for their account when it comes in.

Eg: Landlord Bob only likes to use his uncle Tom who is a licenses plumber to carry out his plumbing work. Tenant Michelle books and emergency plumber to deal with a tap after-hours. Landlord Bob refused to pay the high after hours account the Michelle has incurred.

URGENT Versus NON URGENT

Urgent need to be seem to anytime. Non-urgent will be attended to on the next working day or thereafter.

URGENT

Blocked toilet if only toilet in house

Burst pipe (turn off water at the meter, this would be situated in your front garden)

Electrical shock(DO NOT TOUCH sms PM)

Full Power Outage (check RDC box, look on Western Power site for local outages)

Tree Fallen on House (call 000)

Fire (call 000)

Break in (report to police)

NON- URGENT

Oven not working

Fence fallen down on fence or yard

Blocked toilet but 2nd toilet in working order.

Dripping tap, running toilet

Light fitting not working (have you changed the globe?)

Half house power outage

Retic not working (hand water until repaired)

No hot water

Aircon not working



* Though maintenance can be frustrating there is a process that needs to be followed to have repairs attended to. See next page for some handy hints.

CAN YOU FIX IT?

TROUBLE SHOOTING BASIC ISSUES.

We do not recommend you try and fix maintenance issues yourself, especially plumbing and electrical as this can be very dangerous. If you attempt to fix something yourself then you may be liable for any damage you may cause.

Below are some handy tips that may help solve a simple problem.

Power Trip or Appliance not Working Go to the power box and check that all RDC switched are in the corrected on position. If not put into the “on” position.

If power still tripping turn off all appliances, reset the RCD and turn on one item at a time. You can work out which item may be causing the power to trip.

No Power Check your RDB box first. Then call or go to the [Western Power](#) website. They will update you on any local power outages that may be occurring.



No Hot Water The wind often blows out pilot lights. Most hot water systems have relighting instructions on them. If not Google can be place to look for instructions on how to light a certain system.

Light Not Working Change the globe to a new one. Check RDCs

Smoke Alarm Beeping Check and change the battery. If you have done this and feel you smoke alarm is not working contact your PM asap. Do not just remove the battery.

Ants Ants are very common but can cause damage to pavers and be very annoying. The local supermarket or hardware stock well priced products that can treat the ants. If using a powder find the nest and pour some done (be sure to follow products instructions)



Spider and Cockroaches As above there are many well priced products that can be used around the home. There are many bugs and creepy crawlies in W.A. Keeping your property clean by removing webs and treating regular should keep them under control.

- Please note that if you have not made attempts to generally maintain ants, spiders etc the Landlord will not book in a Pest Treatment. Pest Treatments are only for infestations that tenant maintenance treatments have failed to get under control.

Air-conditioning Dripping Water This commonly occurs in a split system unit when the filters are full of dust. Turn off the aircon, open the front panel, remove and clean the filter panels. Replace.

If a maintenance issues has been caused by tenant incorrect use, lack of cleaning or a tenant appliance then the tenant will be charged the contractor fees to attend eg blocked kitchen drain caused by pouring cooking oil into the sink. Excessive hair can also block drains. Please ensure you keep shower drain grills clean.

RENTAL PAYMENTS

The first and most commonly asked question between agents for rental references is “Do they pay their rent on time”? This can make or break an application so we can not stress enough the importance of keeping on top of your rental payments.

IN ADVANCE

Your rental payment must be received a minimum one week in advance. You can pay more but it must be at least one week as per the terms of your lease.

Please allow transfer days between banks. Making payment on the day it is due may cause it to show up a few days later due to transfer delays.

REMINDERS AND NOTICES

If your rent is a day or 2 late you may receive an sms reminder.

A few days late you will receive a breach notice or a termination notice.

Any reminder notice does remain on your tenancy history so should be avoided.

Remember it is not the Property Managers job to offer rental payment reminders.

FAILURE TO PAY RENT

If at any time you are having trouble making a rental payment please contact your Property Manager before the rent is late, this will keep the PM updated on when the payment will be received. Unfortunately this can not stop the issuing of notices as this is a requirement to maintain the owners Land Lord Insurance requirements.

RENT AND YOUR BOND

Bond can not be used for rent. The Bond is for security against damages to the property.

Failing to pay rent at the end of a tenancy assuming it will come out of the Bond may result in fines for the tenant.

NO RENT, NO CONTACT

If for any reason your rent becomes badly overdue and we cannot make contact with you we may assume the property has been abandoned. If this is the case we may attend to the property to see if it has in fact been abandoned and issue a notice as such. Always keep in contact with your Property Manager.



ACCESS AND INSPECTIONS

ROUTINE INSPECTIONS

Routine inspections are carried out 4 times a year. The first time approx. 6 weeks after you move in. You will be given 7—14 days notice that you are due for one.

What is a Routine Inspection?

A routine inspection is a brief walk through of the property for 2 reasons:

- 1) Is the tenant maintaining the property in a clean and tidy manner inc lawns and gardens.
- 2) Is there any maintenance to report to the owner.

Do you have to be home?

No. We can bring keys and let ourselves in. You are welcome to be home, but it is generally not necessary. We will lock both doors as we leave so please ensure you have all keys on you that day.

Will you take photos?

Yes we will take photos as the owner would like to see their property. We also use the photos for historical reference. We try not to take anything personal in the photos ie family photos on the fridge etc that said please put away personal items they you may not want in a photo.

Will I know the outcome?

No news is good news. If you don't hear anything then all is good. If there are some minor items we would like you to attend to then we will email you. If you receive a Breach Notice with a Reinspection this means that the property had areas that were in poor condition and require urgent rectification.

I left dishes in the sink!

Everybody needs to live in their home so if you have rushed off to work and left your breakfast dishes in the sink that's ok with us. We are looking for longer term cleaning issues that may cause damage in the long run.

Common Missed Areas of Cleaning

- Cobwebs. They are just encouraging more spiders to live in your house.
- Grout. Grout not being cleaned regularly and with the right products could leave to long term staining.
- Exhaust fans. When they are full of dust they do not suck the air effectively, this can also lead to them breaking down. The covers can easily be removed and cleaned.
- Toilet bowl. Some basic bleach and a scrub will keep your bowl clean.
- Inside of Oven. This is a tough one, but regular cleaning will stop long term residue buildup baking onto the surfaces.



LAWNS AND GARDENS

DO I HAVE TO MAINTAIN THE GARDEN AND LAWNS?

The simple answer is YES!

The long answer is the lawns and gardens need to be maintained to the same standard as what they were in when you took on the property. This will include:

- Watering— if there is no automatic retic you are expected to hand water.
- Mowing
- Edging
- Weeding
- Trimming—plants up to head height must be trimmed back by the tenants. Tenants are not expected to cut back high tree branches.



Gardening takes time effort and money. If you feel you do not want to maintain lawns and gardens then it would be best to consider properties without lawns and gardens.

If you do have lawns and gardens but do not have a lot of time we suggest you engage contractor to attend. They are generally not expensive, have all the equipment, and keep everything looking great for you.



LAWNS

Lawns are generally not hard to maintain. They grow well with regular mowing and watering.

In between some “weed and feed’ products will fertilise the grass and keep the weeds away.



PETS



Not every Landlord will allow a pet at their property or some will allow one type of pet and not another. Pets generally need to be put on the application.

EVERY PET IS DIFFERENT

ALL pets require permission to be on the property BEFORE they live at the property. Each animal may have different council rules and living conditions that need to be agreed to before they can be allowed into a property.

Some Strata complexes do not allow pets at all and moving one into a complex like this may cause heartbreaks when your pet needs to be removed.

AQUARIUMS inc Fish and Reptiles

Fish, lizards and snakes are considered pets. Reptiles of-kept in captivity. Some owners will not approve aquariums water could cause should the tank fail.



ten need licenses to be due to the damage the

FLEA TREATMENTS

Approved pets that are kept at a property and that can carry parasites are subject to a full property flea treatment on vacate.

This must be carried out by an approved Pest Control company and the receipt supplied on vacate.

Some pets that require a flea treatment on vacate: Dogs, Cats, Birds, Rabbits. Guinea Pigs, Poultry, Rats, Mice.

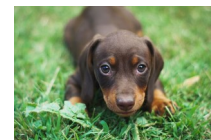
STAINS AND DAMAGE

Any damaged caused by a pet living at the property will need to be rectified by the tenant or at the tenants expense.

Unfortunate True Example of Pet Damage:

On a routine inspection the PM noticed signs of a dog living at the property. On questioning the tenant indicated they had recently purchased a puppy (without approval). The Landlord was adamant there were not to be any pets at the start of the tenancy. Sadly the arrival of the puppy began to cause tension between all parties. The tenant chose to vacate the property at the end of the lease. Often accusing the PM of hating dogs, this PM in fact had several rescue dogs so definitely not a dog hater. On vacate the puppy had unfortunately caused the following damage:

- Chewed on the timber stairs
- Chewed and dug up the reticulation
- Urinated onto the floorboards which had soaked through.
- Urinated on the upstairs carpets causing damaged to the underlay.in several room. All the carpets needed to be replaced.



This was just a case of a puppy being a puppy, however this pet was not approved, it caused a lot of damage and in the end it cost the tenants thousands in repairs to the property.

Please ensure your pet has been approved BEFORE you enter into your lease!

VACATING

FIXED TERM LEASE

You are required to give 30 days written notice (email is fine) BEFORE the end of your fixed term lease if you are wanting to vacate. If you do not give this written notice then your lease will roll on beyond your lease end date.

PERIODIC LEASE

In a Periodic Lease you must give 21 days written notice of your intentions to vacate.

AFTER GIVING NOTICE

Your property manager will send you some vacate information to help you with your requirements on handing back the property.

KEY RETURN

The keys to the property are due back on the last day of the lease. Once you have “handed back” the keys your Property Manager will carry out a Bond Inspection. Please note that your rent will roll over until keys are returned so it is best to ensure that the keys are returned on the day that they are due.

BOND INSPECTION

You will receive a copy of the final inspection with photos so that you can give feedback or discuss any outstanding issues with your Property Manager. Once all matters are agreed on or rectified your Bond will be released through the Bond Administration.

Your original PCR will be used at the final Bond Inspection as consideration on the cleanliness and condition of the property at time of vacate.

Please note that outstanding rent can not be taken from the Bond so your rent must be up to date on vacate.

HOME
sweet
HOME