

Information for **iRental** tenants



Tenant Handbook

CONTENTS

Contacting your property manager	3
Moving into the property	4
Payment information	5
Entering the property - Inspections and after hours	6
Conditions of your lease agreement	7-8
About your lease agreement and giving notice	9
Maintaining and caring for your property	10
Vacating the property	11
Incase of emergencies	12
Routine inspections	13
Late rent payments	14
Pet agreement	15
Final inspection	16

Contacting your property manager

OFFICE HOURS

Our office is open
Monday to Friday
9:00 am to 5:00 pm

ADDRESS

106a Rundle Street
Kent Town, SA 5067

MAILING ADDRESS

PO BOX 329
Kent Town BC SA 5071

PHONE AND FAX

Mobile 0414 979 307
Office (08) 8362 5160
Fax (08) 8120 3294

EMAIL AND WEBSITE

Email brenton@irentalpm.com.au
Web www.irentalpm.com.au



Moving into the property

If you are moving into a property this is a guide for you.

TENANT INFORMATION BOOKLET

As well as this handbook you will receive an information booklet supplied by the Office of Consumer and Business Affairs. This can be viewed at the website of the Office of Consumer and Business Affairs: www.ocba.sa.gov.au

UTILITIES

It is the responsibility of the tenant to have electricity, water and phone connected to the home and for accounts to be transferred to your name. For your convenience we have forms available for "Direct Connect" and "MyConnect" - they can do the work for you and handle the connections for the new property as well as disconnection from your previous property. There is NO CHARGE for this service. The above utilities will also need to be disconnected when you vacate the property.

INSURANCE

The landlord accepts no responsibility for any damage or loss of the tenants personal items. It is at the tenants discretion to arrange contents insurance for any personal belongings.



Payment information

YOUR RENT PAYMENTS

Rent can be paid by Direct Deposit.

Please note that we have a NO CASH POLICY.

DIRECT DEPOSIT

ANZ

BSB: 015300

Account: 185879225

An agent number will be allocated for your payments and given to you when you sign the lease. You will need to use this number when making all payments. Please contact us on 0414979307 or 83625160 if you don't remember your reference number.

RENTAL INCREASES

The landlord reserves the right to increase the rent every 12 months (you will receive 60 days notice) as per the Section 55 (2) (b) of the Residential Tenancies Act.

RENT ARREARS

RENT must be paid on or before the due date and should remain 2 weeks in advance at all times.

Should rent payments fall into an arrears situation you will be contacted and the necessary action will be taken to ensure payments are brought up to date. Should you experience difficulty paying, you must contact your Property Manager (Brenton Dowden on 0414 979 307 or Jacqui Morton 0401 659 991).

DISHONoured CHEQUES

Where a tenant has presented a personal cheque for payment and that cheque has been subsequently dishonoured, then all future payments must be paid by direct deposit, bank cheque or money order. There will be a dishonour fee of \$35.00 charged per cheque, which tenants must reimburse immediately.



Entering the property / Inspections and after hours

ROUTINE INSPECTIONS

The Landlord/Agent reserves the right to enter the premises for inspection purposes. You will be given 7 to 14 days of written notice of forthcoming inspections. You will also receive a guide of our expectations on the condition of the property with the inspection notification letter. We will be taking photos on inspection day of the house for the owners reference.

FINAL INSPECTION

The final property inspection will be completed once all your belongings have been removed and all keys have been returned. This includes any extra keys that you have had cut or any keys given to relatives or friends. The final inspection will be conducted using the initial condition report which recorded the condition of the property prior to the commencement of your tenancy.

INGOING INSPECTION

You will receive an Initial Condition Report upon tenancy. The tenant will need to check this against the property and any discrepancies added. This report will need to be signed and dated and the 'landlord' copy returned to our office within 14 days from the commencement of the tenancy. If this report is not returned within the allocated time frame we assume that you have accepted the Agents description of the premises as true and correct.

OPENING PREMISES/ LOCKED OUT

The tenant agrees to pay an amount of eighty five dollars (\$85) to the Agent in the event of a "Call Out" to the premises after hours through either the loss or misplacement of keys. A fee of Thirty-five dollars (\$35) is required during business hours (9:00am - 5:00pm). If the agent is unavailable, it will be the tenants responsibility to organise (and pay) a locksmith to attend.



Conditions of your lease agreement

PETS

Pets are not permitted without the expressed permission of the Landlord. A Pet Clause Agreement must be signed if the Landlord has granted permission. This will then form part of your tenancy agreement. In the event of any damage caused by an animal, the Tenant must repair or replace at their own expense.

WATER

All tenants are responsible for the following water charges:

- Houses - All water Supply and Consumption
- Units - All Water Supply and Share of Water as shown on SA Water Account

Exceptions to the above in the case of a swimming pool.

CAR PARKING

The parking of cars, trailers, caravans, boats, etc on any part of the garden or lawned areas is not permitted. You must abide by the rules set out by the Strata if you are in a townhouse or unit.

AGENT/LANDLORD ACCESS

Under the Residential Tenancies Act, you are required to give access to the Landlord and/or Agent for the following reasons:

- Showing prospective tenants through the house/unit in the last 28 days of tenancy
- Routine Inspections
- Any maintenance or repairs
- In the case of an Emergency

Subject to guidelines set out in the Residential Tenancies Act.

RUBBISH

Rubbish must be placed in the Wheelie Bin/s provided. Should the property not have a Green Wheel Bin when you occupy the premises please contact the Property Manager on 0414 979 307. Total waste management must be kept tidy at all times.

FLOORS

All floors to be cleaned with recommended cleaning products, especial floating floorboards as you will damage them if you don't dry them straight away. Felt pads to be placed under furniture legs as to not damage flooring - especially wooden floors.

Conditions of your lease agreement continued

GARDEN AND LAWN CARE

It is the tenants responsibility to maintain the front and rear garden at all times. This includes watering (within the SA Water Restriction Guide Lines), mowing, weeding and edging. Mowing and trimming of lawn edges to be maintained regularly. Garden beds to be weeded and creepers, vines and roses pruned. The property manager must be contacted for permission in writing, to add/remove any shrubs, plants or trees. Tenants are responsible for any damage to garden areas due to neglect. Extensive and specialised pruning is the responsibility of the Landlord.

SPOT CLEANING

Internal walls and all doors need to be spot cleaned regularly. Hard flooring (tiles/wood/lino) to be maintained and kept clean at all times. Carpets may need to be professionally cleaned throughout the tenancy if necessary.

OIL AND GREASE STAINS

Driveways, carports, garages and all other concrete or paved areas must be free of oil and grease stains (subject to the original condition report). Please use a Drip Tray under your car to protect the above areas.

CARPET CLEANING

All carpets are cleaned to the same standard as you moved in, as per photos and condition report before a new tenant moves in. The property must be handed back in the same condition as when you moved in. All carpets should be cleaned upon vacating the premises.

REPAIRS/ MAINTENANCE

Any repairs or maintenance required to the premises must be reported to the Property Manager in writing or email. This will then be forwarded to your Landlord for approval. Once approved, a Tradesperson will contact you to make a mutually agreeable time to visit the property. Any maintenance carried out without prior authorisation will be at the tenants cost.

EMERGENCY REPAIRS

For any after hours emergency, such as gas leaks, burst water pipe or electrical faults please phone your Property Manger direct. Please see page 12 for a list of such emergencies and for relevant contact details. In case of fire contact your emergency fire department direct.



About your lease agreement and giving notice

SUBLETTING

This agreement cannot be sublet or assigned unless written consent is first obtained from the Landlord/Agent.

PERIODICAL LEASE

If you wish to bring your periodical tenancy to an end, you may do so by giving 21 days notice in writing. The notice will commence on the day the notice is received by the Agent.

BREAKING YOUR LEASE

If you are on a fixed term agreement and wish to vacate before the expiry date, you must notify your Property Manager in writing. You will be responsible for the following:

- Mitigating any loss of rent by the owner.
- Once property is vacant, you will be responsible to pay advertising subject to government guidelines and the Residential Tenancies Act.
- Pay a proportion of two weeks letting fee, subject to government guidelines and the Residential Tenancies Act.

LEASE END

If you do not wish to renew your lease for a further fixed term you must notify your property manager in writing/email. Under the Residential Tenancies act you must allow the Landlord/Agent access to the property for showing prospective tenants through within the last 28 days before the end of the Lease Term. This will be at a responsible hour and mutually agreed time and on a reasonable number of occasions during the last 28 days.

Maintaining and caring for the property

CARE OF THE PROPERTY

TENANTS TO ENSURE THEY USE:

- Cutting boards on kitchen benches
- Existing picture hooks, no stickers or blu tack on walls or woodwork (please contact property manager in writing or email if you require extra hooks on walls).
- Care to be taken when moving furniture onto premises
- Protective saucers when placing pot plants on carpeted areas. Tenant accepts full responsibility for any damage caused to floor coverings.
- Allocated car parking facilities only , no parking on garden beds, or lawn
- Grease drip tray on concrete in car parking areas
- Felt protectors on legs of all furniture to avoid damaging floors

STRICTLY NO SMOKING INSIDE THE PROPERTY

Under NO circumstances is smoking permitted inside the property. Cigarette butts are not to be left in the garden beds, etc. Please dispose of butts thoughtfully.

Vacating the property

KEYS

At the expiration of your tenancy, keys (including any copies made) are to be handed back to this office. Rent is payable until this time. If keys are not returned, the tenant will be liable for the cost of changing all locks.



FINAL ACCOUNTS AND MAIL REDIRECTION

At the termination of the tenancy you are required to advise the electricity, gas and telephone suppliers of your intended departure date and your new contact details. You should also contact the local Post Office to organise the re-direction of your mail, as we cannot guarantee the new resident will forward your mail to us for redirection. The post office have a minimal charge for this service.

REFUNDING YOUR BOND

A bond refund cannot be applied for until the property has been fully vacated, all keys have been returned, final inspection has been carried out and any outstanding accounts have been paid, e.g. outstanding rent, water invoices, electricity, gas, phone, cleaning, etc. Once the above has been finalised, you will be required to sign a bond refund form and follow the online prompts sent via email from your property manager. This is sent to the Office of Consumer and Business Affairs, where your bond is held and payment will be made.

IRENTAL COMPANY POLICY BONDS

We only release a bond once we have been through the property with the owner or the owner has given us approval to release the bond

FORWARDING ADDRESS/ CONTACT DETAILS

Advise your Property Manager of your forwarding address and any change in contact details. This will ensure that all correspondence is sent to the correct address, assisting a smooth end to your tenancy.

FLOORBOARDS

All floorboards must be cleaned with a product manufactured for cleaning of floorboards only. Pointed heeled shoes should not be worn. All furniture on wooden floorboards must have felt or protective measures - all efforts to protect the timber floors from furniture damage and moving items around the house must be taken. The tenant must reimburse the land lord for any damage caused to flooring, by furniture, dropping items or pets.

Incase of emergencies

EMERGENCY EXAMPLES

What counts as an urgent repair ?

- Burst water service - Turn water off at mains to avoid further damage or water waste.
- Flooding or serious flood damage
- Electrical fault - Unplug any suspect appliance, Check fuse box
- Gas Leak
- Flooding or serious flood damage
- Any fault or damage that makes the rented premises unsafe or insecure
- Blocked or broken toilet system
- Serious storm or fire damage
- Serious roof leak
- An appliance, fitting or fixture which is not working properly and causes a substantial amount of water to be wasted OR a serious fault with a staircase in the rented premises.
- Failure or breakdown of any essential service or appliance provided by the Landlord, e.g. a failure or breakdown of the gas, electricity or water supply.

In case of FIRE contact Fire Emergency Department direct.

WHO TO CONTACT

Send an SMS to your Property Manager. Ensure you include the address of the property, name and contact numbers and specify the nature of the problem.

- **Brenton Dowden 0414 979 307**
- **Irene Dowden 0404 008 265**
- **Jacqui Morton 0401 659 991**

This will enable us to forward your SMS direct to the tradesperson for fast, efficient service!
Our mobile phones are checked regularly after hours and on weekends for EMERGENCY SMS'S.

Routine inspections

To ensure we can adequately check the premises for maintenance during Inspections, it is important that this property is presented in a clean and tidy manner. We suggest you follow this Routine Inspection Guide to prepare for your next inspection please. If you are unable to be present, we will use our office key. We assure you that your privacy and the security of your home will be strictly observed.

OUTSIDE

- Lawns to be mown and edged
- Weeds to be sprayed with a weed spray or removed from lawn and garden beds. All gardens to be regularly watered in warmer months
- Verandahs/patio, garage/carport, driveway and paving to be swept / and kept clean and tidy
- Weeds to be removed from paving. All rubbish to be removed
- Cobwebs to be removed from eaves, carports, sheds
- Where pets are kept on the property, all animal droppings to be removed
- No cars to be parked on lawns
- No old furniture to be stored at the front of the property.

INSIDE

- Carpets to be vacuumed for inspection, and steam cleaned annually, steam clean more often in doorways if required
- All hard floors to be washed. All floorboards must be cleaned with a product manufactured for cleaning floorboards.
- Bathroom floor, vanity, basin, bath and shower to be cleaned
- Bathroom glass to be cleaned (shower screens, mirrors etc.)
- Toilet (including seat and pedestal) should be cleaned
- Windows to be cleaned inside and out. Flyscreens to be brushed
- Dust window runners, sills, tracks and skirting boards
- Oven, shelves, grill, drip trays and hot plates to be cleaned. Oven surround and control panel cleaned.
- Exhaust fan covers to be cleaned
- All kitchen benchtops and cupboard doors to be cleaned
- Kitchen and laundry sinks to be cleaned.



Late rent payments

ZERO TOLERANCE POLICY FOR LATE RENT PAYMENTS

At iRental Property Management we pride ourselves in careful tenant selection and screening. Applications are approved only on the grounds that we are confident that the rent will be paid according to the Residential Tenant Contract. However, a minority of tenants still get behind in their rent due to unforeseen circumstances. Tenants are strongly advised of the risks involved for late rental payment at the signing of the Tenancy Agreement.

If you believe that you may be late with a payment we suggest that you notify us at least 3 working days before the payment is due so we can inform the landlord so that they can make other arrangements, if necessary, to ensure their financial commitments are kept up to date.

Part of keeping people on track with their payments involves phone calls and personal follow up. This can cause some people to become upset, embarrassed or resentful. Remember that our clients who own the rental property have mortgage payments and these needs to be met on time as does the rental payments.

The following procedure will take place for late payments:

- 3 days late - SMS will be sent
- 5 - 7 days late - SMS, phone call and letter will be sent via post or email.
- 7 - 13 days late - SMS and home will be visited by Property Manager
- 14 days - A termination notice will be issued (Form 2)

EVICTION will follow if the above has not been rectified.

If tenants are continually late with rental payments we will highly recommend to the landlord for this lease not to be renewed at the end of the lease period. If we are contacted by a prospective new Landlord or Agent requesting a rental reference they will be informed of the poor performance track record shown during the tenancy.

In extreme cases, poor tenancy details are lodged on a Tenant Default Data Base which is available to other Real Estate Agents in Australia and New Zealand. This can potentially cause you a lot of inconvenience and hardship. Therefore, please ensure your rent is paid on time to ensure that the business relationship between all parties remains beneficial.

Pet agreement

This agreement is attached to and made a part of the Rental Agreement dated _____ between Management and _____ Tenant(s).

Tenants desire to keep the following pet(s) _____ in the dwelling they occupy under the Rental Agreement referred to above. Because this agreement specifically prohibits keeping pets without the owner's permission, tenants agree to the following terms and conditions in exchange for their permission:

1. Tenants agree to keep their pet under control at all times.
2. Tenant agree to keep their pet restrained, but not tethered, when it is outside their dwelling.
3. Tenant agree to adhere to local ordinances, including leash and licencing requirements.
4. Tenants agree to not leave their pet unattended for unreasonable periods of time.
5. Tenants agree to clean up after their pet and dispose of their pet's waste properly and quickly.
6. Tenant agree not to leave food or water for their pet or any other animal outside their dwelling where it may attract other animals.
7. Tenants agree to keep their pet from being unnecessarily noisy or aggressive and causing any annoyance or discomfort to others and will remedy immediately any complaints made through the management or authorities.
8. Tenants agree to provide their pet with an identification tag.
9. Tenants agree to place their pets offspring within eight weeks of birth.
10. Tenant shall be liable for any damage or injury whatsoever cause by the pet(s) and shall may the landlord or landlord's agents or employees immediately, upon demand, for any and all costs incurred by landlord as a result of damage or injury caused by the pet(s). Tenants agree that the security deposit called for under this agreement may or may not cover these damages, and that Tenants shall be responsible for any and all damages in excess of this security deposit.
11. Tenants shall be liable for any damage done by pets to floors and surfaces, timber flooring, screen doors, window screens, glass doors and windows. The damage will need to be repaired to a tradesman like manor immediately. (If glass panels are scratched the glass with need to be replaced at the tenant cost).
12. The tenants agree that the Agreement applies only to the specific pet described above and that no other pat may be substituted. Tenants agree to furnish the owners with a picture of their pet.
13. Tenants agree that the Management reserved the right to revoke permission to keep the pet should the tenants break this agreement.
14. Tenants agree to indemnify, hold harmless, and defend landlord and all of landlords agents and employees against all liability, judgements, expense (including attorney's fees), or claims by third parties for any injury to any person or damage to property of any kind whatsoever caused by tenants pet(s).
15. Tenants agree to keep all pet odours undetectable within and around the property. Tenants will be held accountable for any pet odours left when vacating and held responsible for removing the smells. During inspections if cat or dog smells are detected by management within any room of the property, the property manager will reinspect in 4 weeks' time, if the problem is not remedied the pet will need to be removed from the property.

iRental Company policy Bonds:- We only release a bond once we have been through the property with the owner or the owner has given us approval to release the bond.

Management _____ Date _____

Tenant(s) _____ Date _____



Final Inspection

Please ensure that the following are carried out to ensure that your bond can be refunded promptly:

- 1. Stove/Oven** Inside and outside of oven to be cleaned/scrubbed with approved cleaner and free from grease and debris. Stove top, grill and drip-trays to be cleaned, behind the stove/oven to be cleaned. **Kitchen Range Hood** Inside and outside and filters of range hood to be cleaned/scrubbed with approved cleaner and free from grease and debris.
- 2. Dishwasher** Inside and outside to be cleaned/wiped down.
- 3. Refrigerator** Recess to be cleaned.
- 4. Exhaust fan covers** In bathroom(s) and kitchen or range hood filters to be removed and cleaned. These tend to get very dirty and dusty overtime.
- 5. Air vents** To be dusted, air conditioner vents to be cleaned thoroughly.
- 6. All curtains drapes and blinds** To be washed or dry cleaned. Venetian blinds to be dusted, curtains to be cleaned/washed according to fabric type and re-hung and verticals to be cleaned and re-hung.
- 7. Windows** To be cleaned thoroughly inside and out, window sills to be dusted and wiped down. Window tracks to be cleaned and vacuumed and free from debris. All screens to be dusted or wiped/washed.
- 8. Window sills** To be cleaned 100%
- 9. All cupboards** (especially kitchen cupboards) to be wiped over and cleaned out, both inside and outside and all personal items to be removed and no rubbish to be left.
- 10. Walls** Please remove all grubby marks or scratches from walls (sugar soap is wonderful for this: bought in the laundry section at the Supermarket). Remember to clean around light switches and power points as they tend to get quite grubby with finger prints etc. If, in the event, that Blue Tack has been used, please ensure that all of it is removed and that no marks are left. All doors and door frames to be cleaned and all grubby marks removed. Built-in robes, door shelves are to be cleaned inside & out and tracks vacuumed to remove debris/dust.
- 11. All light fittings & ceiling fans** Light shades or fan blades to be dusted and/or washed as they get very dusty over time (Bugs and fly's cleaned out of light fittings). Any light globes blown must be replaced.
- 12. All floors** To be washed thoroughly and skirtings to be washed/dusted. Remember top of door frames, they get very dusty - This includes sheds and garage floors too and front and rear verandah INSPECTION GUIDE (cont.)
- 13. Carpets** All carpets to be clean to the same standard as you took on the tenancy.
- 14. All cobwebs** To be removed from walls, cornices and ceilings and also outside under eaves and in sheds and garages.
- 15. Bathrooms/toilets/laundry areas** Particular attention should be paid to bathrooms, toilets and laundry (the wet rooms). Ensure bathroom floors are washed, bathroom cabinets are wiped down inside and out, shower recess and screens are scrubbed clean (dirty shower screens and recesses are very unpleasant), grouting and soap dishes to be free of soap, residue and mildew. (Domestos is very effective) Shower curtains to be washed or replaced, toilet to be cleaned thoroughly take toilet seat off if necessary to clean for incoming tenant 100%
- 16. Fly-screens** Please ensure any fly-screens, ie, windows, doors or sliding doors, are replaced if they have holes or have been damaged/ripped.
- 17. Lawns & gardens** All lawns to be mowed and edged and given, if required, a good watering, any lawn or weeds grown into payers or concrete, please use a weed killer (Roundup), all garden, flower and pebble beds to be weeded and any pruning that is required such as vines and hedges or even trees. We stress that, as per your Residential Tenancy Agreement, it is your responsibility to ensure that these things are done before the final inspection.
- 18. Rubbish** Make sure that all rubbish and garden/lawn clippings are disposed of properly and not left behind sheds etc.
- 19. Garbage bins green bins, recycle bins** To be left empty and 100% clean for incoming tenant.
- 20. Patio / verandah** To be hosed off or pressure cleaned if needed.
- 21. Oil stains** All driveways, carport and garage floors, pavers and concrete floors are free from oil and grease stains from cars and barbeques.
- 22. Pools & spas** If you have a swimming pool or a spa, please ensure that the condition of the pool or spa is clean, that all sides and the bottom of the pool has been scrubbed and that all appropriate chemicals have been used.
- 23. Disconnection** Please ensure that you have advised the relevant authorities, such as ETSA, Origin Energy, Telstra/Optus or Foxtel to have them disconnected and provide forwarding addresses. Please ensure that your mail is re-directed and is not going to the house address as there is no guarantee that it will be passed on to you in future.
- 24. Garage doors** Clean door or dirt and dust roller doors, panel lift doors, gates, window roller shutters
- 25. Any items/fixtures that are damaged to be repaired/replaced as necessary. PLEASE NOTE: It would be appreciated if the electricity could be left on until after the day of the final inspection.**

iRental Company Policy -

Bonds: We only release a bond once we have been through the property with the owner, or the owner has given us approval to release the bond.

**OFFICE HOURS**

Monday to Friday
9:00 am to 5:00 pm

ADDRESS

106a Rundle Street
Kent Town, SA 5067

MAILING ADDRESS

P.O BOX 329 Kent Town
BC SA 5071

PHONE AND FAX

Mobile 0414 979 307
Office (08) 8362 5160
Fax (08) 8120 3294

EMAIL AND WEBSITE

Email: brenton@irentalpm.com.au
Web: www.irentalpm.com.au

