

HELLO & WELCOME!

We are thrilled to be welcoming you to the One Agency Eastlakes family! So now, you've got the keys and everything is sorted, it's exciting – but we want to bring your attention to some important points that will help make your tenancy as stress-free as possible.

RENTAL PAYMENTS

We recommend your rental payments remain one week in advance throughout the tenancy. This will ensure your rent does not fall behind and your rental ledger looks fantastic for future references and loans. If you do fall behind in your rental payments, you will receive daily reminders from our team in the form of SMS, emails or phone calls. It is important you effectively communicate with your property manager should you fall behind in your rent.

RESIDENTIAL TENANCY DEFAULT DATABASE

We advise that our office is a member of Tenancy Information Centre Australia (TICA). This database is for defaulted tenants and is used across Australia and New Zealand. If a default occurs during your tenancy, this information may be listed with TICA. Once listed, the information will remain until rectified and in some cases it will remain for a period of time after.

INSPECTIONS

Routine inspections are a great way for you to meet your property manager and raise any maintenance issues at the property. You will receive adequate notice regarding the date and time your routine inspection will be completed. During the inspection we take photos and notes on the general cleanliness, any damages or maintenance reported. It is important the home is presented clean and tidy during the routine inspection as this report is received by the landlord and will be used for future references. If you do have a pet, please ensure it is restrained so we can safely inspect the property.

MAINTENANCE

All maintenance items are to be reported to our office first. If your repair is non-urgent, please put this through to our office in writing. It is important to include as much detail as possible as well as access arrangements and photographs. If you have an urgent maintenance item to report, please call our office. For urgent after hours maintenance, please refer to your lease agreement.

ALTERATIONS TO THE PROPERTY

If you wish to alter or make addition to the property you must first seek permission in writing to our office. Your request should include details of your intentions and the location this are to be placed. Examples of alterations include hooks, nails, tape 3M hooks, painting and garden beds.

PHONE & INTERNET

It is the responsibility of the tenant to make their own enquiries regarding phone and internet services. The owner is not required to provide a phone line to the premises.

WATER USAGE

If the property is separately metred, you will be required to reimburse the owner within 21 days of receiving the invoice. Water invoices are to be paid in a separate transaction to our office, the same way you pay your rent. Please do not make payments to Council.

CHANGE OF TENANCY

If you need to make changes to the occupants on the lease agreement, please contact our office. An application will need to be completed for applicants requesting to be added to the lease agreement. This will then be processed and passed on to the owner for formal approval. For occupants wanting to be removed, our office will make the relevant changes to the lease agreement and bond.

PARKING

Tenants are required to park in designated areas only. It is understood that visitor spaces, shared driveways and footpaths are not to be parked on. Please also note there is strictly no parking on lawns. Any damage that occurs will be the tenant's responsibility to amend. Driveways and garages are to be kept free from grease and oil.

INSURANCE

Our office recommends tenants obtain their own contents insurance for the property. Please note owner and strata insurance will not cover the personal belongings of tenants nor will it cover their legal liability in the event of an accident.

CONNECTIONS

It is the tenant responsibility to arrange any connections at the commencement of the tenancy.

AIR CONDITIONERS

If there is an air conditioner at the property, the tenant is required to clean the filters every two to three months to ensure safe and proper use. Air conditioners are designed to cool 10 to 15 degrees less than the outside temperature. Setting the temperature outside of this range may cause the unit to malfunction.

SMOKE ALARMS

A change of tenancy test will be completed prior to the tenant moving into the property. During the tenancy the tenant is responsible for the replacement of batteries. If the owner engages a smoke alarm company, the tenant acknowledges they will allow access for the alarms to be tested on an annual basis. If there are any faults with the smoke alarms, please let our office know immediately.

PORTABLE GAS

Portable gas appliances are strictly prohibited inside the property. Please ensure these are used safely outdoors only.

KEYS & SECURITY

At the beginning of the tenancy, you will be provided with the relevant keys, swipes, tags or remote controls to access the property. Upon vacate of the premises, these must be returned to our office along with any copies made during the tenancy. If you do change any locks, a copy of the keys must be provided to our office within 72 hours. Please ensure you seek written approval prior to making any changes.

USE OF THE PREMISES

The property is to be used by those on the lease agreement and for residential purposes only. The premises are strictly not to be used for holiday letting, air bnb or commercial reasons.

SWIMMING POOLS

The tenant understands that a pool containing more than 30cm of water cannot be erect at the property under any circumstances. This is a breach of the lease agreement and if council is made aware, fines will be issued.

If your lease agreement includes a pool, it is the tenant's responsibility to keep this clean and free of debris. Unless your lease agreement states otherwise, the tenant will need to have the water tested at a pool shop once a month and purchase any chemicals that may be required.

WET WIPES

Please do not flush wet wipes or flushable wipes down the toilet. This is because they do not disintegrate at a rate quickly enough to avoid blockage. If blockages are caused from wipes, the tenant will be responsible for the invoice.

VACATING THE PREMISES

When you choose to vacate the property, your notice must be in writing and signed by all occupants on the lease agreement. This will be effective from the date our office receives the notice.

Depending on the status of your tenancy, the notice period varies.

1. Expired Lease Agreement – 21 days' notice
2. End of Fixed Term – 14 days' notice to be received in the last 14 days of the fixed term
3. Lease Break

Rent is payable until vacant possession is returned to our office

Lease break penalties payable:

- 4 weeks rent if less than 25% of the lease agreement has expired
- 3 weeks rent if 25% or more but less than 50% of the lease had expired
- 2 weeks rent if 50% or more but less than 75% of the lease had expired
- 1 weeks rent if 75% or more of the lease had expired