



tenant handbook

THE HOME ADVANTAGE



IMPORTANT INFORMATION

We know there is a lot going on when you move to a new house and it is sometimes difficult to remember all the information you are provided with. Because signing a lease is not something we generally do every day, important parts of this legal document can sometimes be overlooked or misinterpreted.

To help with this information overload, we have created a simple guide for you on the following pages, to refer to throughout your tenancy, if the need arises.

During your initial meeting, where you are introduced to a member of our team, we carefully step you through what we recognise are key points in ensuring your time as a tenant with Home Property Enfield is a positive one.

Of course, if you are unsure about a matter or feel you require more information, please contact our team and they will be more than happy to assist.

Home Property Enfield

Shop 1/12-108 Liverpool Road Enfield

P 9744 1111

E admin@homepropertyco.com.au

Office Hours

Monday to Friday 9.00am – 5.30pm

Saturday 9.00am – 5.00pm

Sunday Closed





Communication

We believe this is the most important step to maintaining a successful relationship.

At time throughout your tenancy, you may be contacted by different member of our team, depending upon the circumstance, however, your main point of contact will be the person you received your initial “Congratulations” email from. If this person changes at anytime permanently, we will be sure to let you know.

Our team is available via telephone, SMS and email – whichever is your preferred method of communication.





Rent

Rent is payable in advance via your choice of payment as stated on the residential tenancy agreement.

If you are experiencing any difficulties meeting your commitments, please advise our team before your rent is due.

Bond

The bond you initially paid to rental bonds online before your tenancy commenced is held by them, in safe keeping for the duration of your tenancy. When you vacate the property, we will assist you in arranging for it to be refunded.

Condition Report

This document is extremely important as it establishes the condition of the property at the commencement of your tenancy. We use this report as a comparison at the end of your tenancy and it is the basis on which your bond is refunded.

Our team take comprehensive photographs and/or video to accompany the condition report.

You will receive your condition report on the day your lease commences. It is important you complete this report and return it to us within 7 days. If the condition report is not returned by this date. The original prepared by our office will be the one used as a comparison at the end of the tenancy.





Change of Tenants

We understand that circumstances can change, however, if you wish to remove a tenant from the lease and/or relace with another party, then there is a strict process to follow.

It is important to remember, if a new tenant moves into the property, without the written approval of the landlord, this is a serious breach of your agreement.

If you do wish to change one of the parties on the lease, please contact our team immediately and we can advise you what steps to take.

Garden Maintenance

Just a reminder it is your responsibility to care for the maintenance of the lawns, shrubs, trees and garden beds at the property. Unless otherwise stated in your lease. This will include mowing, pruning, watering and weeding. If you feel your thumb is not green enough or are simply time poor, we have a list of gardeners we can recommend helping you out.

Likewise, if you are lucky enough to have a pool or spa in your backyard, then the maintenance and cleaning of it will be your responsibility.



Routine Inspections

An initial inspection of the property is carried out approximately three months after commencement of your tenancy. After that, we will be undertaking inspections every six months.

We will take photographs or maybe even a video of the property during these inspections and sometimes the owner will accompany us. Whilst you do not have to be home at the time, you are most welcome to attend. Also, you will receive a copy of the report we prepare for the owner.

Mail

Sometimes, as much as we try to prevent it, mail for the landlord will arrive at the property. Please direct this to our office so we can forward it appropriately, it would be greatly appreciated.

Contents Insurance

It is important you obtain insurance for your furniture and personal items. The landlord's policy will cover the building, fixtures and fittings only. For example, if there was flooding in the property, the landlord's policy may replace carpets and cupboards but not a damaged lounge chair or ruined items stored in a cupboard. We strongly recommend you take out content's insurance cover as a precaution.



Rubbish

It is important you ensure all rubbish is placed in the appropriate bins during your tenancy and it available for collection on the scheduled days.

Blinds and Curtain Cord Safety

We have included this note in our guide as it is such a serious matter. Young children can strangle themselves with looped curtain and blind cords and there are some horrifying statistics around tragedies that have occurred in the past. Please be aware of the danger.

Locks and Keys

We understand you may wish to change the locks at the property. We cannot guarantee all keys to the property were returned by the previous occupants and this may feel a little unsettling for you.

If you do change the locks, it is important that you provide a duplicate key to our office immediately, this is a requirement under the legislation.

Likewise, if you believe that any of the locks at the property are not working properly, please report this to our team immediately so we can have them attended to.



Additional Keys/Remotes

Sometimes you will need additional keys during your tenancy and if this is the case, it is your responsibility to have them cut by a locksmith at your cost.

If the keys are labelled “security” or “restricted”, unfortunately, they will not be able to be copied. These types of keys are generally obtained through the owner’s corporation or the building manager and you will be responsible for covering the costs.

Smoke Detectors

Please regularly check to ensure that the smoke alarms contained within the property are always operational.

If you find a smoke alarm not to be working or is faulty after a battery replacement, please contact our office immediately.

As an additional safety measure, your landlord may employ Detector Inspector to assist with annual checking of the smoke alarms at the property to ensure they are working properly. If this is the case, you may be contacted directly by Detector Inspector to organise an appointment to inspect the smoke alarms within the property.



Owners Corporation

If you happen to be leasing a property that is an apartment or townhouse, it is likely that there is an owner’s corporation employed to assist with the maintaining of any common areas.

It is important you are aware of the rules and guidelines imposed by the owner’s corporation and that these are followed during your stay at the property.

The owner’s corporation can be contacted directly if there are any maintenance items or complaints that relate to common areas. They can also assist with such things as the location of electricity/gas meters. Their details are generally displayed in the entrance of your building but if you cannot locate them, please contact our team and we should be able to help you.

Filters for Air Conditioner

This is one of those things that you may not realise is your responsibility as a tenant, to clean regularly. Depending upon the volume of use, we recommend you check and clean them at least on a quarterly basis. Apart from being healthier, keeping the filter clean can help make the air conditioning unit run more efficiently and reduce your energy costs.

Unfortunately, if the unit requires repair as a result of the filter not being kept clean, as the tenant, you may have to cover the cost of the service call and repairs.

If you are not sure how to clean the filters, the product instruction manual will be able to guide you.



Repairs & Maintenance

Maintenance issues can arise from time to time in all rental properties. It is just one of those things that happen. The legislation requires you advise us of any problems that occur during your tenancy. Unfortunately, if you do not, you may be held liable for any additional costs the landlord may incur.

Urgent repairs

Urgent repairs are those items that need to be actioned quickly. To help you understand what constitutes an urgent repair, we have outlined some examples below:

- Burst Hot Water Unit
- Blocked or broken toilet system
- Flooding or serious flood damage
- Serious storm or fire damage
- Serious roof leak
- Serious gas leak
- Failure or breakdown of gas, water or electricity supply

If one of these situations arises, please contact our agency on (02) 9744 1111 for instruction.

Should you experience any of these situations outside of business hours, please contact the correct trades people on your tenancy agreement.



Lease Expiry

A little while before the end of your fixed term lease, we will contact you to advise if a further fixed term lease will be offered by the landlord.

We encourage you to sign a fixed term lease for the additional security it provides. If you believe your circumstances will be changing, please discuss this with our team as soon as possible, so we can organise a plan that both you and the landlord will be happy with.

Vacating the Property/Termination of Tenancy

If you wish to vacate the property at the end of your lease, you will need to provide written notice of 14 days prior to the end of the lease, confirming your intention to vacate.

Once we receive your notice, we will be in touch to outline what happens next.

Breaking the Lease

If you need to vacate the premises before the end of your lease, we refer to this as “breaking your lease”. We will always assist you with this and suggest you advise our team as soon as you are aware that this situation may arise, so we can help minimise any financial loss to you.

There are costs incurred in breaking your lease and these are outlined in your lease agreement. If you have any questions, please contact our team and they will be happy to explain the process.





No Smoking

We just wanted to highlight that under the terms of your lease, smoking is not permitted inside the property. You may need to point this out to any visitors you have as well.

Also, if you do have a smoker at the property, let them know that cigarette butts need to be disposed of appropriately, not in the garden beds or on the lawn.

Procedure for Complaints

We take clients' concerns seriously. Although we hope this is never the case, if you have a matter you have been unable to resolve satisfactorily with the team member you predominantly communicate with, please let us know.

We ask you to explain the situation in email to admin@homepropertycocom.au. We will then investigate the situation and will be in contact with you as soon as possible to discuss a possible solution.

Survey and Reviews

It is really important to us at Home Property that we are providing a great experience for our clients.

To help us understand how we are doing, you will be asked regularly for your feedback around different situations. The feedback we receive is highly valued and ensures we are continuing to cover off on your needs and if not, provides us with an opportunity to improve our services.

We would really appreciate you taking a few minutes to complete these surveys when they come through.



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#WelcomeHome



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