



**Towers Property & Co**

REAL ESTATE

**TENANCY HANDBOOK**





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# CONGRATULATIONS

Congratulations on being approved as our newest tenant!

You have been approved because we are confident that you will live up to the expectations of being an exceptional tenant.

All our tenants are expected to pay their rent on time, keep the property clean and well maintained, including the lawns and gardens and report on any maintenance issues.

This guide will inform you of your responsibilities and our expectations of being our tenant and assist with any inquiries you may have.





# TOUCH BASE WITH US

## OFFICE HOURS

Our office is open:

Monday - Friday, 8.30am - 5.00pm.

## EMAIL

This is the most effective and quickest form of contact with our office.

To contact your Property Manager, you can email:

[admin@towerspropertyco.com.au](mailto:admin@towerspropertyco.com.au)

## APPOINTMENT

Should you wish to see your property manager in person, it is imperative that you make an appointment first. Your property manager may not always be in the office, so to ensure you are not waiting, please call to schedule a suitable time.

## PHONE

If your property manager is not available at the time of your call, our office policy is to return all messages left by close of business that same day.

If your matter relates to an emergency situation, please communicate that at the time of the call, so your matter can be responded to in a timely manner.



# PAYING YOUR RENT

Rent is due on or before the due date (the date you have paid rent up to) and you, the tenant agrees to contact your property manager if you are unable to meet the obligations.

We understand that sometimes there are unforeseen circumstances that result in delayed rental payments. Although this situation may never apply to you, it is important we advise you of the process involved.

Although we will endeavour to accommodate any extraordinary situations resulting in late rental payments, there is a strict arrears management procedure that will be maintained, regardless of the reason. This is to ensure effective management of arrears, and to protect the owner's investment.

If you happen to fall into arrears or know that you will be unable to make a rental payment, please contact the office and discuss the situation with your property manager.

It is recommended to pay rent 3 days before your due date as bank transfers often take this time to clear. In the event your payment is made on your due date, our agency will not receive your rental payment on time which will result in rent arrears.

It is important to note that all rental arrears are recorded against your tenant ledger which will have a negative affect on your rental history if and when you apply for another rental property.

# IMPORTANT INFORMATION

## ENTRY CONDITION REPORT

The Entry Condition Report is an accurate and detailed record of the property's condition and describes the fixtures and fittings at the commencement of the tenancy. As this report will be used as a comparison at the end of the tenancy, it is highly recommended you take the time to make any additional comments necessary.

Please complete, sign, and return to our office within seven (7) days of the lease commencement date.

## EMERGENCY REPAIRS

Emergency repairs are situations such as:

- Burst water service
- Gas leak
- Blocked or broken toilet
- Fault/damage likely to cause injury
- Serious roof leak
- Electrical shock/fault

PHONE 07 4426 2856 TO REPORT THESE TYPES OF SITUATIONS IMMEDIATELY.

If after hours, please contact your property manager direct via email or on 0419 233 507.

## GENERAL REPAIRS & MAINTENANCE

All general repairs and maintenance must be reported via your tenant portal. An access link will be emailed to you at the start of the tenancy.

Please provide as much information as possible; any visible model/serial numbers and photos of the item in need of repair. Our office will contact you to confirm receipt of your request within 24 hours.

Once a work order is assigned to a trade, you will receive confirmation of this along with the trade's contact details via email. The trade will also contact you directly for access to the property so please be aware of this if you are contacted by an unknown phone number.

If you report a maintenance issue and the tradesman finds that the repair is due to misuse or due to you not looking after the property, you will be liable for the invoice.

## CLOGGED DRAINS

To prevent tub and shower drains from clogging; we suggest a product called 'Drain-O'. This will eliminate hair build up in the drain. Drain-O is available at the supermarket.

If the services of a professional are required and they determine that the problem is tenant caused, you will be charged.







### PROPERTY ROUTINE INSPECTIONS

Our Agency is required to conduct regular routine property inspections on behalf of the owner.

You will be notified in writing 14 - 21 days prior to entry.

It's our role to ensure you are maintaining the property in a neat and tidy condition with no damage and to identify any repairs or maintenance the owner needs to attend to.

Please see the following detailed list of what we look out for whilst conducting our inspections.

#### Inside the Property

- Walls/light switches + doorways and doors are clean from marks
- Carpets are clean and stain free
- Windows, tracks, and screens are clean
- Kitchen area clean and oven/stove top is free of burnt on food and carbon staining
- Shower, bathroom, toilet, laundry, and all tiling are clean and free from mould
- All areas and rooms are fully accessible (not locked)

#### Outside the Property

- Lawns are freshly cut/edged and maintained
- Gardens tidy and presentable/weeds removed
- Rubbish/lawn clippings removed
- No unregistered car bodies on the property
- Oil stains removed from carports, garages, and driveways
- All areas, garages, storerooms etc. are all accessible
- Swimming pool/spa - water and sides/ bottom are clean

*Please Note: As we complete several inspections on the same day, we are unable change your inspection days/times.*



## KEYS, LOCKED OUT?

Office Hours - you can collect our office set and return them to our office within the hour. Identification will be required.

After Hours - you will be required to contact a Locksmith at your own cost.

## PETS

If you have a pet at the time you sign the lease, we need a picture of your pet to put in your file.

Not all properties allow pets so if you are considering adding a pet to your family, contact our office for approval. You will be required to fill out the 'Pet Agreement' form on the pet if approved.

## POT PLANTS

It is recommended that pot plants are raised off the carpet or outside areas to avoid water damage or staining.

## CONTENTS INSURANCE

The owner will not be liable or responsible for loss or damages to articles or property belonging to the tenant. It is advised that the tenant maintain contents insurance for their personal belongings.

## TENANT RESPONSIBILITIES

The following items are the responsibility of the tenant at their expense while they are living at the property:

- Replacement of all light bulbs with the correct wattage. (Please refer to your tenancy agreement special terms)
- Clean and test the smoke alarms. The property must have working smoke alarms at all times.
- Reporting non-functioning smoke alarms immediately if cleaning and the hush function does not stop the beeping.
- Reporting all necessary maintenance.
- We recommend that the carpets be steam cleaned every 12 months to maintain their condition.
- Keep property clean, inside, and out, free of grease, mould, mildew, cobwebs etc.
- If you are responsible for garden maintenance, you will need to mow, water, weed and dispose of all yard debris on a regular basis.
- Reporting malfunctioning irrigation systems or sprinklers.
- If you have a pet, all pet droppings need to be disposed of regularly.

## CHANGE OF A SHARED TENANCY AGREEMENT

If a tenant listed on the Tenancy Agreement wishes to move out, all tenants listed on the Tenancy Agreement will need to make an appointment to come into the office and sign a 'Change of Shared Tenancy' form.

If you want someone else to move into the property, they will need to fill out an application form and once it has been processed, we will contact the owner for the final decision. New tenants cannot move into the property until the application process is complete.

## PARKING OF CARS

All cars, motorbikes, trailers, campervans, caravans, boats, and trucks are to be parked in designated parking areas ONLY.

Do not park on front lawn areas, or on Body Corporate designated common areas (where applicable).

It is the Tenant's responsibility to repair any damage done when parking cars etc. in such areas.

Oil stains on driveways are the Tenant's responsibility to remove before vacating the Property. To avoid such damage, we recommend the purchase of a drip tray.

# MOVING OUT

Notice is required in writing and must meet the prescribed time frame prior to the expiry of your Tenancy Agreement.

After you have given notice to vacate, please remember to do the following:

- It is the responsibility of the tenant to deliver all keys to our office. Keys can be delivered before close of business the day you are vacating or by 9am the following morning.
- You will also need to deliver receipts for carpet cleaning and any other services that you used to ensure the property is to standard. These can be dropped off with your keys.
- Please ensure that electricity is left on for three days after you vacate the property so we can complete the vacate inspection.
- If you are responsible for the yard, please ensure that it is back to 'move in condition' before you leave.





### **ENDING A TENANCY EARLY**

If you wish to vacate the property DURING your fixed term Tenancy, please contact your Property Manager immediately.

There will be a form for you to complete, outlining your responsibilities and to provide us with the authority to commence advertising. This will be emailed to you, and it will need to be signed and returned ASAP.

You will also need to deliver receipts for carpet cleaning and any other services that you used to ensure the property is to standard as per your entry condition report. These can be dropped off with your keys.



# Towers Property & Co

REAL ESTATE

Phone: 07 4426 2856

Email: [admin@towerspropertyco.com.au](mailto:admin@towerspropertyco.com.au)

[www.towerspropertyco.com.au](http://www.towerspropertyco.com.au)