



**first national**  
REAL ESTATE | Alexander's

**107 Gavan Street, Bright Vic 3741**  
**Phone: 5755 1944 Fax: 5755 1183**  
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## TIPS FOR NEW TENANTS

Thank you for choosing Alexander's First National as your rental agents. We would like to welcome you to your new home. The following information is provided for your assistance. Should you have any queries, please do not hesitate to contact our Property Manager, Kay Alexander or any one of the friendly office team. Please read the information contained in this form carefully, as you need to know what we expect from you.

### RENTAL/BOND PAYMENTS

The approved way of paying rent shall be as follows;

- The first two weeks rent, must be paid in cash to Alexander's First National prior to taking possession of the property.
- The bond must be paid in a Bank cheque or Money order and made payable to the Residential Tenancies Bond Authority prior to taking possession of the property.
- Rent is payable on or before the due date. Should your rental fall behind, you will automatically be issued with arrears sms, phone calls and letters.

### SERVICES

Please arrange for your services to be connected. Phone numbers as below:

- **Electricity Energy Australia 133 466**
- **Gas (bottled) Please talk to Property Manager**

### OFFICE HOURS

- Our office is open from 9:00am to 5:00pm Monday to Friday and 9:00am to 12:00pm Saturday (closed Public Holidays). Should you wish to see your Property Manager to discuss your tenancy **PLEASE PHONE TO MAKE AN APPOINTMENT FIRST.**

### CARPETS AND FLOORING

- Do not place pot plants on any surface unless they have a suitable saucer.
- Your carpets **MUST** be professionally clean when you vacate the premises (we require a copy of the receipt upon vacate).
- Do not place mattresses/beds directly onto carpets or against walls.
- We recommend the following carpet cleaners:  
**ChemDry NorthEast: 0408 847 192**  
**Bright Carpet Care: 5755 1343 /0418 685 811**

### PETS

- You must have permission to obtain a pet, and they must be kept outside, unless otherwise authorised on your Tenant Agreement.
- You will be responsible for any damage your pet causes inside and out.
- Flea treatment of the property is your responsibility at the end of your tenancy and during if there are any infestations.

- We recommend the following pest controller: **Buffalo Pest Control 0417 764 154**

### **CONTACT PHONE NUMBERS**

- Please advise us of your new telephone numbers, home, business and mobile. Also, if you change employment during the course of your tenancy, advise us of your new employer and new business phone number. We may need to contact you urgently.

### **MAINTENANCE**

You will be responsible for the following:

1. Replacement of light bulbs, tubes and starters.
2. Changing Smoke Detector Batteries and check working order twice a year. See below.
3. To keep property free from pests and vermin.
4. Gardens and grounds (unless otherwise stated in your Lease Agreement)
5. Always check the trip switch in the meter box if electrical items such as stove, hot water systems etc. don't operate.
6. The release valve on the hot water system should be released every 2 – 3 months.
7. Regular cleaning of intake vents/filters on heaters and air-conditioners.
8. Regular cleaning of grout and silicone around sinks, showers and baths to ensure they remain mould free.

If you require routine maintenance to be carried out other than above, you can either complete a maintenance request form from our website or phone the office to advise.

Please report any maintenance issues promptly.

### **EMERGENCY MAINTENANCE – During Business Hours.**

- For urgent repairs please contact our office on 5755 1944.

### **EMERGENCY MAINTENANCE – After Business Hours.**

- For urgent repairs you will need to contact 5755 2078 or 0409 942 199 or 0418 554 830.

### **SMOKE DETECTORS**

- Tenants are responsible for checking and replacing batteries in all smoke detectors every six months. If the smoke detector does not work after a new battery is replaced and installed correctly, the tenant must contact their property manager immediately.

### **POOLS**

- If you have a swimming pool or spa, it is your responsibility to supply the chemicals to keep the pool in a useable hygienic state, and to keep the pool vacuumed and the skimmer boxes cleared (unless stated on your tenancy agreement).

### **ROUTINE INSPECTIONS**

- Interim inspections will be carried out twice a year, the first inspection at 3 months and the second inspection 6 months thereafter. You will be contacted via phone or mail to arrange a suitable inspection time.

### **EMPLOYMENT STATUS**

- One of the conditions of being granted this tenancy was based on your current earnings and employment. If this changes, please let us know, and notify us of your new work phone number.

## **KEYS**

- You may make copies of any of the keys supplied, however these must be all returned at the end of the tenancy. If you would like different locks on your property, this will be your responsibility. However, if they are not working, we will have them fixed. If you change any of the locks you must supply us with a copy of the new key. At the end of your tenancy, all keys must be returned on time or extra rent will be charged.
- If you lock yourself out of your property during business hours, please come to our office and a spare key can be borrowed, but must be returned by close of day's business. If you lock yourself out After Business Hours it is your responsibility to contact a Locksmith to gain access at your cost. We suggest you leave a spare key with a family member or friend just in case.

## **OCCUPANCY/SUBLETTING**

- Subletting without the landlord's written consent is in breach of the Residential Tenancies Act. Should you wish for someone to reside with you, they must fill out an application form, and be approved by your Landlord, **PRIOR TO THEM MOVING IN.**

## **ENDING YOUR TENANCY – GIVING NOTICE.**

- **28 DAYS NOTICE MUST BE GIVEN IN WRITING.**  
The Residential Tenancies Act 1997 is explicit about how a tenancy ends. It can only occur when one of the parties to the Tenancy Agreement gives notice to the other party. 'Notice to Vacate' forms are available in our office. Should you wish to vacate during the term of the agreement, you will be breaking the contract you have entered into and therefore, responsible for reimbursing the Landlord for any loss suffered:
  - ❖ **Rent until the property is re-let**
  - ❖ **Equivalent of One weeks rent plus GST, as Re-Letting Fee**
  - ❖ **Maintenance of gardens, lawns etc as per your Tenancy Agreement until the property is re-let**
- At the time of filling out this form, you will also receive a Final Cleaning Checklist to assist you with your final clean. Please complete each step to ensure the return of your bond in full.

## **RETURN OF BOND**

- Bonds can only be returned once possession has been handed back (ie keys returned), rent paid in full to vacate date and a final inspection has been carried out to the satisfaction of the Property Manager. Should there be items missed, or it is not to the satisfaction of the Property Manager, we will contact you first to give you the opportunity to rectify. If you are unable to attend or would prefer, we can arrange for the appropriate maintenance company to attend to the outstanding matters on your behalf.
- Upon the satisfactory completion of your tenancy, a Bond Claim Form will be made available to you for your signature. This form also requires your forwarding address and bank account details in which you would like the Bond deposited. We will then forward same to the Residential Tenancies Bond Authority to enable the refund of your bond.

***THANK YOU, WE HOPE YOU ENJOY YOUR TENANCY***