

National:
Geelong Office:
Lara Office:

1300 853 857
03 5222 7325
03 5282 4351

release
PROPERTY MANAGEMENT

Tenancy
Information
Booklet

Welcome...

Welcome to Release Property Management, we look forward to a long and happy association during the term of your tenancy and beyond.

This information booklet details information regarding your tenancy, and may be of help throughout your time in your property. We suggest that you keep this on hand to refer too throughout your tenancy with us.

It is also important that you know what action to take when a problem occurs to ensure that we can assist in rectifying things as efficiently possibly for you.

As part of your Tenancy Agreement, you are provided with a booklet from Consumer Affairs Victoria. It will assist you during your tenancy as it contains useful information about renting. This book is provided to you in your welcome pack.

Getting Connected: Insurance, Utilities & Connection Services

It is your responsibility to arrange your utility and services connections and disconnections to your home.

Direct Connect is a free service that can assist you in to arrange for all your utilities and other services. Please contact our office to confirm if you would like Direct Connect to contact you. Alternatively you can contact them on 1300 664 715.

Please Note:

- Release Property Management carries no responsibility with your connections and can not be held accountable for connections not being available or ready at your property.
- If the telephone line is not connected at the property, it is the tenant's responsibility to connect this at their own expense.
- Our Landlords have Building Insurance that covers the building and some fixtures and fittings. We strongly recommend you take out your own contents and tenant insurance.

Rental Payments: Please Ensure Payments Are Made On Time

Your rent is due on the date prior to your lease starting and must be paid fortnightly or monthly. In accordance to the legislation rent must always be paid in advance.

We recommend that you set up a regular payment with your personal bank so that payments are not missed. You have also been provided with a personalized reference number. To avoid any confusion please ensure this reference is used for all payments.

Payment Options:

- **Direct Transfer via Online Banking:** It is critical for us to track your payment. Please ensure the reference number provided.
- **Cheque:** When paying by cheque, please write your name and address on the back. NB: Receipts are not normally provided.
- **Cash:** Cash is accepted at any Bendigo Bank branch by providing them with our Trust Account Details- please remember to provide your Property Reference Number!

If you are experiencing any difficulties with paying your rent on time, please contact our office and discuss your options your Property Manager immediately.

Rental Arrears: "No Arrears Policy"

Release does not accept rental arrears. Should you be experiencing financial difficulties please ensure you contact your property manager before rent is due.

If your rent falls into arrears you will receive daily SMS reminders. Further communications will also occur including telephone reminders, emails or letters until such time rent is paid in advance. Should your rent fall in arrears by more than 14 days formal Notice to Vacate will be issued and a Victorian Civil and Administrative Tribunal (VCAT) application will be made seeking possession of the property.

Please Note: All rental arrears are recorded and may affect your credit rating and future rental applications should an outside authority request a reference as to your payments.

Keys: Commencing, During & End of Tenancy

Keys at the Commencement of the Tenancy

- Bond and 4 weeks advanced rent must be paid before keys are released to you
- Keys will be available for collection from 10:00am on the day of your lease commencement (unless another arrangement has been made).

Keys During the Tenancy

- If you change the locks at any stage throughout your tenancy, a spare key must be given to the office immediately.
- If you lock yourself out after hours - You will be responsible to pay a locksmith to attend.
- If you lock yourself out during business hours - You are welcome to borrow our office set of keys where available for access, and must be returned within 24 hours.

Keys at the End of the Tenancy

- Your tenancy does not terminate until ALL the keys to your property are returned to our office as per your original agreement.
- You are responsible for the rent until all keys are returned - no keys are to be left in the property.
- Bond refund can be lodged once keys are return, final inspection is completed & approval granted by the owner.

Change of Tenants: Permission is Required

The landlord has approved the people specifically listed on the tenancy agreement to occupy the property. Should a new tenant wish to occupy the property an application must be completed and approved by the landlord or should any tenant wish to Vacate, the Landlord must also approve.

- Any changes to occupants must be reflected in the tenancy agreement and bond. It is imperative that the procedures set out in the Residential Tenancies Act 1997 are strictly adhered to.
- An administration fee of \$220.00 is payable to Release Property Management for any changes required to the tenancy agreement and/or bond lodged.
- If the Tenancy Agreement is in joint or multiple names, all parties to it are individually and jointly responsible. In other words, if the agreement is in multiple names and one party does not have the funds to meet their commitment, all of the other parties are responsible to meet that commitment.
- Under no circumstances should anyone be occupying or living at the premises if they are NOT listed on the lease agreement.

Condition Report: What is it Purpose?

You will be given a condition report for the property when you collect the keys. To accompany the report you will also be given photos of the property. Please check the condition report including the photos provided to you and make any amendments or additions. Remember to be as detailed as possible and all tenants will need to sign it where indicated.

In accordance to the Residential Tenancies Act, the condition report must be returned to our office within 3 business days. Failure to do so may lead to any amendments made not being accepted.

Important information:

- It's really important to ensure the report is completed correctly as it is the basis of the comparison at the end of your tenancy. Should there be any differences at the end of your tenancy this may affect your bond refund.
- The condition report is not a maintenance request - if the property requires maintenance, please see the Maintenance and Repairs section and make a separate request.

Routine Inspections: Please Ensure Checklists Are Completed

Regular routine inspections are completed to ensure that the property is maintained at an appropriate standard and that any repairs or maintenance items are reported and action taken if required.

Important things to know:

- The first inspection is conducted 3 months into the tenancy and every 6 months after that. We will be in touch a week before to let you know when we are attending. At this time we will provide you with a tenant checklist which we will require you to complete prior to the inspection.
- Should you not be home at the time of the inspection we will use our office keys to access the property and leave confirmation of our attendance once we have completed the inspection.
- During the inspections your property manager will take photos of the property both internally and externally in order for the owner to keep up to date and also to have an accurate record of the property and its condition.
- Please ensure the property is prepared appropriately before inspections.

Repairs & Maintenance: Requests Must be Made in Writing

As soon as you become aware of any maintenance problems, please contact our office as soon as possible. It is a provision of the Residential Tenancy Act 1997 that you advise of any problem/s that occur during your tenancy. If you do not, you could be held liable for any additional costs the owner may incur.

It is also important to ensure you have read through Maintenance Troubleshooting Tips (<https://www.releasepm.com.au/maintenance-troubleshooting-tips>) before reporting maintenance to our office. Should a tradesperson attend, complete repairs and finds that the tenant or resident caused the damage, the landlord can ask them to arrange or pay for the repairs.

For non-urgent maintenance requests you will need to fill in a "Maintenance Repair Request Form." These forms can be found:

- Complete the online form: www.releasepm.com.au/repairs-maintenance-form
- Download the form: www.releasepm.com.au/uploads/85/MAINTENANCE-REPAIR-REQUEST-FORM.pdf and complete it online or print/scan it back to: contactus@releasepm.com.au

Urgent Repairs: What is Urgent?

Please note: If your request is during office hours, contact our office on (03) 5222 7325

Urgent Repairs are set out by the Residential Tenancies Act 1997, please see the list below:

1. Burst hot water unit
2. A blocked/broken toilet
3. A serious roof leak
4. A gas leak
5. A dangerous electrical fault
6. Flooding or serious flood damage
7. A serious storm or fire damage
8. A failure or breakdown of any essential services or appliance provided by the landlord for hot water, cooking, heating or laundering
9. A failure or breakdown of the gas, electricity, or water supply
10. Any fault or damage in the premises that makes the premises unsafe or insecure
11. An appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted
12. A serious fault in a lift or staircase

As per Residential Tenancies Act 1997, authorised cost of urgent repairs up to \$1,800 (including GST).

After Hours: If urgent repairs occur after hours (and they fit into this list or similar) please contact the Release **Urgent Maintenance mobile: 0428 488 564** -please leave a message if not answered. A staff member will return your call and try to rectify the situation. This phone cannot receive SMS Messages! (Please save this number in your phone in case of an emergency)

If you do not receive a response back after a short period of time, please contact the trade you need and discuss the urgent repair with them. This is to be used only in extreme emergencies only.

PLUMBER Total Plumbing Solutions: Steve | 0400 208 840
ELECTRICIAN Powerfect Electrical Services: Richard | 0414 737 333
HANDYMAN Hire A Hubby: Gareth | 0488 089 181
LOCKSMITH Stan Wootton Locksmiths: Rick | 5221 8988

(Release will not pay for replacement of lost keys, damage to locks, etc incurred by tenants)

Please note: If the repairs are not urgent or the Landlords responsibility and you request for a trade's person to attend, you may be required to pay the account.

Bond Refund: Process For a Speedy Refund

At the end of your tenancy you will be required to hand back all keys. Release will conduct a final inspection of the premises, with the landlord.

For a fast bond refund:

- Please leave the premises in a neat, clean and tidy condition with all rubbish and belongings removed and carpets professionally steam cleaned.
- Use the condition report we provided at the commencement of the tenancy to ensure that you are leaving the property in the same condition less standard fair wear and tear.

The "Bond Claim" form will be completed either electronically or via paper format. This is dependent on how the Bond was lodged with the Bond Authority at the commencement of the tenancy. This form will be forwarded to the Residential Tenancies Bond Authority. All tenants who signed the Bond Lodgment form at the commencement of the tenancy, as well as the agent, must sign this form before any refund can be dispersed.

If there are any disputes relating to rent and/or repairs/compensation, an application will be made to the Tribunal (VCAT) for a hearing to settle the matter. Only after this matter has been heard can funds be distributed as directed by the referee. Please note that a bond cannot be used as rent as directed by the Residential Tenancy Act 1997.

Communication: Communication is The Key

Most problems experienced by Tenants, Landlords and Property Managers can be overcome by prompt and honest communication. Our team is here to assist you during your tenancy with any queries or concerns you may have. Please be mindful that our role does require our staff to often be out of the office completing inspections, and this may mean staff are not available

Your Property Manager will always endeavor to provide you with up to date contact information to ensure we respond to any queries as promptly as possible. We also ask that you ensure you notify us of any change in your contact details including phone number or employment contact details.

Unclaimed Mail: Please Forward to the Release office

If mail arrives for a person or business that is not a current occupant of the property, please forward it to our office as soon as possible, it could be important! Alternatively you may post it back and mark it Return to Sender.

Office Hours: We're open 6 Days a Week

Monday - Thursday:	9.00am - 5.30pm
Friday:	9.00am - 5.00pm
Saturday:	9.00am - 1.00pm
Sunday:	CLOSED

Thank you for taking the time to read this information we trust you will find it useful throughout your tenancy. If you have any queries, please do not hesitate to contact our office: **Tel:** (03) 5222 7325 or **Email:** contactus@releasepm.com.au