

IMPORTANT INFORMATION FOR TENANTS

Contacting Us

Telephone: 07 3351 4444
Fax: 07 3351 1299
Email: rentals@grantsrealestate.com.au

Office Hours: 9AM – 5PM, Monday – Friday

Please note we are a small agency and do not employ a full-time receptionist, so our office is sometimes unattended during opening hours. If you need to drop in to the office for any reason, please call ahead to ensure that someone will be there to meet you.

Payment of Rent

Rent must be paid in advance at all times. Please allow for bank processing time of 1-2 days when making rental payments via direct debit.

Upon signing your lease, you will be required to pay your first two weeks rent as a deposit. We recommend that you commence your regular rental payments one week after the commencement of your tenancy which will help ensure your rent remains paid in advance.

Rent can be paid via direct debit into the following account:

| | |
|-----------------|---|
| Account Name: | <i>Grants Real Estate Property Management Trust Account</i> |
| BSB: | <i>014-203</i> |
| Account Number: | <i>198 194 233</i> |

We also accept payment of rent in cash at our office, however direct debit is our preferred method of payment.

Maintenance

Maintenance issues can be reported by emailing rentals@grantsrealestate.com.au. Please provide as much detail as possible. We will always endeavour to address your maintenance requests as soon as possible however please keep in mind we may be required to obtain quotes from tradespeople, etc. which does take time.

In most cases the owner is responsible to pay for maintenance. However, *please be aware that some maintenance items may incur a cost to the tenant, if the tenant turns out to be at fault or has requested maintenance in error and a callout fee is charged.*

Please also be aware that DIY repairs to maintenance items may incur a cost to the tenant. If you did not break something initially, but then try to fix it yourself, and make matters worse, you will then be responsible for the costs of paying a qualified tradesperson to repair it.

Any damages caused by the tenant will be the tenant's responsibility to fix.

Please do not arrange maintenance yourself and then forward us the invoice, maintenance must be arranged by us. If it is urgent, eg. A gas or water leak please phone us on the office number. If you can't get hold of us there are emergency contact details below:

Emergency Contacts

| Contact Type | Company | Contact Name | Phone Number |
|--------------|--------------------------|----------------------|--------------|
| General | Grants Real Estate | Agency office (24/7) | 07 3351 4444 |
| General | Grants Real Estate | Rob Grant | 0408 720 002 |
| General | Grants Real Estate | Tim Grant | 0430 778 464 |
| Plumbing | Stewart Bassett Plumbing | Stewart | 0406 239 159 |
| Plumbing | City Country Plumbing | Wayne | 0430 191 291 |
| Electrical | HJH Data & Electrical | Harry | 0452 079 460 |

Utilities and Insurance

You are responsible for arranging connection of all utilities (electricity, internet/telephone, gas, etc.). Don't forget to give your utilities provider a couple of days' notice, as most will not put connections into effect straight away.

You are also responsible for arranging contents insurance if you wish to do so.

Picture Hooks

Please don't put picture hooks up at the property without asking us. You will need the owner's approval for picture hooks. In most cases, picture hooks will need to be removed at the end of the tenancy and the walls will need to be restored to the condition they were in at the commencement of the tenancy.

Smoke Alarms

You are responsible for the maintenance of all smoke alarms during your tenancy. The alarms must be in the same condition at the end of your tenancy. This means that batteries must be replaced before you leave if they stopped during your tenancy. We do check to see that this has happened at the exit report.

If your property is serviced by a third-party contractor such as Smoke Alarm Solutions, they will periodically attend your property to test the alarms. Entry notices will be issued to you directly by the contractor and they will collect keys from our office.

Water

Depending on your tenancy agreement, you may be required to pay for all water usage charges or water charges exceeding a certain amount (typically 50kL per quarter).

Where charges are applicable, we will issue you with water invoices by post. Please attend to payment of these invoices within 30 days of invoice date. We may also issue a Notice to Remedy Breach for overdue water invoices.

Routine Inspections

We will conduct a routine inspection of your property 6 weeks after the commencement of your tenancy and then every 3 months thereafter. We will provide you adequate notice of the inspections by posting you a Form 9 Entry Notice.

You are welcome to be present at the inspections however we do not require you to be.

Should you wish to reschedule an inspection, please contact our office and we will do our best to accommodate your request.

At these inspections, we take photos of the property. The purpose of these photos is to send the owner a snapshot of how the property is being cared for, and any maintenance that may need taking care of. We may also use these photos in conjunction with entry and exit condition reports in order to assist in resolving disputes that may arise at the end of the tenancy. We will not use routine inspection photos for any other purpose without written or verbal authority of the tenant.

Rent Arrears Policy

Your rent ledger is like your credit rating. Rental arrears can adversely affect your chances of finding a rental home in the future. At the end of a tenancy if you apply for another rental property, agencies will request a copy of your rent ledger. If there is a history of rent arrears this can negatively impact your chances of having a successful rental application.

If arrears are not remedied at the end of a tenancy, it can lead to the tenant being blacklisted with tenancy databases such as TICA and NTD. If you are blacklisted as a tenant, it is extremely unlikely that any agency will rent a property to you.

Our office has a strict no arrears policy. Rent must be paid in advance **at all times**. If your rent is in arrears at any point, our office will take the following actions:

| | |
|----------|---|
| 1 Day: | Telephone call or SMS/Email reminder |
| 3 Days: | Telephone call or SMS/Email reminder |
| 8 Days: | Form 9 - Notice to Remedy Breach will be issued |
| 16 Days: | Form 11 – Notice to Leave will be issued – this means you then have 8 days to vacate the property |

Vacating

Tenants are required to provide at least 2 weeks' notice in writing if they wish to vacate a property. If you are looking to vacate at the end of your lease, please email us the Notice of Intention to Leave form which can be found in the Tenant Resources section of our website. If you wish to vacate before the end of your lease, the following charges apply:

- 1 weeks rent + GST as a reletting fee
- You are responsible for payment of rent up until a suitable new tenant is found and moves in
- You are responsible for payment of readvertising costs on realestate.com.au