

Guidelines for Tenants

1. Paying Bond

The rental bond is requested as financial protection should there be a breach in the tenancy agreement. Your rental bond will be lodged with the Residential Tenancy Bond Authority. The bond is held as security against any property damage, undue wear and tear or in the event there is money owing at the end of tenancy. Once it is established that all conditions of the tenancy have been met, the bond will be refunded promptly. The amount of bond payable is specified in the tenancy agreement. Please note, the bond required may increase where there is a rent increase. As the primary tenant of the property, it is **YOUR RESPONSIBILITY** to ensure rent is paid in full and on time and that the property sustains no damage. If damage does occur and rent is not paid, it will be **YOUR** bond which is claimed against.

2. Paying Rent

It is your legal responsibility to pay your rent, to the Landlord in advance. Please ensure that your payments reach us on or before the due date. Harcourts Property Management will not physically collect your rent. Rent should be paid by the method stated on your tenancy agreement. If you have any problems with your rent payments please notify your Property Manager at the earliest possible time. If you fall into arrears, we will be obligated to follow the procedures outlined in the Residential Tenancies Act 1986 to collect the rent on behalf of the landlord.

3. Inventory / Pre-inspection

A property condition report is used to determine the condition of the property at the commencement of your tenancy. It also ensures that you are not held responsible for damage at the expiry of your tenancy which may have been there prior to your occupation. You are required to make comment and additional notes, sign and return the document to our office within seven days. The document will be filed with your Tenancy Agreement and used as evidence of the property condition at the commencement of the tenancy.

4. Routine Inspections

Inspections will be made at regular intervals during your tenancy to highlight the condition of the property to the owner. We are required under the guide lines of the Residential Tenancies Act 1986 to provide you written notice of an upcoming inspection. This letter will specify the date that the Property Manager will enter your premises to conduct the inspection. Unfortunately due to time constraints, it is not possible to alter the inspection date. You don't have to be present, but are most welcome to be there so we can discuss any problems or aspects of your tenancy that require attention. Please note, photos may be taken during the inspection to highlight the condition to the owner. Please ensure any pets you may have are secured.

5. Occupancy

Only the people (and the number of people) included on your tenancy agreement are permitted to reside at the property on a permanent basis. Should a tenant wish to move in or out you are required to contact us in writing immediately. Please note, a new tenant will need to be approved through the application process prior to moving in.

6. Breaking a Fixed Term Agreement

Your tenancy agreement is a legally binding contract. There is no obligation of the Landlord to release a tenant early from a fixed term agreement, If your situation changes please contact your Property Manager to discuss the options that maybe available.

7. Leaving the Property

Contact your Property Manager to discuss your legal requirements with regards to ending your tenancy as written notice periods will be required. Once the Property Manager has received/issued your 'Notice of Intention to Leave/Notice to Leave', they will contact you and advise requirements for handing over vacant possession. Once vacant possession is established (that is, all keys have been returned) a bond/final inspection can be completed. Please note: The bond will only be returned once it has been established that all rent is paid as required, the property has been returned in its original condition as per the entry condition report (excluding fair wear and tear) and all applicable invoices have been paid. Please note if you do not return the keys within the time frame we may change the locks to the property and you will be liable for the cost.

8. Change of Contact Details

Please ensure you notify us immediately of any change to your contact details including home, mobile and business phone numbers and email address. As per the Tenancy Agreement, we may issue you with formal notices via email and therefore it's crucial you keep us updated should your details change.

9. Insurance

The landlord is responsible for insuring the property, however the Landlord is not responsible for any damage to any tenants' possessions. Tenants should take out their own contents insurance for their possessions.

10. Utilities Bills

It is your responsibility unless advised otherwise to have the utilities (gas, electricity, telephone, sky tv, internet) connected in your name. upon entering the property and to finalise these accounts when vacating the premises. If in accordance with your Tenancy Agreement you are responsible for water charges, and will be invoiced accordingly.

11. Making Changes to the Property including Painting/ Decorating/Renovating

As per your tenancy agreement you must not make any changes to the premises.

12. Animals

If you are permitted under your agreement to keep a pet at the property please ensure that you regularly collect and dispose of any faeces. Any damage to the property caused by the pet must be rectified by the tenant.

13. Car Parking

We ask that you and your visitors park only in the designated areas. Please ensure cars are not parked on grass verges or lawns. In the case of units or flats the body corporate rules pertaining to vehicles as set for the complex must be adhered to. Oil stains: Drip trays are to be kept on the garage floor to protect it from oil stains. Should stains occur the tenant will be liable for any costs associated in cleaning this area.

14. Gardens

It is a requirement of your Tenancy Agreement that you as the tenant are responsible for regular watering, weeding and mowing of your outdoor areas, unless otherwise provided for in the Tenancy Agreement.

15. Repairs and Maintenance

We ask that you always try to contact your Property Manager first, however if it is after hours and you cannot contact the Property Manager, you are permitted to contact an emergency contractor directly. It's important that you know that should the issue not be deemed an emergency, you may be responsible for the account. An emergency repair is something that is likely to cause injury or which makes the property unsafe or insecure. (For eg. burst water service, serious leak, serious electrical fault).

16. Emergency Repairs

Listed within the 'Welcome to Renting with Harcourts' guide, you will find details of what to do in case of emergency. If there is a problem, we ask that you always try to contact your Property Manager first, however if it is after hours and you cannot contact the Property Manager, you are permitted to contact an emergency contractor directly. It's important that you know that should the issue not be deemed an emergency, you may be responsible for the account. An emergency repair is something that is likely to cause injury, un due inconvenience, or which makes the property unsafe or insecure. (Eg: burst water service, serious leak, serious electrical fault).

17. Damage to the Premises

The tenant shall ensure that all care is taken to avoid damage to the premises by the tenants themselves or their guests. You are required to give notice to the Landlord of any damage to the premises as soon as you become aware of it.

18. Your Bond Refund

Once any outstanding issues have been addressed and when the tenant and landlord/agent agree that the bond should be paid out, a bond refund form will need to be completed and signed by both parties. The document is forwarded to the Bond Authority requesting the release of all bond monies held against the tenancy.

19. Smoke Alarms

It is a requirement of the Residential Tenancies Act 1986 that a tenant does not interfere with any means escape from fire. This includes tampering with smoke detectors. Should you note that a Smoke Alarm is not working, please immediately notify the Property Manager. Please never remove smoke alarms or the batteries.

20. Pools & Spas

If there is a pool/spa at the property, you must not leave the fence ajar, nor store/leave objects around the pool/spa which could be climbed upon. For more information, please see the conditions in your Tenancy Agreement and contact your Property Manager.

21. Privacy

We will hold your details on file in line with the Privacy Act and you can be assured that your information will not be given to a third party unless otherwise stated by yourself.