



The estate agent: Ballarat

Tenant Information

Congratulations on securing your new home. We understand that moving can be a very stressful time, so we aim to make this easy as possible for you. During our sign up today, I will discuss the following points in more detail.

Signing a Tenancy Agreement

A Tenancy Agreement is a legal contract between you and your landlord. Please make sure you read this lease carefully and if you don't understand please ask before signing.

Paying my rent

During the tenancy, rent payments are to be made in advance as set out under the tenancy agreement. The Estate Agent Ballarat offers payment via:

1. Bank Cheque or Money Order made out to The Estate Agent Ballarat.
2. Direct Deposit into our account
3. Cash (For safety reasons we prefer cheque)

If at any time you are unable to make a payment on or before the due date, please contact Chantal Ryan 0417 462 961.

Bond

Bond money needs to be paid by bank cheque or money order. Your cheque needs to be made payable to the RTBA. Your bond money is held by the Residential Tenancy Bond Authority and will be released at the end of your tenancy. If you fail to return the property back in a clean condition with damage, your landlord can use your bond to cover expenses including overdue rent.

Condition Report

When you collect keys and your bond and first month's rent has been paid. A condition report will be given to you to complete. Two copies will be given to you, a copy for you and a copy to return to our office **within 3 business days**. Your duty as a tenant is to complete this report in detail and add any comments about the condition of the property, your welcome to take photos as proof and attach to your report. If you fail to return the report to our office within 3 business days, the original copy will stand.

Maintenance & Repairs

All non-urgent maintenance issues and repairs need to be submitted in writing by filling in a maintenance request form and either;

Fax – 03 5333 4675

Online – www.theestateagentballarat.com.au

Email - rentals@theestateagentballarat.com.au

Our Office – 1013 Sturt Street, Ballarat

If an emergency situation arises contact Chantal Ryan immediately. If you are unable to gain contact, please contact one of our trusted and recommended tradesperson as detailed below:

List of trades people:

1. **Plumber** - Wayne Castleman – 0417 531 592
2. **Electrification** - Russell Mayne – 0418 503 694
3. **Locksmith** - J.B Locksmiths – 0437462601
4. **Glasier** - Ryans Glass – 0418 508 568
5. **Carpet Cleaner** - Nimo or Jeffs Carpet
6. **Cleaner**

If you cannot gain contact with one of the above trades persons please do not allow the problem to escalate possibly causing damage to the property and further inconvenience to yourself. Under the Residential Tenancies act 1998 section Tenants are authorized to organize Urgent repairs up the value of \$1000. We would appreciate a call the next business day advising of emergency repair attended to and a copy of the Tradespersons invoice for reimbursement.

Tenants Contents Insurance

It is highly recommended that **you** take out tenants insurance. It's up to you not your landlord to insure your possessions. Tenants insurance can cover things in your home that you could take with you when you move - from curtains and carpets to TVs and washing machines. It also may include clothing, personal possessions and valuables. You will need to speak to a insurance adviser to see what policy is best for you. A local contact Warrick Remington – 5331 7341

Vacating:

If you intend to vacate at the end of your lease you are required to provide a minimum of twenty-eight (28) days written notice prior to the expiry date on your lease.

If you are on a periodic lease (month by month) you are still required to provide a minimum of twenty-eight (28) days written notice.

You can submit your Notice to vacate online, via fax, Mail, email or in person.

Cleaning

When you are vacating the property you will be required to leave the property and a reasonably clean condition in accordance to your ingoing condition report leaving the property in as close to the same condition If you do not have a copy of this it can be provided by your property manager. Your cleaning receipts will also need to be presented upon handing in all sets of keys to the office.

Bond refund

Once all you have vacated the property and all the keys have been handed back to the office your property manager will conduct a final inspection of the property against the ingoing condition report.

Your property manager will contact you when this inspection has been done.

A bond claim form will need to be filled out and signed by all tenants and lodged with the RTBA (residential tenancies bond authority)

Keys

If you have lost your keys, our office **may** have a spare set.

Office Hours – You can collect our spare set and return them to our office within the hour. Identification will be required.

After Hours – Our office call out fee is \$50. Otherwise you can contact a locksmith at your own cost. You will need to provide our agency with a spare copy once cut.

Pets –No Pets Allowed

Smoke Detector

(a) Check each smoke detector in the **Premises** weekly to confirm that it is kept fully operational. These checks are to ensure the safety of the **Tenant** and the security of the **Premises**.

(b) Replace the battery in each smoke detector on/or about 1st January each year (or earlier if this becomes necessary).

(c) Immediately notify the **Landlord/Agent** of any faulty smoke detector (and confirm this advice to the **Landlord/Agent** in writing the same day).

Utilities

It is the tenant responsibility to have all services connected at the property and placed in their name. Alternatively Connect now is a free no obligation connection services who can assist you with this process.

Contact Details

It is very important that you notify us of any change to your contact details. An easy way to update us is by sending an email to: rentals@theestateagentballarat.com.au

Routine Inspections

During the course of your tenancy, your property manager will inspect your property periodically, after you have been given 7 day's notice. This will include an inspection 3 months after your tenancy commences and then every 6 months thereafter.

Office Hours -Monday – Friday 9am to 530pm