



TENANT HANDBOOK

Welcome - our new tenants of Selling SA Homes.

We trust that you will enjoy living at the property you have been approved for.

Set out in this booklet are guidelines and expectations for you the tenant.

We look forward to building great relationships with you and your landlord.

Our aim is to ensure your time in the property is a happy one.

CONTACTING YOUR PROPERTY MANAGER

Office contact

Our office hours are 9am – 5pm Monday to Friday
The office is located at 64a Broadway, Glenelg South
We can be contacted by phone:

Office	8376 6888
Jo Wilkin	0402 217 827

Or email rentals@sellingsahomes.com.au



MOVING INTO THE PROPERTY

Bond

At the approval of your application your required bond payment has been paid. This bond has been lodged with Consumer and Business Affairs. You should have received an email advising that the bond has been received. Please ensure you register the bond by following the 2 step process. A Tenant Instruction Manual can be found using the below link

www.sa.gov.au/_data/assets/pdf_file/0010/117694/Tenant-instruction-manual-RBO-20150827.pdf

Taking the time to register the bond will speed up the process of bond refund at the end of the tenancy.



Services

It is the tenant's responsibility to arrange the connection of gas, electricity and/or any other services to the property. You must arrange for the disconnection and payment of these services at the end of the tenancy.

Water accounts remain the responsibility of the owner however the supply and usage is payable by the tenant. We will invoice you for the supply and usage with payment due within 14 days of the invoiced date. Failure to pay within this time may result in a breach notice being issued.

Ingoing inspection

Prior to you moving into the property we have taken note of all details of the property including any damage. This has been noted on the ingoing inspection report. You have received 2 copies. It is important that upon moving into the property you check the ingoing inspection to ensure all items or issues have been noted. Once this has been completed one of the copies is to be returned to our office, we request this within 14 days of the start of the tenancy. Failure to return this report will constitute your agreement of the condition of the property at the commencement of the lease. The ingoing inspection report will be filed with your tenancy agreement and used as evidence of the property condition at the commencement of the tenancy compared to the condition at the end of the tenancy term. It is also important to remember that each person has a different level of understanding of cleaning. Whilst every care has been taken please keep this in mind.

Insurance

While the landlord has building and some contents insurance cover it is your responsibility to insure your personal effects etc. The landlord is not responsible for any damage to tenants or others possessions at the property.

OCCUPANCY

Rent payments

It is your responsibility to pay rent on time and always 2 weeks in advance. Rent payments must be received into our trust account on the due date. **Please ensure when paying rent, the property address or your name is used as a reference.**

Trust account details are:

Account	Selling SA Homes Pty Ltd PM Trust Account
BSB	065 155
Account	10860097
Reference	your name and or the property address

Please keep in mind it can take between 24 & 48 hours for money to transfer between banks. We have a ZERO TOLERANCE to rent arrears. Should you fall into arrears; all necessary action will be taken to ensure payments are brought up to date. Should you experience difficulty with payments, please contact us immediately. Email notification of arrears are auto-generated and it would be appreciated if you act upon these immediately.

Routine inspections



Inspections will be made at regular intervals 4 times a year. As per the Residential Tenancies Act we will notify you in writing between 7 and 14 days prior to the upcoming inspection. This notification will advise of the date and a two hour time window which the inspection will be conducted. Unfortunately due to time constraints, it is not possible to alter the inspection time. You do not have to be present

but are most welcome to be there. Along with the written notification of the inspection details is a sheet for maintenance. Please note any maintenance on the sheet and leave at the property for us to collect at the time of the routine inspection. Should we feel that the property is not being cleaned and maintained to a suitable standard we will schedule a follow up inspection within 30 days of the normal inspection.

Letting & Assignment

Only the people listed on the tenancy agreement are permitted to reside at the property on a permanent basis. Should you wish to have another person tenant the property it is a requirement that the prospective tenant completes an application form including supporting documents for reference checking. We will then contact the owner for their instructions. Whilst an addendum to the lease will be completed by all parties following the landlords' approval the primary tenant will be responsible to ensure rent is paid in full & on time. Any damaged caused or rent not paid will be claimed against the primary tenants bond. A fee of \$50 may apply for a new tenant to be added to the lease.

Change of contact details

You must notify us immediately of any changes to your contact details including any emergency contacts.

REPAIRS, MAINTENANCE & CARE OF THE PROPERTY

Reporting Maintenance

All maintenance must be submitted in writing and will be attended to as soon as possible during normal office hours. Please notify us by email including as much detail as possible and with photo evidence if applicable. Authorisation will be required by the landlord prior to us proceeding with repairs. Once approval has been granted by the landlord we will contact the appropriate tradesperson who in turn will contact you to arrange a suitable time to attend the property. If you are unable to be at the property to let the tradesperson in you can ask them to contact us to arrange to collect keys from our office.

Once you have arranged a suitable time for the tradesperson to attend the property and if you will be meeting them you must ensure you are in attendance. *If you are not there, the tradesperson may charge an additional call out fee which you may be liable for.*

EMERGENCY REPAIRS

For urgent after hours emergency repairs please contact Jo Wilkin 0402 217 827. Please leave a voice message if they do not answer. They will contact you as soon as they can.

An emergency repair is something likely to cause injury, undue inconvenience which makes the property unsafe or insecure.

Some examples are:

- Burst water pipe
- Burst hot water service
- Blocked or over flowing toilet (if however you have 2 toilets this may not be deemed as an emergency)
- Roof leak
- Gas leak
- Flood or storm damage
- Electrical faults



Care of the property

So as not to cause any damage to the property that may affect the return of your bond or charges to you please ensure you take care of the property.

Chopping boards must be used when cutting on the kitchen bench tops will prevent any damage.

Ovens & cook tops should be wiped over on a regular basis will assist with the ease of cleaning.

Bathroom tiles etc require wiping over regularly as does keeping on top of any mould which may begin to occur in wet areas. Adequate ventilation and the use of exhaust fans where available may assist with this issue.

Spot cleaning of internal walls, switches, doors and window sills are to be spot cleaned regularly.

Carpet may need to be professionally cleaned throughout the tenancy in order to prolong the life of the carpet.

Air conditioner filters should be cleaned every 3 months. This will ensure that the air conditioner will perform in peak condition and to maintain pure quality air. The filter should be cleaned in accordance with the manufactures instructions.

Dishwasher filters should be kept clean at all times. This will ensure that the unit works to its optimum. The filter should be cleaned in accordance with the manufactures instructions.

Hooks, nails and blue tack are not to be used in the property without the consent of the land lord. There are removable hooks available at hardware stores & supermarkets however care must be taken upon removal as any damage caused in the removal will be at the tenants cost.

Drains should be kept clean at all times. Oils/fats should not be poured down drains. Blocked drains caused by foreign objects may result in a charge to the tenant.

Pot plants must have trip trays. Care is to be taken to protect carpets, bench tops window sills etc when watering. Tenants will be responsible for any damage cause to any part of the property as a result of excess water to pot plants.

Smoking is not permitted inside the property.

Household rubbish must be placed in wheelie bins provided. Any other rubbish or excess household items must be disposed of appropriately.

Failure to maintain items as listed above may result in charges to the tenant

Garden

It is the tenant's responsibility to maintain the garden unless otherwise agreed. Lawns should be mowed & watered on a regular basis (within SA Water restriction guidelines) and garden beds kept free of weeds at all times. If the garden is not maintained to a suitable standard the landlord may appoint a gardener and charge you the tenant.

Water Accounts

Subject to your tenancy agreement water usage & supply will be invoiced to you from accounts received by us from SA Water. Payment is to be made within 14 days of the receipt of the invoice using the same method as your rent payment, however should not be paid in the same transaction but must include the property address or your name as a reference.

Gutter Cleaning

Please pay attention to any gutters surrounding the property. If you notice they require any attentions such as unblocking or repairs please notify us immediately.

Car Parking

Parking anywhere other than allocated parking areas is not permitted. Cars must not be parked on grass verges or lawns. Cars that are not registered or running are not permitted to be parked on the premises. Damaged cause by parking cars on verges or lawns may result in hefty repair bill payable by the tenant.

In units complexes the strata company of body corporate rules pertaining to vehicles as set out for the complex must be adhered to.

Drip trays must be kept on the garage floor to protect from oil stains. Should damage occur, the tenant will promptly attend to degreasing.

Damage to the property

The tenant must ensure that all care is taken to avoid damage to the property by themselves or their guests. You are required to advise us in writing immediately of any damage to the property.

Pets

Pets are not permitted at the property without the written approval of the landlord. If you do have permission to keep a pet by form of a pet lease please ensure that all faeces are disposed of on a regular basis in the appropriate manner. Any damage to the property & garden caused by the pet must be rectified by the tenant at their cost.



Decorating or Structural Changes

Should you wish to make any changes to the property including decorating you must first receive written permission from the landlord. This can be proposed by notifying us in writing outlining all the details of the suggested changes. The landlord will then be contacted for further guidance. The landlord may ask you to remove or repaint to repair these changes at the end of the tenancy. This must be done in a tradesman like manner.

Opening Premises

If you lock yourself out of the property you can contact our office, during normal business hours, and arrange to collect out office set. A bond of \$50 will be payable and refunded upon the return of the keys within 24 hours. If you fail to return the keys we will have no other choice but to have the locks replaced and the bond will not be refunded. **If the lock out occurs outside normal business hours you will be responsible for contacting and paying for a locksmith to unlock the property.** At the beginning of the tenancy you will be given 2 sets of keys. If you wish to have another set cut as an emergency set to leave with a friend or relative you may do so at your expense. At the end of the tenancy you must also return these keys to our office however you will not be reimbursed for them.

Changing locks

You may change the locks on the property however you **MUST** supply our office with a set of keys. If you fail to do so a locksmith will be called to allow us access and the fee charged to you.

Smoke detectors

Smoke detectors in the property will be tested a routine inspections however if the units starts beeping you must contact us immediately to arrange replacement of the battery. Smoke detectors **must not** be removed or deactivated.

Gas bottles

Bottles used for BBQs etc must not be used inside the property. Using gas bottles inside is extremely dangerous and if a bottle is found inside may result in large fines to you the tenant.

Mail received at the property that does not belong to you

Any mail posted to the property not addressed to you must be forwarded to our office. **It must not under any circumstances be opened.**

LEASE RENEWAL

Approximately 8-10 weeks prior to the end of your lease we will contact the landlord to advise that the lease is due to expire. They will then instruct us on their intentions with the property. The decision to extend the lease is usually based on rent being paid on time and the property being maintained and cared for in a good manner.

Approximately 6 weeks prior to the end of the lease we will contact you to advise of the landlords intentions. At this time the landlord may suggest a rent increase. You will be notified of this in the lease extension document and letter. Please sign and date the document including updating any contact details and return to our office as quickly as possible.

Vacating the property



If you decide not to renew the lease you must notify us in writing no later than 28 days from the end of the lease **even if you haven't heard from us** you must notify us of your intentions. At this time we will advise the landlord of your decision to vacate the property and place the property on the internet. We will then arrange open inspections. You must allow agents access to the property as per the act to show prospective tenants through the property. We understand as do prospective tenants that you may be packing and the property is not presented in pristine condition. We however do ask that the property is presented in a fashion so as to allow prospective tenants access to all areas of the property for the inspection.

If the landlord decides not to renew your lease we will advise you in writing no less than 28 days prior to the end of the lease. We will also advise you of the date that the outgoing inspection will be conducted. An outgoing inspection check list will also be provided to you so you can ensure that all areas of the cleanliness etc of the property are not missed.

If you have a **periodic lease** you must give 21 days notice prior to vacating the property. The property will be advertised in the same manner as a fixed term tenancy.

Payment of rent prior to vacating

You must continue to pay rent up until the day you vacate the property. If rent is not paid it will be deducted from your bond.

Key return

The keys to the property must be returned to our office by 9am on the day after your lease ends. Failure to return the keys can result in a replacement cost claim against your bond.

Forwarding address

It is important that you advise us of your forwarding address for us to update these details when we process your bond refund.

Outgoing inspection

Once all keys have been returned to our office we can carry out the routine inspection. The incoming inspection is used to check the property.

At this stage as the keys have been handed back and further cleaning or repairs are required we will arrange this and debit your bond for the costs should we believe this is above fair wear and tear.



Final water reading

At the outgoing inspection we will take a meter reading and calculate the amount due to be paid for water used since your previous water account. In the case of units with a share meter we will calculate the amount due based on an average over the previous 12 months. Payment of the final water account can be paid to us however it must be received prior to the bond being refunded.

Refunding your bond

Once the outgoing inspection has been completed we will advise you by email of the breakdown for the bond refund. We will also reactivate the token for your bond and you will receive an email from Residential Tenancies to reactivate the token.

BREAKING YOUR LEASE

In the case of a fixed term tenancy if you decide to vacate the property prior to the lease end date you will be responsible for payment of rent up to the end of the tenancy or until a suitable tenant is found as well as break lease and advertising costs. These are calculated using Residential Tenancies calculation and **cannot** be calculated until a suitable tenant is found and a lease agreement for the new tenant finalised. You must advise of your intention to vacate in writing including the date you intend to leave the property. We **cannot** start advertising the property until this notice has been received.

Your tenancy agreement is a legally binding contract and as such a process needs to be followed.

Once a new tenant is approved we will conduct the outgoing inspection and process the bond in the same manner as at the end of the tenancy. Break lease and advertising cost will be deducted from your bond unless otherwise arrange however the bond will not be paid until these costs have been paid.

For further details on your rights and obligations as a tenant please refer to the Information Booklet included in this hand book or go to https://www.sa.gov.au/__data/assets/pdf_file/0012/12072/Information_brochure.pdf



We trust the information provided in this information booklet is helpful to you.

If you have any other questions or would like additional information about the property or your tenancy please feel free to contact us.