

The Property Management Team

Melisa Pettiford Residential Rental Department Manager
Monika Wells Property Manager

Property Management Office Hours

9am – 5.30pm Monday to Thursday (except public holidays)

9am – 4.30pm Friday

9am – 1pm Saturday

Please note: The main office is open 6 days a week and Property Managers can be contacted out of hours **ONLY IN AN EXTREME EMERGENCY SITUATION** on the main number: 9831 9831.

Condition Report

The condition report is proof of the condition of the property at the start of your tenancy; as such it is an extremely critical document. Therefore 1 copy will need to be signed on the commencement of the tenancy for the office to retain in your file. You receive 2 copies, one for you to retain and the other is to be returned to our office **within 3 business days** of the commencement of your tenancy with all your changes. This will then be the condition report which will be used at the end of the tenancy for the exit report.

Rent Payments

This office has a **ZERO TOLERANCE** policy for rent arrears. Rent must be paid on or before the due date. The method of paying rent is direct debit, so please ensure cleared funds are available in your nominated account before the rent is due to be deducted. If you are transferring funds into your rent account, please ensure the funds are transferred and available to be deducted. Your rent payments make up a large part of your tenancy history. Dishonoured payments are noted on your file and should always be avoided.

Maintenance

All general maintenance must be reported in writing. General maintenance will not be taken verbally at inspections or over the phone, as it is important that it is properly documented. This can be either via email, letter, or a fax to the office. Telephone maintenance requests will not be accepted unless the maintenance is an Urgent Repair. Under such circumstances, it can be reported and then documented later.

Urgent Repairs (See Trouble-shooting Guide for Tenants below) –

- A burst water service
- A blocked or broken toilet system
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage (not a leak that can be reasonably attended to the next day)
- Serious storm or fire damage
- A failure or breakdown of any essential service or appliance provided by your Landlord or agent for hot water, water, cooking, heating or laundering
- Failure or breakdown of the gas, electricity, or water supply (if under the control of the owner – always check with neighbors first to see if it is widespread or just affecting your property)
- Any fault or damage in the premises that make the premises unsafe or insecure
- An appliance, fitting, or fixture that is not working properly and causes a **substantial** amount of water to be wasted
- A serious fault in a lift or staircase

If you have an urgent matter that needs immediate attention, please phone us on 03 9831 9831. We will endeavour to contact you promptly.

Keys

All keys are photocopied prior to you moving into the property, keys are your responsibility; any replacements will be at your cost. You are permitted to change locks at the property (only after gaining written permission from the Landlord) provided you supply a copy of the key to our office within 24 hours of changing the lock.

In the event you lock yourself out or lose your set of keys, if an office set is available, you can arrange to collect from our office during regular office hours and have copies cut (at your own expense). Identification will be required at the time of collection and keys will need to be returned the same day. If keys are not returned, the locks will be changed at the your expense.

After Hours – you (the tenant) will need to contact a locksmith at their own expense. If any locks are changed, the tenant is responsible for supplying 2 x copies to the Agent.

Routine Inspections

These are a crucial part of the service both to you and the landlord. Your first inspection will occur approximately 3 months after your commencement date, then every 6 months thereafter. You will receive a letter approximately a week prior to the inspection stating both the time and date the inspection will take place. Please note – photos will be taken at routine inspections and these are provided to your Landlord.

Insurance

Buildings Insurance is the owner's responsibility (ie. the Landlord). This is normally undertaken on an annual basis and is at no cost to the tenant(s). However, your personal possessions and any valuables you might have are not covered by the Buildings Insurance.

Home Contents Insurance is your responsibility. If you require Home Contents Insurance you must arrange this yourself and at your own cost. The owner's insurance will not cover your possessions in the case of a fire/flood etc.

Garden / Parking

If gardening maintenance is not included in your rental payments, it is your responsibility to maintain the gardens and lawns during the period of your tenancy. If you do not wish to do this or for any reason are unable to do this, you can engage a gardening company to maintain on your behalf. It is advisable to get quotes beforehand so you are aware of the costs involved.

We use and recommend Paul Mottes from P & J Gardening 0433 977 474.

Please note drive-by inspections of the all properties are completed by our property managers on a regular basis to ensure that the gardens/lawns are being maintained as per your lease agreement.

Parking of all vehicles needs to be in the designated areas (driveway, garage/carport, street) and not on common areas or on the grass as any damage caused would require repair at your expense.

Mould

Controlling mould and condensation, please be aware that as a part of your tenancy responsibilities, the property must be kept clean and free of any mould. The main ways of controlling mould are: ventilation, always opening windows and ensure exhaust fans are used. Heating – ensure if heating is available, it is on. Wiping down walls and ceilings with mould inhibiting cleaners.

Smoke Detectors / Smoking

All smoke detectors will be in working order when your tenancy commences. It is your responsibility to test and change batteries as required (for safety, fire authorities recommend this be done every 12 months). If for any reason, your smoke detector stops working (even after replacing a battery), you must report this to us immediately.

To protect the paintwork and interior furnishings, any smoking **must** be done outside the property.

Pets

Pets of any kind are not allowed without written permission from the landlord. You must seek written permission before you have any pets living in the premises. Should pets be found on the premises without the appropriate permission, breach of lease notices will be served.

Breaking Your Lease Agreement Prior to the end of the lease date

As per section 26.2 of your Residential Tenancy Agreement the break lease fees are as follows:

Advertising \$150 plus GST (this must be paid upfront before any advertising commences for the property). A pro-rata Letting Fee of 5% plus GST, National tenancy database checks \$14.00 per applicant. You must also continue paying rent until a new lease is signed with a new tenant and they take over the rental payments or the lease expires, whichever occurs first.

Change of Tenants

If there is a change of circumstances to the people residing in the property, there are a number of steps you will need to follow:

You must notify our office of the change in circumstances in writing

Application forms must be submitted for any new occupants

Applications will be sent to the owner for approval

If approval is granted, we can complete the relevant change of shared bond/lease forms

Please note: a fee does apply for a changeover in tenancy and this fee is payable by the tenants

Please also note this is only applicable if one of the original lease holders remains in the property. If no original lease holder intends to remain in the property, it is considered a break lease situation.

Vacating notice

It is a tenants' responsibility under the residential Tenancies Act to provide the agent with a minimum of 28 days written notice when vacating the premises. **This must be signed by all parties on the lease agreement.**

Vacating

It is the tenants' responsibility to ensure the property is in a good and clean condition before vacating including having the carpets professionally steam cleaned. We will supply you with vacating instructions prior to the event.

TROUBLE-SHOOTING GUIDE FOR TENANTS

Before contacting Cooper Newman Real Estate have you tried all the below:

HOT WATER SYSTEMS

Is the pilot light on? (this is the most common cause of no hot water)

Is the power switched on?

Has the power box tripped the safety switch or blown a fuse?

Have you topped up the water level with the filler valve?

(PLEASE NOTE: if a plumber is sent out to the property and the issue is found to be the pilot light you will be liable for the call out fee)

LIGHTS

Has the power box tripped the safety switch or blown a fuse?

Have you have checked the globes are at the recommended watt/voltage to ensure they will last a reasonable period of time, as replacing globes at a higher wattage can cause them to blow more regularly.

POWER

Has the power box tripped the safety switch or blown a fuse?

If the safety switch has been tripped, reset and if it trips again you will need to unplug all appliances from the power points. Reset the switch and re-plug each of the items one at a time to identify what is causing the problem.

Is there a power outage in the area?

(PLEASE NOTE: If an electrician is called out to a property and it is discovered that a faulty appliance is the cause, the tenant will be responsible for the call out fee)

AIR-CONDITIONER

Has the power box tripped the safety switch or blown a fuse?

Have you cleaned the filter?

BLOCKED DRAINS

Have you cleared the drain of any hair and soap build up?

Have you tried using a plunger?

Have you tried clearing the drains with specific cleaning agents for drains?

(PLEASE NOTE: if a plumber is sent out to the property and the issue is found to be caused by your actions, such as flushing items or products that have blocked the drain, you will be liable for the call out fee)