

Elite Real Estate

# TENANT HANDBOOK

A Comprehensive Guide to Your  
Rights and Responsibilities

*Prepared*

*Exclusively For*

**ELITE REAL ESTATE'S  
TENANTS**



## **Disclaimer**

Reasonable efforts have been made to ensure the accuracy of the information in this handbook. However, if there are any inconsistencies between the handbook and applicable laws or regulations, the laws and/or regulations take precedence. The information provided in this handbook is not legal advice and is intended only for general informational purposes.

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## Welcome to your home

We hope you feel at home in your rented residency place. As your new Agent. We will do whatever we can to help you settle in as quickly as possible to enjoy your stay.

This handbook has lots of information that you will want to know about living in your rented house. Please save this for future reference.

If you have general enquiries, you can send an email to [qinfo@ereal.com.au](mailto:qinfo@ereal.com.au) or [spencer@ereal.com.au](mailto:spencer@ereal.com.au)

For **Maintenance, Complaints, and Appeals**, please contact your Property Manager directly via email or mobile (Sent email with full address and photos reference is must).

Business Hours and contact:

Monday to Friday from 9.30 A.M. to 6.00 P.M.

Saturday from 9:30 A.M. to 5:00 P.M.

<https://ereal.com.au/>

**1300 354 839**

**03 9326 9977 Elizabeth St Office**

**03 9642 2298 Spencer St Office**

**03 9088 6299 Abeckett St Office**

## Important information to tenants

- Upon signing your lease agreement, please note that you are signing a legal binding document and are entering into a fixed-term contract.
- Strictly no pets shall be allowed within the premises subject to the rental provider's consent. This is clearly stated in the lease agreement. Anyone who breaches such condition by keeping pets will be served a Notice to Vacate.
- Rent shall be paid by due on or before the first day of every month. Failure to do so will be deemed as a breach of the lease agreement and a Notice to Vacate will be issued. For methods on how to pay your rent, refer to page 5.
- Smoking is strictly prohibited in our premises for lease.
- Please note that if your rented property area furnished, all mattresses recommended cover properly by the waterproof cover. Sweat or drinks can seep through and eventually rot the mattresses below. If such a case occurs, the mattresses would have to be replaced under renter's expenses.
- Please advise our office immediately if your mobile or home phone number has changed. Communication is vital throughout your tenancy for several reasons including safety and maintenance issues.

## Beginning your tenancy

Before you move in you will need to sign a **tenancy agreement**, which is a legal contract. It lists a number of rights and responsibilities of Elite as your property manager and you as the tenant. Please refer to your tenancy agreement for full details but here is a summary:

What you can expect from Us...

### We will:

- be fair, honest, and transparent in our dealings with you.
- ensure that your house is clean and in good condition when you move in.
- maintain and repair the property as required. if the issues are RRP'S responsibility
- respond to your maintenance requests in line with our maintenance policy.
- respect your privacy and ensure we give you ample notice or VCAT order if we need to visit to undertake inspections or carry out maintenance
- review your rent as per your tenancy agreement and provide a range of payment options.
- keep you informed and consult with you on important issues.
- support you to make this your home.

What we expect from You...

### We expect you to:

- pay rent and all other charges on time.
- keep your house clean and tidy and treat it with care.
- keep your garden mowed, weeded and free of rubbish.
- ask for permission to keep a pet before you bring it home.
- talk to us before you make any alterations or additions to the property.
- tell us about any changes in your household income.
- report repairs and maintenance required to the property as soon as possible.
- allow Elite staff and contractors access to the property.

Your Tenancy (continued).

- be a good neighbour – always respect the right of your neighbors to live in peace and comfort.
- pay for repairs caused by the neglect, misuse, willful or accidental damage by you or your visitors.
- not to allow any illegal activities to occur at your **rental property**
- ask us first if you want to have someone stay at your house for more than 4 weeks.
- only allow people approved by us to live in your house on an ongoing basis  
Remember.
- **Seeking concern by us before change in lease or subletting**

As tenants, you or your neighbors are legally able to complain and request a hearing against disruptive neighbors at the Victoria Australian Civil and Administrative Tribunal (VCAT).

## Arranging Your “Move-In”



**Read the Building Rule and OC Rule before moving in.**

Most rental properties have either a building manager or a concierge who will need to be contacted prior to your move-in date to arrange a suitable time to access the lift and common areas.

Due to high demand of lifts usage, lifts will not be available at all times and days. Therefore, lifts need to be booked in advance for the specific times that you require. We recommend the renter contact the building manager or concierge at least 2-3 days prior to your move-in date.

## Condition Report



A Condition Report will list the present condition of the property on a scale of Good, Fair & Poor. Prior to moving into the property, Elite will provide you with a copy of the Condition Report. It is important to note that this report reflects the condition at the commencement of your tenancy, the report is also used at the termination of your tenancy primarily to ascertain what changes have occurred during your tenancy.

Upon commencing your stay in the property, renters shall read through the report in detail and ensure that the report accurately describes the contents and conditions of the property. Please contact your property manager if you have any comments or questions of the report. The Condition Report needs to be signed and returned to your property manager within 3 business days and keep a copy for yourself as record.

This document is extremely important and will be used as a comparison when you vacate. In order to determine your bond refund, we will compare this report with an outgoing report at the end of your tenancy. If you fail to return a copy of this report, you could forfeit your right to object if there is a disagreement at the end of your tenancy.

Other than issues of fair wear & tear to the property, all damages shall be repaired and paid upon completion of tenancy. If necessary, the costs of repairs may be taken from the Bond that is held, whether through mutual agreement or by applying to the Victorian Civil and Administrative Tribunal (VCAT).

## Bond Lodgement



In accordance with the Tenancy Act. Your bond money will be held in trust by the Residential Tenancies Bond Authority (RTBA) until the termination of your tenancy. RTBA in Victoria do not pay interest on your Bond.

**You must pay bond before the lease start. we will only release the key when bond received.**

Elite may provide a Bond Lodgment Form for you to complete in hard copy or electronically. It is important that you provide a working and actively used Email Address. Within 2 weeks of your tenancy commencing, you shall expect to receive a receipt from RTBA acknowledging your Bond and provide you with a Bond reference number. Please quote this reference number when contacting RTBA.

RTBA can be contacted by phone on 1300 137 164

The Bond payment is only payable by Bank Transfer to the Agency Rental Trust Account. At the termination of the lease, please ensure that your signature on Bond Release Application is exactly the same as on the Bond Lodgment Form. Otherwise RTBA will not release the funds till appearing on Victoria Civil and Administrative Tribunal (VCAT).



## Connecting Your Utilities

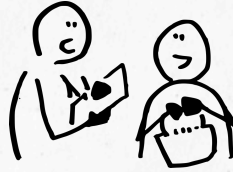
Renter is responsible for connecting the utilities in each property. The renter shall be responsible for Gas, Electricity, Water usage and internet connect or any additional services that is arranged to be provided on the property i.e. telephone services, Foxtel etc. To connect these services, installation shall be arranged by the renter at least 2-3 days prior to move-in.

For your convenience, Elite can help to arrange a FREE connection service provided by "My Connect" for the renter. My Connect can connect on your behalf Electricity, Gas, Telephone and Water with the supplier of your choice.

"My Connect" can be contacted by phone on 1300 854 478.

## During your tenancy

### Paying Rent



Rent is due in advance as per your lease agreement. If you are experiencing any difficulties in meeting your commitments, please ensure you immediately contact our office. If the lease agreement is in joint names, all parties to it are individually and jointly responsible. If the agreement is in multiple names and one party does not have the funds to meet their commitments, the other parties are responsible for meeting that commitment.

Rent can be paid by following ways:

- Bank Cheque/Money order to:
  - Elite Real Estate & Development (Vic) Pty Ltd
  - Hanestate Pty Ltd
  - H&J Estate (Aust) Pty Ltd
  - Trendzone Pty Ltd

**\*\***(your property manager will cross off whichever is not applicable and add the account no) **\*\***

• Direct Debit No accepted

- Bank Deposit/internet transfer

Financial Institution	Westpac Banking Group	
Account Name	BSB No	Account No
Elite Real Estate & Development P/L	033 365	142 889
Hanestate Pty Ltd	033 005	308 339
H&J Estate Pty Ltd	033 005	413 200
Trendzone Pty Ltd	033 005	540 031



\*\* (your property manager will cross off whichever is not applicable and add the account no)  
\*\*

Please note: if you wish to deposit any monies directly into the above account, **please quote your apartment address as a reference (e.g. Apt 4/200 Spencer Street)** Otherwise, we may not know that the money is from you and will assume payment has not been made. Please also keep your direct deposit receipt for future reference.

We have a system in place to deal with rental arrears. Reminders will be sent to you when rental arrear occurs. If rent remains unpaid after 14 days, a Notice to Vacate will be issued and an application will be lodged to Victorian Civil and Administrative Tribunal (VCAT) seeking vacant possession, you will be liable for all rental arrears, and recovery of all associated costs. Your name may also be lodged on the National Tenancy Database which will affect your ability to obtain a rental property in the future.

**\*please be mindful that rental providers have financial commitments and rely on the rent to cover their cost and expenses**

## During your tenancy

### Routine Inspections



In accordance with the Residential Tenancy Act, Elite Rental Team will conduct routine inspections of the property every 6 months.

You will be notified in writing by phone call/email of the date and time prior to the routine inspection. In the event that you are unable to attend the inspection, Elite rental team will access the property using the spare key. A business card/note may be left on the kitchen bench after the inspection. The Elite rental team will be in contact with you after the inspection if there are any issues requiring after. During this inspection, it is important that you advise your property manager if there are any issues or maintenance requirements for the property.

The Residential Tenancies Act outlines a number of other instances where your property may need to be accessed. Such instances include urgent maintenance/repair being required, property safety check, valuation purposes or sales inspections etc. You will be advised with a written notice at least 48 hours prior accessing the premises.

Please refer to the Routine Inspection Guide attached to this book **on page 19**.

### Renewal of Lease



If instructed by the rental provider, Elite Rental Team will contact you with regards to a further “fixed term tenancy” prior to the expiration of the current fixed term agreement. At this time a rental review will also be undertaken, and you will be advised by post of any rental increase.

Upon acceptance by all parties, the Elite Rental Team will complete and execute a new fixed term tenancy agreement and provide the renter and rental providers with copies of new documentation.

In the event that you are not offered a new fixed term tenancy, you may submit a Notice to Vacate, or you may stay on at the property on a periodic or monthly tenancy **if rental provider approved**.

## During Your Tenancy

### Property for Sale

According to Section 85(b) of Residential Tenancy Act 1997, an agent can enter the premises to show prospective buyers, provided that agreement is within 7 days and not less than 24 hours' written notice before the entry is required, it can be in the form of mail/email/text message. **T&C in you lease agreement remain the same.**

If the property is to be sold to a new owner(s), he/she inherits your lease. The sale of the property does not terminate or end your lease. You will continue to have your rights to the property as a renter when the new owner(s) assumes the responsibility as your rental provider. If the property is sold to someone who wishes to live there, you will be given sufficient notice to vacate, however this will not happen until your current lease comes to an end.



### Rent Review

Your rent will be reviewed in accordance with your lease:

- you will be advised when your rent is being reviewed and we will ask for current income details for each person living in our household with an independent income.
- you must let us know immediately if there are any changes to your income or household composition so that we can adjust your rent.
- you will always be given at least '60 days' notice of any increase to your rent.

### Key to the premises/Locksmith

In the event that you lock yourself out or lose your key, Elite Property Management team is able to assist you within office hours. Please be advised that a service charge will apply and will be required upfront.

If you require new keys, you will need to place an order at the Elite reception and payment will also be required upfront. If you lock yourself out outside office hours, you may contact Wynns Locksmiths on 03 9495 1122 and on your cost.

The costs charged by Wynns Locksmiths will be determined by the time and the job required.

If you change the locks during your tenancy, it is in the provision of the Residential Tenancies Act 1997 that you must supply our office with a spare duplicate key.

## During Your Tenancy

### Changing or Ending a Tenancy Agreement



If you wish to vacate the property at the end of your tenancy, you are required by law to provide Elite Real Estate with a written notice 28 days prior to the end of your lease. **\*Copy of Vacating Advice Form** is attached to this book.

Please note that this period is effective from when our office receives your written notification so it's advisable to allow 3 days for postage. If you wish to end your lease within in the term of your lease, please see the section below:

### Breaking Your Lease

If you wish to vacate during the term of the lease agreement, or if you have someone that would like to take over the lease, you will be breaking your lease. If you wish to break your lease, you as the renter are responsible for reimbursing the rental provider for any losses suffered. You will be responsible to pay rent until the property is re-let or your lease expires whichever occurs first, and any other costs incurred to secure a new renter such as advertising costs and a letting fee. Please speak to your property manager to discuss this in more details.

Please be advised that any changes in tenancy could affect the bond refund process when you vacate. It is imperative that the procedures, as set out in the Residential Tenancies Act 1997 are adhered to. All parties who signed the original bond form must sign the bond claim form in the same manner. Please speak to your property manager if you need more information.

### Lease Assignments



Lease assignments or a transfer of lease or sub- Letting must not be undertaken without the written approval of the rental provider. **Contact your property manager** to seek further instructions prior to making any changes to the occupants in the premises. **\*\* Fees apply \*\***

### Cleaning The Premises

All properties must be returned to Elite in a clean & presentable condition, and the carpets in the premises must be professionally steam cleaned. A vacating cleaning guide is attached to this handbook. Upon returning keys to your property manager, we will conduct a comprehensive vacating inspection. Vacating inspections are extremely detailed and are completed in conjunction with a Condition Report provided to you at the commencement of your lease.

Please ensure that all utilities are disconnected three days after your lease end. This will enable us to conduct the final inspection and finalize your bond.

## During Your Tenancy

### Disconnecting Your Utilities



When vacating, you should arrange to disconnect all utilities that are connected and billed to you directly at the property. Failure to arrange disconnection may result in new occupants using your utilities at your cost.

**Ensure that ALL UTILITIES being disconnected FIVE DAYS after you have hand in your keys.** If final check cannot be conducted due to early disconnection of utilities, fee of getting connections connected will be charged.

### Claiming bond money from RTBA



Once the vacating inspection has been completed, your property manager will advise you of any issues that remain outstanding regarding the property.

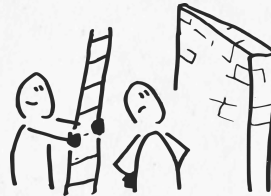
In the event that the property is not returned in the same condition in which it was leased to you (excluding fair wear and tear), your property manager will advise you of the necessary costs or repairs. If no agreement can be negotiated, a claim will be made against the bond to rectify any outstanding matters.

If the property is returned in good order with no outstanding rent and no damage found, your property manager will request that you complete and return a Bond Claim Form to our office. This may also be done electronically. The form is then processed by Elite, and the Residential Tenancies Bond Authority will refund the bond directly to your nominated bank account or issue a cheque to you.

Please ensure that you sign the Bond Claim form exactly the same as you signed the Bond Lodgment. Do not make any alterations or erasures on the form; otherwise, it will not be accepted by the RTBA.

**You can contact the RTBA by phone at 1300 137 164.**

## During Your Tenancy Maintenance Issues



We, as your property managers, are here to assist you during your tenancy. Listed on the following pages is a guide on resolving maintenance issues.

If you have maintenance issues that you are unable to resolve yourself after reading the following, please lodge your maintenance issue with Elite immediately. Failure to do so could leave you responsible for damages incurred. The Maintenance Request Form will be provided to you together with this pack. You can lodge your request in writing, in person, by fax, or email.

If you need EMERGENCY repair(s), please follow the guidelines as specified in the “Renting a Home Guide” pages 16 to 17. **Please contact our team at 1300 354 839 if you require assistance after hours, during weekends, or public holidays.**

The emergency number should only be used for problems arising with essential services such as electricity, GAS, plumbing, drainage, and water supply or when the property is in danger if repairs are not carried out urgently. If an emergency callout is made for non-essential repairs, you will be responsible for the additional urgent callout fee.

**PLEASE NOTE:** If Elite attends your apartment to resolve a non-urgent maintenance request, please be aware that where a renter has failed to follow the guidelines in this handbook, a \$100 call-out fee will apply when we believe the renter could have resolved the matter themselves.

In the event that the renter is not home, after an appointment has been booked directly between the renter and a tradesperson, please be advised that should a call-out fee be charged by the trades company, the renter will be liable for the charges.

## During Your Tenancy

### Resolving Maintenance Issues (For Examples):

#### No Power

If you have no power in your apartment, please check the switch/meter/fuse box and ensure that all switches are turned to the “on” position. It may be that there was an overload, and the safety switch has been activated.

If all switches are in the “on” position and you still have no power, please contact your service provider as there may be a fault in the street/building.

If your power went off while you were trying to turn on an appliance, check that the appliance is not faulty. Test your appliances by turning the power back on, then unplugging and plugging them into a different power point

#### The Lights Are Not Working

- Please ensure faulty light bulbs are replaced.
- Please check the switchboard/fuse box and make sure all switches are at ‘on’ position.

#### The Dryer Is Not Working

- Please make sure the appliance and the master switch are turned on properly.
- Please check whether the filter needs to be cleaned. Dryers may shut down automatically due to overload of lint in the filter.
- Please refer to your manual first before calling for assistance; ensure you have selected the right option.

#### No Hot Water

- Please ensure that you have registered your details with your power company and paid your bill on time. It may be a good idea to contact the power company first.
- Please make sure that the gas tap is turned to ‘on’ position.
- If you have an electric hot water service, please check that it is turned on, if this doesn’t work, please check the fuse in the meter box.

## **During Your Tenancy**

### **Resolving Maintenance Issues (For Examples):**

#### **Washing Machine Is Not Working**

- Please ensure the taps linked to the washing machine are turned on
- Please make sure the appliance is plugged in and turned on properly
- Please also ensure that the door of the appliance is closed properly
- If the machine has stopped halfway through a cycle, this may be because the machine is overloaded. Please ensure the washing machine is not overloaded and the load is evenly distributed

#### **Kitchen/Bathroom/Laundry Sink Is Blocked**

If there is a major blockage with sewerage overflow, please call the building manager immediately, or call your property manager or our office on 1300 354 839.

If your sink is taking a long time to drain away, we suggest you try the following options.

- Pouring hot water down the sink or using proprietary drain cleaner such as “Drain” to try free the blockage.
- Remove hairs, soap, food etc. from the waste and pipe pour boiling water down the drain.

#### **Faulty Appliances (Furnished or White Goods Supplied Apartments Only)**

If you appear to have a faulty appliance, please refer to the manual first. If you are still confident that they appliance is faulty, please submit a maintenance request in the methods mentioned at the start of this handbook.

#### **Stove/Oven Is Not Working**

##### **If it is electric:**

- Please check the appliance is plugged in and the power is switched on.
- Please check your fuse box whether there has been an overload and the safety switch may need to be reset.
- Please ensure the connections are not lost or dirty.

##### **If it is gas:**

- Please check the gas cooktop is plugged in and the power is switched on
- Make sure the gas tap is turned to ‘on’ position. If problem proceed, please contact your building manager
- Water/moisture may enter the gas cover, please ensure the gas cover is dry
- The cooking stove may not be correctly aligned. Please ensure that the parts are correctly aligned with each other



## During Your Tenancy

### Resolving Maintenance Issues (For Examples):

#### Bad TV Signal

- Please make sure the aerial is plugged in both sockets and is tightly secured.
- Please try to retune TV channels on both sockets.

If the above options have been tried and the service hasn't improved, then you may further discuss with your PM. If the problem is a result of failing to check the above methods, you will be charged for the cost of the electrician.

#### Garage Remote Is Not Working

- Please ensure the batteries are replaced within the remote.
- If you have replaced the batteries and your remote is still not working, please contact the building manager.

#### Smoke Alarm Is Beeping

- There is a 9 Volt battery in each of your smoke detectors. If you are experiencing a slow continuous beeping noise, this may be due to the battery going on flat and requires to be changed.
- Renters are responsible for ensuring the smoke detectors are always working. There is a test button on the device. To test, simply hold down the button and if it beeps back then it is working.

#### Condensation

- Please identify where and what is causing the condensation.
- While cooking/boiling, please ensure the exhaust fan/range hood is turned on to help absorb the smoke/steam. Opening the balcony door or windows while cooking is recommended to allow ventilation.
- When taking a shower, close the bathroom door to contain the steam. Turn the exhaust fan on and open the window (if applicable) to let the moisture escape.
- If using a clothes dryer, close the door and leave the exhaust fan on while the dryer is running. Otherwise, apply an appropriate method to absorb moisture from the dryer.
- When the heater is turned on in the apartment during cold weather, it may result in the apartment being warmer than outside. As a result, condensation may occur on walls and especially on glass windows, which is easily detected if it occurs. It is wise to wipe it away with a towel or similar to dry the surface off and then air out the room by opening the windows and doors or turning on an exhaust fan.

## **During Your Tenancy**

### **Resolving Maintenance Issues (For Examples):**

#### **Condensation (cont.)**

- If mould is forming as a result of condensation, use one of the following methods: Straight white vinegar (spray it on and leave it to dry); tea tree oil (mix 1 teaspoon of oil with 1 cup of water, spray affected areas, and leave to dry).
- It is important to keep moisture in the apartment at appropriate levels by ventilating the place regularly. This is also essential for fresh air for health and hygiene. An easy way to ventilate your place is to open up the windows and doors when the weather is warmer during the day or run your exhaust fan a little more than usual.
- Consider using dehumidifiers.

#### **Any Other Issues?**

If you have any other queries or issues that are not mentioned in this guide, please feel free to contact our office straight away to discuss. However, if this guide does not resolve your issue, please proceed to lodge your maintenance request with our office in the ways described at the start of this section.

## Routine Inspection Guide (What we look out for during the inspections)



We will conduct our first routine inspection at the property approximately 3 months after the commencement of your lease and every 6 months thereafter. The main purpose is to provide a report to the owner that you are maintaining the property, and to check for any repairs and make any recommendations to the owner.

We ask that before the periodic inspection you:

- o Ensure that our office has your current phone numbers and email address.
- o Your rent is paid in advance (as per your Residential Tenancy Agreement)
- o Provide keys to new locks to this office as well as any security device codes and the location of the device.
- o Ensure any damage to the property is repaired or rectified.
- o Ensure all terms of your Residential Tenancy Agreement are being met (refer to your current agreement)
- o Ensure any pets (if you are permitted pets) are secured, so they cannot run loose.
- o Ensure a list of any outstanding maintenance or issues you would like us to inspect and report to the rental provider is sent to our office via fax or email.

Attendance to the following matters prior to our inspection will save time and prevent unnecessary (and often unpleasant) conversations/actions. Subject to the condition of the property at the commencement of your tenancy (refer to your Condition Report, issued when you signed your Tenancy Agreement) you should ensure that:

- o The property is very clean and tidy throughout with any stains removed from the carpets.
- o All cupboards, shelves, drawers and benches are cleaned.
- o Walls and doors are cleaned of all marks.
- o Stove, griller, oven and exhaust fans are cleaned.
- o Windows and sills are cleaned inside, and outside where possible.
- o All garbage, bottles and rubbish is removed from the premises
- o The garage and/or storeroom is cleaned out, free of cobwebs and grease marks are removed from car space/garage.
- o Bathrooms are thoroughly cleaned, with all mould and soap scum removed from tiles and grouting. Ceiling mould must also be removed. Toilets to be cleaned inside and out, and the bathroom floors to be mopped.
- o Lawns and edges are trimmed, and gardens weeded (this applies to townhouses and houses)

**If all of these items are met of all routine inspections during your tenancy term, this will assist you in receiving a very positive rental reference from Elite upon vacating the premises.**

**Photos also note that the inspection may also involve taking photos of any repairs required, and a photo of the grounds front and back. It is policy that we do not take photos of renter possession.**

## Maintenance Request Form

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

Address: \_\_\_\_\_

Contact No: \_\_\_\_\_ (M) \_\_\_\_\_ (H)

Maintenance Request:

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Please be advised that all renters are required to refer to the instruction manuals provided as well as the renter handbook to ensure all necessary steps have been taken to resolve any issues themselves.

**Have you read all the necessary instructions provided to you?**

Yes No

**Access for tradesperson: (Please circle one)**

I will be Home

Please use the spare key

Please ring me first

Thank you. Your maintenance request will be passed to your property manager who will contact you within 48 hours. If the repairs are not completed within 14 days please let us know so that we can follow up with our contractor on your behalf.

Renter's sign: \_\_\_\_\_

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

## Vacating Advice Form

Property Manager: \_\_\_\_\_

Renter Name (s): \_\_\_\_\_

Property Address: \_\_\_\_\_

Lease End Date: \_\_\_\_\_

Reason for Vacating: \_\_\_\_\_

Hereby give twenty - eight (28) days' notice from tomorrow's date being the \_\_\_\_\_.  
I/We confirm that vacant possession of the above-mentioned property will be delivered on  
or before \_\_\_\_\_

In accordance with the Residential Tenancies Act, 1997. I/We acknowledge that rent must be paid up to the date of vacating and my/our responsibilities under the Act that states: A renter under a tenancy agreement shall not refuse to pay rent on the grounds that he intends to regard as rent by him the security deposit or any part of the security is held with the RTBA and therefore it is mandatory to complete a bond claim form for the return of the security deposit. I/We advise that the forwarding address for the refund of the security deposit is:

Forwarding Address: \_\_\_\_\_

Phone No: \_\_\_\_\_

Email: \_\_\_\_\_

## Vacating the Property (Cleaning guide)

In order that your Bond may be refunded quickly we have detailed below a list of items and suggestions as to how the property should be left upon vacation.

1. Stove inc. stove wall & top, bench alongside stove, griller & drip tray to be cleaned.
2. Exhaust fan covers to be removed and cleaned.
3. Air vent to be dusted and left clean.
4. Venetian blinds / curtains to be taken down and cleaned / washed thoroughly.
5. Windows (internal & external) and windows sills to be cleaned thoroughly.
6. All cupboards, inside and outside, to be left clean, and empty.
7. Marks to be removed from walls.
8. All light fittings to be cleaned.
9. All floors and skirting boards to be washed.
10. Cobwebs to be removed.
11. Lawns to be mowed and edges trimmed.
12. Flowers beds etc to be weeded.
13. No rubbish to be left in garden or inside premises.
14. Particular attention to be paid to bathrooms, toilets, bathroom cabinets, etc. Shower recess to be scrubbed and grouting to be free of all soap residue, mildew and mould. Shower screens/curtains to be washed and residue free.
15. Driveways, carports, garage floors etc to be free from oil and grease stains.
16. The carpet was steam cleaned before you moved in, so it is fair that you should steam clean carpets before leaving. In any case, if carpets are badly stained or marked they should be steam cleaned anyway.

**Please provide a receipt from a professional carpet cleaner, if you need assistance with finding a local cleaner, we will provide the details of our regular cleaner.**

**We thank you for your co-operation. We are sure your own personal standards will ensure that the property is left in the best condition possible, and this will enable us to return your bond promptly.**