



ACT Rentals

Tenancy Handbook

Welcome to Renting with ACT Rentals

Congratulations on your tenancy approval. You have been approved because we are confident that like all our tenants, we believe you will be able to pay the rent on time, keep the inside clean and maintain the property, lawns and gardens.

We would like to extend to you and your family on behalf of our client, your landlord, our very best wishes for a comfortable and happy tenancy. Tenancy is a two-way responsibility. You have obligations to us and we have obligations to you, but it is not normally difficult to make it a happy association.

Our staff are always available to help you. If there is anything concerning your tenancy that you wish to discuss, please contact our Property Management Team at rentals@mymorris.com.au.

We have created this guide to assist you to prepare for your tenancy and assist you with having the right expectations during your tenancy with ACT Rentals.

We believe that a smooth relationship can only occur when we all have the right expectations and work diligently to ensure we fulfil our tenancy obligations.



Getting Started – What You Must Do First!

Utility Connections – Getting Connected

It's your responsibility to ensure your electricity, gas, phone and internet etc have been connected in your name. A failure to do so may result in an unexpected hefty bill from the owner. We also recommend making sure you organise your utility connections to take effect on the day you move into the property as some providers turn the electricity off completely in order to change the account.

We have found the easiest way to connect all the utilities listed below is to contact a free connection company such as MyConnect, the details of which can be found [here](#) and can be returned to rentals@mymorris.com.au.

- Electricity and Gas – When inspecting a rental property try to take note if you will need electricity or gas connections or both.

- Telephone and Internet – Make sure to contact your provider and give them all the information they need to either transfer these services over, or to open a new account. As an aside the tenancy includes access to the internet, however this does not necessarily mean that the property has NBN already established. We highly recommend that the property is NBN compatible and then in the event of NBN not being set up, a conversation can be had with the owner regarding set up costs. It is also worth noting that NBN replacement batteries are a cost to the tenant as ACT legislation considers them a consumable.

Getting Ready For Your Key Handover

To ensure you have the right expectations regarding the start of your tenancy and the handover process, we ask you to observe the following important points:

a) Keeping Your Appointment Time - the time you have been allocated for your tenancy induction has been specifically allocated amongst our other appointments, which are usually 'back-to-back'. This means it is crucial you are on time for the appointment because if you are late, our induction time may have to be allocated several hours later when the next complete time slot is available.

Therefore to avoid unnecessary delays and inconvenience please ensure you are on time for your appointment. If you believe you will be delayed, even by 10 minutes, please call us ahead so we can advise if another appointment time will need to be made to accommodate your change in circumstances.

b) Initial Payments – You are required to pay your rental bond and a minimum of your first two week's rent before you collect the keys. This bond is equal to four weeks rent. Payment can be made by either Electronic Funds Transfer, or bank cheque. Electronic Funds Transfers must be made two business days prior to your appointment to be received into our bank account in time, otherwise a bank cheque or money order must be provided. In the event these instructions are not followed, unfortunately the agency will be unable to provide keys and your appointment will be rescheduled to allow for the funds to be received.

Please note the turnaround time for ACT Housing Bond Loans to appear in our account can be up to 20 days. We cannot hand over keys or allow access until the funds are showing as lodged in our Rental Bonds Portal. This means you will be liable for rent but unable to collect keys until we make contact with you to confirm.

Please note that possession of your rental property will be granted once the following requirements have been met:

- Tenancy Start Date - your tenancy start date has commenced, as per your Tenancy Agreement.
- Rent - your first two weeks rent has been received by our Agency. **Please note that this two week rent will be used up on the first 14 days you occupy the property and as such there are no 'in advance' funds and subsequently no two weeks rent to be returned at the end of your tenancy.**
- Bond - your full bond payment has been received by our Agency. This will be lodged with ACT Rental Bonds on the last business day of the month and ACT Rental Bonds will furnish you with a receipt that includes your lodgement number.

Important - Keys Not Issued Early

It is important to note we are unable to issue keys or grant access to the property any earlier than the allocated tenancy start date. For legal and security reasons under no circumstances can we issue any keys earlier than the start date of the tenancy.



Moving Into Your Rental Property

Changing Address

Ensure that you let financial organisations, local government services and other important bodies know of your change of address.

Keys

Should you wish to copy keys it is important to note you will need to return all original and copied keys when your tenancy ends. If you change the locks during tenancy, you are obliged to provide us with a full new set of keys for property access. Please note written approval must be sought before changing any locks.

Portal Login

You will receive an email from this email address after you collect keys that will request you setup a portal. It is imperative that you complete the portal registration as it is where you are able to obtain rental receipts and receive a copy of your tenancy ledger.

Property Condition Report

Please ensure that you return your signed/amended copy of your property condition report to us within 14 days of the tenancy start date. If this is not returned, please be aware that the original inspection will be used for end of tenancy comparison, regardless of whether you agree to the original report or not.

Tenant Contents Insurance

It is crucial that you have your own tenant contents insurance!

It is important to note that should your goods be damaged or destroyed by circumstances affecting the owner's property (i.e. fire, storm damage, power outages etc) then your goods and possessions are not insured by the owner.

Example: An electrical fault in the building starts a fire and the property is destroyed. Your possessions will not be covered by the owner's insurance.

Example: You are away on holidays and the power cuts out due to an electrical fault in the building. You return home to find your fridge/freezer goods spoilt. The owner's insurance will not cover your fridge/freezer goods.

Example: A storm blows a tree onto the house and in the process your belongings are damaged. The owner's insurance will not cover your possessions.

In all cases above, quality tenant contents insurance should cover your goods. Please check with your insurer however for the cover they can provide you. You need to ensure that all your goods are adequately insured as the owner/agent will not be liable for damaged or destroyed tenant possessions.



During Your Tenancy

General Repairs

We insist that all requests for repairs are lodged in writing. We prefer you use the online forms located on the Tenants' page of our website www.actrentals.com.au as this will instantly come through to our email.

Ensuring You Don't Receive A Bill

We want to ensure you don't receive an unnecessary bill for a tradesperson. To help us with this, we ask that you read any relevant information sheets above as well as the manual for your malfunctioning appliance.

If you don't have a manual you can find the code and relevant information on the door or panel of the appliance and Google that information or alternatively you can send your property manager an email with a photo of the door or panel and they can check if they have the manual.

You also should be aware that the following items are the responsibility of the tenant:

- Light globes including IXL tastic globes
- Smoke alarm batteries
- Broken glass beyond fair wear and tear or vandalism
- Damage to flyscreens as the result of lockouts, children or pets
- Blocked drains/toilets as the result of foreign substance (e.g. hair)
- Inoperable dishwashers as the result of a blocked drain or filter
- Filter damage as a result of incorrect or lack of cleaning
- Tap washers
- Faulty appliance tripping circuits
- Callout of a tradesperson to rectify the incorrect installation or faulty nature of a tenant's appliance (e.g. washing machine hoses/washers are faulty causing the taps to leak)
- Repair required as the result of lack of cleanliness of the appliance
- Callout of a tradesperson as the result of user error (e.g. not checking the oven clock is set prior to use) or failure to read the manual for the appliance

Please notify us immediately should you believe that your job is the result of one of these issues and we will delay or cancel the request accordingly as we will operate under the assumption that the maintenance is beyond these areas unless we hear otherwise.

Routine Inspections and Photos

We will conduct a routine inspection at the property every six and twelve months. The main purpose is to provide a report to the owner that you are maintaining the property and also to check for any repairs and make any recommendations to the owner. Please see a detailed list of what we look out for below.

Please note that owners are invited to every inspection, so it is best to operate under the assumption that they are attending.

We also ask you to be aware that access to all rooms including the garage is required. As such in the event of sleeping children, shift workers, or pets that need restraining, we request you contact us 48 hours prior to the inspection to arrange a mutually convenient time.

Photos

Note that the inspection may also involve taking photos of any repairs required and a photo of the grounds front and back. It is policy that we do not take photos of tenant possessions.

Tenancy Cleaning Guide For Inspections

The following is a guide to assist you in preparing the property for your inspection. As we only inspect six monthly, attention to the following items will ensure a favourable report for your tenancy history, reference, and to the lessor.

- Stove, hotplates, grill, drip trays, and oven racks are to be cleaned. Please ensure the inside edges and hinges are also cleaned. Rangehood filters and surrounds are also cleaned.
- Dishwasher cavity and filter to be cleaned. Please ensure the inside edges and hinges are also cleaned.
- Exhaust fan covers/vents throughout the property are to be taken from ceilings and cleaned.



- Heating filters (ducted gas and electric) are to be cleaned. Remember to turn the electricity off before removing filters/covers etc as a safety precaution.
- Check smoke alarms are working at all times, e.g. batteries working etc.
- Windows, flyscreens, door and windowsill tracks are cleaned.
- All curtains and blinds (e.g. Venetians, Verticals, Roman etc) are dust free and clean.
- Marks to be removed from walls, ceilings and cupboards.
- All floors, skirting boards and architraves to be washed and free of dust. Also finger marks from door handles/surrounds and light switch/wall surrounds are removed.
- Carpets to be vacuumed and professionally cleaned if necessary.
- Particular attention is to be paid to the wet areas (e.g. bathrooms, toilets, laundry) including cupboards, basins, mirrors, baths, waste drains, hair removed. Shower recess screens, grouting and tiles are all to be scrubbed free of soap residue and mildew. Shower curtains to be washed.
- Cobwebs must be removed from the internal and external areas of the home, garages, carports, garden sheds.
- Lawns to be mown and edges trimmed. Garden flowerbeds, tanbark and pebbled areas to be weed free and tidy. Paths weed free and verandas swept.
- Driveways, carports, garages and all external concrete areas to be kept free of oil and grease stains.
- Gutters and downpipes to be cleared of all leaves and debris.
- All items on the original Inventory & Condition Report to be accounted for – the Landlord's furniture is to be clean and unchanged.

Rent Reviews and Lease Renewals

Provided that your rent has been paid on time, and the property has been kept clean and undamaged and the landlord is happy to continue your tenancy, we will advise you of the impending expiry of the Tenancy Agreement and advise our instructions whether a further term is to be offered and under what terms (such as rent increase amount, if relevant).

If you have been offered a new fixed term lease, it is important that you let us know whether you accept the renewal invitation or wish to vacate. We need this advice in writing from you as soon as possible.

Item 8 of your Residential Tenancy Agreement allows you to continue under the same terms and conditions at the expiry of the fixed term (continuing basis), unless you receive correspondence stating otherwise i.e. notification of a rent increase or notice to vacate.

Landlord Mail and Contact

Any mail received not addressed to you including the owners (owners name appears on your Tenancy Agreement) should be Returned to Sender. This can be done by crossing out the address on the front of the envelope and writing 'Return to Sender' and putting it in the closest post box.

Change of Tenants/ Sub-Letting

Subletting is not permitted.

Subletting is defined as assigning the tenancy over to a third party, or allowing other occupants to move in. Permission for additional occupants can be arranged by contacting our office.

It is worthy of noting ACT Rentals policy dictates that the addition or change of tenants to an agreement forms a new tenancy agreement and your previous agreement is dissolved by mutual termination. Therefore there would have to be appealing enough grounds for the owner to be willing to terminate the existing agreement. Historically, landlords have refused sub-letting or co-tenancy requests under a number of circumstances including:

If it would result in overcrowding

If the person was listed on a bad tenant database

If the number of occupants permitted under the lease would be exceeded

If the financial means of the new tenants would make it harder for them to maintain rental payments

Or any other good reason

Your Rent Payments

We pride ourselves in our careful tenant qualification and screening process. Applications are approved only on the grounds that we are confident that the rent will be paid on time, every time. We expect your rent to be paid two weeks in advance minimum as per your lease agreement.



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If you are having difficulty paying your rent always contact us to discuss your problems. However should you not contact us, this is the procedure we will follow:

1-7 days in arrears, we text or email you advising of arrears
5 days in arrears, we will attempt to phone you to discuss your situation
8 days in arrears, you receive a formal letter from us
22 days in arrears, Termination Notice is automatically forwarded

If you do not comply with the Termination Notice we apply to the ACT Civil and Administrative Tribunal to have the matter heard and enforced.



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Calendar Month Payments

Should you be requested to pay by calendar month, it is important to understand that the term 'calendar month' does not refer to 4 weeks or 28 days. As each month has either 28, 30 or 31 days, a calendar monthly amount is usually more than 4 weeks rent.

To calculate this properly and evenly, we use this simple calculation in non leap years.

- a) Weekly Rent divided by 7 days = Daily Rent
- b) Daily Rent x 365 days = Yearly Rent
- c) Yearly Rent divided by 12 months = Calendar Monthly Rent

This calculates 12 equal calendar monthly payments, which will be due on the same date each month (i.e. the 1st of each month); instead of the same day (i.e. every second Friday) as is the case with fortnightly payments. Please note that a calendar month payment is approximately 4.33 week's rent.



Taking Care - Inside the Property

Misplaced Keys

If you have misplaced your keys during business hours you may come to our office and borrow our office set. In the event that they are not returned within 3 business days, we will at your expense organise for a locksmith to change the locks.

If you have misplaced your keys after hours, you may call a locksmith to assist you back into the property. This is at the tenant's cost.

Please note, most modern window fly screens can only be removed from the inside of the property. Attempting to remove them from the outside will result in damage to the fly screen frame work and will result in the fly screen having to be repaired or replaced at your cost. This may cost more than having a locksmith attend the property to allow you access back in.

Property Damage

If property damage has occurred you are obligated to let us know immediately, or on the next business day if occurring on a weekend or public holiday.

Noise/Disruption

It is important to note that the utmost care must be taken to ensure that you do not disrupt your neighbours with noise. Loud music, parties, shouting or other noisy events can disrupt a neighbour's right to peace and the quiet enjoyment of their residence.

In the case of units and apartments, particular care must be taken with respect to noise due to the close proximity of other properties, usually located on the other side of the wall. This also includes your obligation to ensure that your visitors are not disrupting neighbours when walking from your premises to their parked vehicles.

Air Conditioners & Heaters

Please regularly clean any filters and intake vents to ensure there is no build up of dirt and dust and that the unit is able to draw in air effectively, not hindering performance or in the worst case scenario, causing the unit to breakdown resulting in costly repairs and or replacement. Please also note that if an air conditioner breaks down due to filters and vents not being kept clean, costs to rectify the damage or even replace the unit might be charged to the tenant.

Fireplaces

If the property you are renting has a fireplace, it cannot be used if it was excluded from your lease and/or you have not received a receipt showing that the chimney had been cleaned before your tenancy. Sometimes these are ornamental or the flue/chimney has been blocked up and using them could cause a fire to occur. If you are allowed to use a fireplace, please ensure a spark catcher is used at all times in front of the fire to protect carpets and flooring from coal burns and ash damage and be aware that irrespective of use, we require a professional chimney clean as part of your vacate procedure.

Pot Plants

Pot plants placed inside on hard surfaces, tiles and floors like lino, may leave a circular indent, stains and damage. Pot plants placed on carpet areas run the risk of carpet rot underneath, should moisture overflow or escape even with plates and containers placed underneath to attempt to prevent this. Pot plants placed on decking or pavers are also susceptible to marking and as such we also require plates and saucers to be placed underneath.

Strict No Smoking Policy

All properties have a strict 'no smoking inside' policy. If tenants still choose to smoke inside the property they will be responsible for specialised cleaning and deodorising of the inside of the property to reduce or eliminate unpleasant smoke odours. This can easily run into hundreds of dollars and is charged to the tenant.



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Tenant Painting

Tenants are not to paint any part of the property themselves without consent. We have found in the past that some tenants have not painted the property to a professional standard, resulting in a professional painter being called in to rectify work.

Fixtures and Fittings

If you wish to install or remove any fixtures or fittings, you must request this beforehand in writing.

Smoke Alarms

Should you believe for any reason the smoke alarm(s) installed are not working or the batteries are not functioning, please let us know immediately. Protect your safety by being vigilant and report to us any issues, to ensure your safety in the case of a fire. Smoke alarms are checked annually and it is the tenants responsibility to change the batteries.

Picture Hooks

If you wish to install any new picture hooks, please let us know in writing what type of hooks you wish to use. Please assess the type of walls that are in the property and the type of picture hooks that are suitable. We will let you know in writing before you are permitted to install appropriate picture hooks.

Washing Curtains

Most curtains and netting are machine washable but it is vitally important that this be established before any washing occurs. Drapes may only be suitable for dry cleaning, so please check all labels first.

Carpet Cleaning

We require professional steam cleaning at the end of your tenancy and do not accept the use of 'self hire' machines.



Taking Care - In the Kitchen

Chopping Boards

Please ensure chopping boards are used on bench tops, so that bench tops are preserved from unnecessary cut marks and associated damage.

Benchtop Joins

Be on the lookout for joins in the benchtop that have gaps, and the surface laminate has started to bulge or lift at a join. Please let us know if this is starting to occur as this may indicate moisture has seeped into a join and is swelling the chipboard wood underneath.

Grouting/Tiling/Taps

Be sure that if you notice grouting or silicone sealing coming off/loose around any tiles near or around the taps and/or taps dripping/leaking to let us know by maintenance request. If moisture should get in between tiles, this can damage the wall behind.

Oven and Stove Tops

Please ensure that stovetops, grillers and ovens are kept free of burnt food. Food, crumbs and spills when left long enough become very difficult to remove.

Please use care when using scourers as these may scratch and damage enamel surfaces. When cleaning stoves/ovens use a spray-on oven cleaner. Be sure to read and follow the product instructions carefully, as even though these types of products are effective, they tend to contain harmful caustic fumes and require rubber gloves to be worn at all times when using the product. Please also check that the product is suitable to the type of surface you are applying this to, as some surfaces like stainless steel may become permanently marred/stained using an oven cleaner.

Please be aware that if you are having issues with certain burners on gas cooktops, 90% of the time it is because of a clogged ignitor. So please ensure that cooktop is adequately cleaned before a service tech attends to prevent being invoiced for the call out.

Exhaust Fans/Vents and Range hoods

Please ensure any vents and range hood filters are kept clean. Ensure the exhaust fan cover is clean and kept free of grime build up. From time to time these should be taken down and removed to be soaked in hot soapy water, and then scrubbed clean. Please use extreme caution when removing these and we strongly advise against putting them through the dishwasher as it can cause perforation.

Cupboards/Drawers

Substances spilled will in time prove difficult to remove and may leave permanent stains. Cupboard shelving, doors, doorframes and inside drawers/cutlery tidies should be cleaned at least on an annual basis. Also keep food in sealable containers to avoid insects and vermin gaining access to food and breeding and will prevent a disease risk from germs, faeces and urine. Also regularly check for any water leaks from sinks and/or basins.

Dishwashers

Dishwashers provided as part of your tenancy need to be cleaned on a regular basis, and any build-up of food remains removed including any water and/or calcium stains. The correct cleaning products must be used. It is worth noting that the dishwasher manuals require crockery, cutlery, and glassware to be rinsed prior to it being put in the dishwasher to prevent build up in the filter. The filter should be checked and cleaned monthly to prevent debris from clogging the drainage line. Failure to do so may result in the tenant being charged for a call out to unclog a debris filled pipe.



Taking Care - In the Wet Areas- Bathroom, Toilet and Laundry

Shower Screens

If you notice cracking to glass in shower screens or shower doors please report this to us immediately. Wired shower screen glass can crack under thermal expansion (consistent hot and cold temperatures) where as toughened glass usually only cracks if impacted (hit by something). If the shower screen is cracked due to impact damage, this will in most cases need to be paid by the tenant.

Blocked Sinks/Drains

Should a sink or basin become blocked, first try a drain-cleaning product like Draino and be sure to follow the product instructions carefully. If the sink or basin is still blocked after treatment, please utilise the correct plunger. If there is still a problem, let us know so we can arrange for a plumber to attend.

In the event we are informed that you have used both Draino and a plunger and there is still an issue, and we send out a plumber who resolves the issue with one of the aforementioned methods, the cost of the plumber will be passed to the tenant.

Foreign Objects Down Drains

Please take care not to have toys or other items (including sanitary napkins, baby wipes, etc.) down drains. If a plumber is employed by us to clear pipes, drains, basins or sinks and it is determined that the blockage is caused by something foreign, the expense will be the tenants to pay.

Loose Tiles

Should you notice loose tiles to walls, the shower recess or to tiles over the laundry trough etc, please be sure to let us know.

Wall Water Damage

Should you notice water damage to a wall adjacent to a shower recess, bathroom basin etc please let us know immediately. This can be identified by bubbling or peeling paint, or even water or mould marks to the flooring/carpet. This usually identifies either loose tiles or a broken/leaking pipe in the wall, and will need attending to immediately to prevent further damage from occurring.

Taps Leaking

Please report any taps leaking either from a tap head or tap handles. This includes washing machine taps. In the event washing machine taps are leaking we ask that you change the washers in the washing machine hose or the washing machine hose itself prior to contacting us. If a plumber is called out and it is determined that the leak is a result of the tenant's washing machine, the tenant may be liable for the cost of a call out.

Toilets Leaking

Water trickling or leaking into the bowl from the cistern usually indicates a worn cistern washer or faulty inlet valve and needs to be fixed by a plumber. Water left to trickle into the bowl continuously may inflate your water bill and therefore needs to be reported to us when noticed. Also leaking may occur to the tap behind the toilet.

Hot Water System Leaks

Should you notice the hot water service leaking from the valve or from the base of the unit please let us know and include in the email/maintenance request photos including the amount of water that has leaked and the make and model of the unit as a small amount of water from the hot water system is expected due to condensation.



Taking Care - Outside the Property

Water Restrictions

It is important for you to be aware of any water restrictions in place for the region. For up to date water restrictions information please log onto www.iconwater.com.au

Watering Systems

Please ensure that all watering systems are working properly, and are checked regularly throughout the tenancy to ensure they continue to work effectively.

Weeding and Shrub Trimming

Weeding of gardens beds, inside lawns, paths, paving and other outside areas are the responsibility of the tenant.

Lawn Maintenance

Please ensure that lawns are regularly mowed and edged, keeping them neat and tidy. Should you wish to have someone regularly mow your lawn, let us know, as we would be happy to recommend a service to you. This is at tenant cost unless otherwise stated in your lease agreement.

Supplied Hoses/Fittings

Supplied hoses, fittings and accessories must be kept in good condition, ensuring that everything is returned and in place upon vacating of the property, free of any damage.

Rubbish

Please ensure any rubbish is regularly removed from the property. This includes car parts, tyres, lawn clippings and garden waste, and bottles as well as other items that can easily be considered rubbish or general junk. Household rubbish and waste must only be placed inside rubbish containers (i.e. wheelie bins) and removed weekly or fortnightly from the property, or otherwise as required. This cannot be allowed to accumulate as it can lead to pests and vermin and in some instances can be deemed a fire risk.

Oil Drillage

Any cars parked on driveways, under carports and garages must be monitored for dripping oil. If the vehicle does drip oil at all a drip tray is required to minimize staining. Please also note that any visitor's cars must be parked off the premises if they drip oil. Should oil drillage occur at anytime, this must be cleaned up immediately to prevent oil seeping in and permanently staining. Please note any permanent staining will result in compensation being charged to the tenant.

Parking on Lawns/Gardens

It is important that at no time can cars or any type of vehicle be parked on any lawns, gardens or any area not created for, or designated as a vehicle parking area. Damage to lawns, landscaping, reticulation and pipework can be costly. Engine oil drillage to gardens and lawns will also create permanent damage to the soil area, being costly to rectify. Any damage of this type will be charged to tenants. Please do not park on lawns or garden areas. Prevention is always better than costly cleaning and repairing lawns and gardens!



Swimming Pools and Outdoor Spas

If the property you are renting has a swimming pool and spa please pay attention to the following:

Pool/Spa Cleaning

Pool/spa cleaning and maintenance should be conducted in accordance with your tenancy agreement. Please note that if the tenant does not perform regular cleaning, high costs can be incurred to bring the pool back to its original clean state. If this occurs, it will be at tenant cost. It is also a tenant responsibility to ensure that the pool/spa is kept topped up with water, and you must not empty the pool/spa without written approval from us. Unless otherwise stipulated, the landlord will cover the cost of a training session with a licensed pool technician to explain the correct process behind maintaining a spa or pool.

Supply of Pool Chemicals

Supply of pool treatment chemicals will be a tenant responsibility, at tenant cost.

Pool/Spa Covers, Accessories, Equipment and Pool Furniture

It is the responsibility of the tenant to maintain and keep in good condition any accessories, cleaning and maintenance equipment. This also includes any outdoor/pool furniture supplied. Pool cleaning/equipment must be kept out of the sun and stored responsibly. Supplied pool/spa covers must be neatly rolled or folded up and stored away out of the weather when not in use to preserve its lifespan and usefulness.

Pool/Spa Fences and Gates

We must be notified immediately if fences and gates are not functioning correctly, and the gate fails to self-close promptly when opened. State pool/spa regulations must be kept at all times. These regulations can be found at

<https://www.planning.act.gov.au/backyardlifeguard/pool-barrier-safety>.



Pets at the Property - Expectations

Should the landlord have granted permission to keep pets as per your tenancy agreement and/or written and signed pet lease agreement, the following conditions apply for the duration of this tenancy, and any renewal or extension:

- Yard Kept Clean - keep the yard clean and free from animal faeces.
- Rubbish Cleared - clean up any rubbish/items scattered by the pet.
- Flea infestation - in the event of any fleas or flea eggs being present as a result of the animal, the tenant will need to arrange for flea fumigation of the property prior to and upon/after vacating the premises at the tenant's cost.
- Damage Rectification - repair any damage to the premises caused by the animal, and will immediately rectify any damage caused such as garden irrigation systems and fittings, flyscreens, window treatments and floor coverings, etc.
- Garden Damage - replace plants or vegetation damaged or destroyed by the pet directly, or indirectly (i.e. plants died because a garden irrigation system was damaged by the pet).
- Additional Pets - other than any pet listed in the tenancy agreement as being approved by the owner, do not keep any other animals of any kind on the rental premises, (even on a short-term or temporary basis), including dogs, cats, birds, fish, reptiles, or any other animals.
- Bi-Laws and Local Council - abide by all local, city or state laws, licensing and health requirements regarding pets, including vaccinations.

Disturbance and Noise

The pet shall not cause any sort of nuisance or disturbance to neighbours. Noise, day or night, must not disturb others. You must do whatever is necessary to keep the pet from making noise that would annoy others, and take steps to immediately rectify complaints made by neighbours or other tenants. Failure to comply with these terms shall give the owner the right to revoke permission to keep the pet, and is also grounds for further action.

Bond Changing Tenants

Should permission be granted for tenants to change/transfer during a tenancy agreement, then the outgoing tenant must liaise and arrange with the incoming tenant to be paid their share of the bond lodged.

Property for Residential Use Only

The property is for residential use and can only be used as a place of dwelling unless otherwise agreed in writing by us. The property cannot be used for commercial, industrial or illegal purposes. The use of the property cannot breach local council zoning regulations and also cannot be in breach of the law.



Saving Water - 20 Great Tips

Tips and water use info from the book '365 Water Saving Tips'

Since the majority of water usage occurs inside the home, we have put together some useful water saving tips to help you reduce your water usage and save you money.

In the Kitchen

1. Don't let the tap run while you wait for it to warm up or cool down, without first placing the plug in the sink to collect all the water. You can also run this initial water into a container, which can be poured onto the garden or into pot plants.
2. Try filling your sink by half, just enough to cover your dishes when washing them.
3. Save all your dishes until the evening and wash them all in one go.
4. Start by washing the least dirty dishes first, and then leave the dirtiest till last.

In the Bathroom

5. Don't leave the tap running while you are brushing your teeth, or having a shave. If shaving, then perhaps fill the sink partially for rinsing your razor and face.
6. When waiting for the shower water to warm up, place a bucket in the shower to catch this water, and pour onto the garden later.
7. Take shorter showers and perhaps purchase a 4 minute egg timer and adjust your showering routine to 4 minutes.
8. If your family members prefer a bath, and if your shower is over the bath then allow the showers to be taken first with the plug in, and the last person to use the water can have their bath last. You might need to top up with warmer water to get the right temperature!

In the Toilet

9. Consider (this may be hard for some) not flushing the toilet every time it is used. In the USA a great water saving ad campaign promoted 'if it's yellow, let it mellow. If it's brown, flush it down!'

In the Laundry

10. If your clothes are not very dirty, only use the shortest wash cycle on your washing machine.
11. Pre-treating stains before washing will reduce the chance of the need for re-washing.
12. Instead of using the woollens and delicate cycle on a washing machine, consider hand washing these items.
13. Older washing machines use enough water per cycle to fill a bath!

Around the House

14. Ensure all taps inside and outside are turned off tight. Don't force them too tight however, as this can damage the washer, causing more leaking.
15. Don't buy children's toys that require a steady flow and use of water like slip'n slides, or need constant filling like water guns. Not only do these items require water, sometimes children tend to leave taps running while using them.

In the Garden

16. Don't assume your garden needs watering. Check the soil first around plants to see if it is dry before watering.
17. A good soaking of the garden once or twice per week is better than watering every day.
18. Don't allow more than a centimetre of water to accumulate on the ground. This excess water can easily run off and be wasted.
19. If your garden is on a slope, just water for short periods so that runoff water doesn't escape and be wasted.
20. Check your four day weather forecast to see if good rain is expected before watering.



Saving Power- Some Tips

- Source for Power Saving Tips - <https://www.actewagl.com.au/support-and-advice/save-energy/ways-to-lower-your-bill/tips-to-reduce-your-energy-use>
- Keep Windows Covered - in the heat of the day ensure windows are covered by curtains, blinds or shutters.
- Shut off the Air-Conditioner - don't leave your air-conditioner running all day when at work, or keep it running throughout the night.

Keeping Warm and Saving Power- Some Tips

- Door Snakes - ensure gaps at the bottom of doors are blocked up by door snakes to stop cold drafts and help keep rooms warm
- Exhaust Fans - close doors with rooms that have exhaust fans like bathrooms and the kitchen, as cool air will enter the home through these vent holes.
- Extra Clothing - wear extra clothing when it gets cold, and throw an extra blanket on the bed.
- Use a Thermometer - purchase a thermometer and keep your home temperature between 18 and 21 degrees. Every degree difference will add approximately 10% to your power bill. Want it warmer? Put on an extra jumper!
- Use Cold Water - use cold water for your washing machine instead of warm or hot water.
- Drying Clothes - if it's sunny hang your clothes to dry outside instead using the clothes dryer.
- Lights - switch off lights after use and do not leave lights on in rooms if not being used.

Strata Titles/Body Corporate

If you are renting a strata-titled/body corporate property, including a unit, apartment, townhouse or duplex, there are some extra things that you need to be aware of. These include the by-laws of the complex and areas of common property or exclusive use. A copy of the Strata by-laws will be incorporated into the lease agreement and will be provided at the start of the tenancy.

Common Property

Within the strata/body corporate complex there will be areas assigned as common property.

There are several standard by-laws that relate to common property that we would like to bring to your attention:

- Should you wish to transport furniture or park a vehicle for the purpose of carrying/transporting furniture, you will need permission from the strata/body corporate body. In some cases this will not be permitted
- You cannot use any part of the common area to plant/maintain your own garden or vegetable patch
- You must not obstruct any person's legitimate and lawful use of the common property

Parking

You are unable to use parking bays assigned to other residents.

Noise and Disturbance

Excessive noise and inappropriate/offensive behaviour that causes a nuisance or disturbance to other occupants is not permitted under the by-laws of the complex. All occupants are not permitted to dispose of rubbish, dirt or other material in an area of common property and must also remain properly clothed when on common property.

Taking Responsibility for Your Visitors

It is your responsibility to ensure that your visitors obey by-laws, including parking and their behaviour within common property areas. This also includes ensuring they do not disrupt other residents with noise when walking to and from the car park.



Vacating the Property

Notice in Writing

When you intend to vacate the property, in all instances we require your notice in writing

Ending a Fixed Term

If you are leaving at the end of your current fixed term lease, we require at least 21 days notice in writing. Please note that this amount of notice will commence when we have received notice from all tenants on the lease. The termination date must also be after the end date of your lease.

Ending a Non-Fixed (Periodic) Term

If you are leaving on a non-fixed term (periodic) lease, we require at least 21 days notice in writing.

Please note that this amount of notice needs to commence when we have received your notice from all tenants on the lease.

Breaking a Fixed Term

Should you wish to leave during a fixed term lease, we require your notice in writing. We are unable to accept your intention orally. Access will be required to show the premises to prospective tenants to minimise your break lease fee.

In the case of breaking a fixed term lease, the following costs will be incurred:

A Lease Break Fee covering re-letting fees and advertising costs to re-let the premises. This is payable as a fee equal to 6 weeks rent in the first half of your tenancy or 4 weeks in the second half. Please note once a new tenant is secured, the landlord is obligated to return any period that is covered by the rent of the new tenant.

Tips For Getting Your Bond Back Quickly

At the end of your tenancy you will no doubt want your bond refunded quickly after you vacate.

For your full bond to be paid quickly, you will need to ensure the following:

- Any outstanding rent or invoices are paid promptly.
- The property is cleaned, carpets professionally cleaned and grounds returned to their ingoing condition.
- Please follow the final vacating guide you will be provided. The property must also pass the final inspection conducted by this agency.
- Outstanding Accounts - ensure that any monies outstanding such as water, damage compensation amounts and break lease fees are paid
- Keys - ensure that all keys, including remote controls have been returned.

Once these criteria have been met we can then refund your bond. Delays in one or more of these criteria not being met can lead to delays in refunds being processed. Your forwarding address and contact details will also need to be supplied.

Cleaning

Please use the 'Tenants Guide to cleaning' found in your tenant pack. It is also important to understand that cleaning thoroughness can be hampered by tiredness after moving into another property. We encourage you to employ a cleaner so this process is not compromised. Should the cleaning process not be completed thoroughly, this can result in extra costs associated in rectifying any cleaning issues and will also delay the return of the bond.

Carpet Cleaning

Please ensure the carpets are professionally cleaned. Be aware that using cheap 'do it yourself' carpet cleaning hire machines are not accepted by the agency.

The Final Inspection

Only once the property has been fully vacated, cleaned and grounds made ready with keys returned can we commence our final inspection. It is important to note that if a final inspection time has been made and you are aware that you will not be fully ready for the inspection, please call us as soon as possible to rearrange another time as you will be charged if we travel to the property ready for an inspection and find the property not 100% ready.

Outstanding Monies/Damages

It is important to note that if you vacate with outstanding monies and damages beyond the bond, your details will be lodged on a national internet tenancy database. It is important to know your details may still be retained for 3 years after your debt



has been cleared, indicating there was originally a problem. Therefore, due to the serious nature of these databases and how they can affect your future renting prospects, it is best that all monies owed be paid as soon as possible.

For specific details regarding the database we use: www.tica.com.au



Preparing The Property for Vacating – Checklist

Mail Redirection

Ensure that all mail is re-directed to your new address. You can complete a form with Australia Post to assist with this.

Utilities

Electricity, gas, phone, etc. Ensure all accounts are advised and cancelled noting that electricity needs to remain on until after the final inspection.

Appliance Manuals

Leave them on the kitchen counter.

Keys

Ensure you have all keys as handed to you at the start of tenancy. Also hand over any extra keys you have arranged to be cut for the property.

Inside the Property

- Walls - clean off any dirty marks, removable scuffmarks, finger or food marks etc. Please do not use Sugar Soap as it leaves a chalky residue that is hard to get off.
- Ceilings - remove any cobwebs.
- Ceiling mould - clean off (particularly in wet areas and sometimes in bedrooms).
- Light fittings - clean off dust and remove any dead insects inside. Please also ensure that globes are replaced so that all lights are functional.
- Ceiling fans - wipe fan blades and tops of fittings to remove dust build up.
- Skirting boards - wipe down with a damp cloth.
- Doorways, doors - wipe off finger marks and any other removable marks.
- Windows - clean inside and out. Please note - nearly all modern sliding aluminium windows can be lifted and pulled out for easy cleaning. For sills and runners wipe out dust build up and any dead insects. A vacuum cleaner and paint brush can really help here.
- Flyscreens - brushed and dusted down. Please be aware, most modern sliding aluminium windows allow for the flyscreens to be taken off from the inside only, once the sliding part of the window has been moved first. Attempting to take them off from the outside may result in damage.
- Screen doors - front and back including frames – wiped clean and screen wire brushed.
- Stoves - clean stove top, control display, knobs, panels around knobs, any pull out or in-built drip trays, griller racks, trays and any inserts, oven racks, trays and oven bottom, walls and oven roof. A good oven cleaner will clean most ovens - however it is of importance that you read carefully the instructions on the product. Some cleaners can actually hinder oven surfaces (like stainless steel), and also some products have dangerous caustic fumes. Therefore use with extreme caution
- Kitchen range hood - clean pull out filters and framework.
- Bathroom - clean sink, mirror, cabinet, vanity unit and drawers, shower recess, glass screen and screen doors, bath and wall tiles. Please ensure both the sink and bath have a plug available.
- Toilet - clean cistern, seat, bowl inside and also outside around the base. Don't forget the skirting tiles around the toilet.
- Laundry - clean both the inside and outside of the trough, and underneath. Please ensure a plug is present.
- Tiling - make sure all tiling and grouting to the kitchen, toilet, bathroom and laundry areas are clean.
- Exhaust - vents and fan covers are to be clean of any dust and dirt.
- Air-conditioners - front vents and filters cleaned of built up dirt. Modern systems (Wall Type) - filters easily pull out and can be brushed down with a hand brush. If there is a ducted reverse cycle air-conditioner unit, the air intake filter should be cleaned. This is usually on the ceiling in the passage area.
- Air-conditioning ceiling duct vents - clean down if dusty or dirty.
- Cupboards/drawers - clean/wash inside and out, front and back of doors need to be cleaned.
- Curtains - wash any washable curtains and netting. If other curtains are visibly dusty or dirty, consider dry cleaning.
- Blinds - if you have venetian blinds, clean off the blind slats. Any other type of blinds should be able to be wiped down.
- Floors - floors to be mopped/washed if needed - ensure corners and hard to get areas are also cleaned.
- Carpets - ensure the carpets are professionally cleaned.

Outside the property



ACT Rentals

- Lawns - freshly mowed with a catcher and edged.
- Gardens - remove any weeds, any rubbish and built up leaves etc.
- Rubbish - remove any rubbish that you have at the property. Be sure to check behind sheds, and under shrubs and trees. This includes all lawn clippings and compost.
- Sweep paths and paving areas.
- Oil spillage removal – check and clean carport and garage floors, paths and driveway. If you have used a barbeque, check for any grease spots and spillages etc.
- Cigarette butts - if there are cigarette butts lying around - pick up and remove.
- Garages and tool sheds - remove any items that belong to you from inside and behind garages and tool sheds, including rubbish.

If you have a pet

- Pet droppings - remove from gardens, lawns and any out of the way areas. Dispose of in the bin – do not bury them.
- Dog urine - clean where your pet may habitually urinate (base of walls, veranda posts etc.)
- Dog/Cat claw damage - check screen doors, flyscreens and curtains. Replace the screen wire if required.
- Dog chew damage - ensure watering systems are free of dog chew damage and are repaired accordingly.
- Pet hair - ensure any visible pet hair inside the home is removed.
- Fumigation - if your lease stipulates fumigation, ensure this is arranged.