



Property
MANAGEMENT HQ



TENANTS WELCOME KIT

WORKING WITH YOUR PROPERTY MANAGER

PROPERTY MANAGEMENT HQ

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WELCOME

A MESSAGE FROM THE DESK OF KELLEY SEATON

Director of Property Management HQ.

At Property Management HQ we are mindful of your needs and will always do our best to provide the best possible service to you.

The aim of this booklet is to encourage and develop an ongoing professional relationship by making our position clear at the outset and resolving any potential difficulties that might be caused by some misunderstanding.

As you are about to enter into a Residential Tenancy Agreement, we would appreciate that you take a few moments to read through the following pages.

If you have any questions, please ask us for clarification.

On behalf of the team at Property Management HQ, Welcome and I hope you enjoy your time with us.

Kind Regards,

Kelley-Ann Seaton

Director

OUR TENANTS ARE OUR CLIENTS WHO...

1. Are very important people to our business
2. Are not dependant on us: we are dependant on them
3. Are not interruptions to our work: they are the purpose of it
4. Are long term friends of our business: not outsiders
5. Do have the right to expect quality service
6. Have the right to expect us to be punctual and well groomed
7. Take priority over all other tasks
8. Are deserving of courteous and attentive treatment
9. Can provide the necessary feedback on quality of our service

Important information

1. A copy of the Residential Tenancy Agreement
2. A copy of the Renting Guide Booklet
3. A copy of the Residential Premises Condition Report
4. A copy of the keys & remote controls to the premises

Tenancy Agreement At Time Of Signing

You have received a copy of the Residential Tenancy Agreement and the Renting Guide, outlining the Landlord and Tenant rights and obligations with respect of tenancy.

It is strongly recommended that you thoroughly read these documents before placing them in a safe place. Tenants who are about to rent a house should note the clauses that relate to the maintenance of gardens, lawns and edges.

Rental Payments

1. **PAY RENT ON LINE**
You can pay your rent via the internet or direct at a bank. Simple, efficient and user friendly steps allow this convenience of paying your rent at anytime without interruption to your busy lifestyle.
2. For security reasons, we do not accept rental payments in cash.
3. All rental payments are to be paid in advance. Please also be aware it is your responsibility to pay rent on time at all times. If rent falls in arrears at all, you will be automatically be notified from our office, and be served with a Notice of Termination in writing, as soon as possible.

Our Job Description

We act as an agent for our investors and at all times will strive to minimise unnecessary expenses and to maximise capital gain.

What that really means is, to the best of our ability, to treat the property as if it were our own.

Below you will find the eight important guidelines we take very seriously with all our investment properties

Guidelines for an Enjoyable Tenancy

1. In line with our Customer First philosophy, we will do our best to respect the dignity and privacy of our tenants at all times.
2. Allowing for fair wear and tear please ensure that the property is left in the same condition as it was found.
3. Please ensure that the property is maintained internally and externally to the property investors' instructions.
4. Property investors have mortgages to pay, fixed overheads and often rely on the rent to make these payments. Please ensure that you pay your rent on time. It is what you have agreed to do. We may not send reminder letters, the first notice you receive may be your final notice. We do not send receipts or rental history reports unless requested.
5. Please read your initial inspection report closely. If you don't agree with the assessment of the condition of the property, say so at the beginning of your tenancy.
6. We act on our property investors' instructions. We will do our best to maintain the property and as a tenant you have agreed to do the same.
7. We will inspect the property throughout the tenancy, and naturally we will always give you ample notice.
8. The property investor is kept informed of our routine property inspections and of the state of their property through our reporting system, which may involve photographs. We also may

invite them to intend these inspections personally.

Property Condition Report

You have been given two copies of the initial inspection report. It is advised that you check them immediately. If there are any discrepancies please contact our office as soon as possible.

A signed copy of the inspection report is to be returned to the office within seven (7) days. The other copy is for your records. If we do not receive the signed copy we will assume the report is correct and your final inspection, at the termination of your tenancy, will be based on the original report.

Routine Inspections

You will always be advised by mail, email or phone of a routine property inspection.

The first inspection will be carried out approximately 3 months after you move in. If you are unable to attend, subject to your approval, we shall use keys. Please leave information of any maintenance required on the kitchen bench.

Thank you in advance for your co-operation

Telephones

The property investor is not responsible for the availability of a telephone service. The tenant must organise that at his/her own expense.

No additional plug extensions are permitted without permission. It is the tenant's responsibility to leave in the same manner of connection or operation, any telephone service installed in the premises at the commencement of the agreement (ie: if the telephone is connected when you move in, it must be left in the same condition when you vacate).

The property investor may reimburse 'some' of those costs, which are directly payable for the line from the street to the house (required in a brand new property). The tenant will pay the balance which contains the connection fee.

Picture Hooks

No hooks are permitted on walls without the consent of the property investor. No Blu Tack, or any adhesive tapes are to be used.

We understand that you would require some items hung, though please ask for approval first. We recommend 3M adhesive hooks, they can hold up to 20kg, and can be carefully removed.

Insurance

The property investor insures the building but not your possessions. We cannot stress strongly enough that you take out Contents Insurance for your belongings, in case of damage.

Water Usage

The meter is read and recorded before you move in. Water is calculated on a daily basis and you will be charged on a bi-annual basis.

You will be required to pay your water usage account within fourteen (14) days. This money can be paid in usual way you would pay your rent, using your DEFT Payment System.

Pools & Spas

Where applicable, the tenant is responsible for the full maintenance and cleaning, as well as the purchase of the required chemicals. Filters must be run 4-6 hours per day. Pool and spa equipment must be left in a clean and working condition at the termination of a tenancy.

Gardens & Lawns

It is a condition of your tenancy that lawns and gardens are to be watered and maintained regularly. Please keep on top of the weeding, otherwise it might create extra work and possible cost to you.

The property has been photographed at the beginning of your tenancy.

You are urged therefore to maintain the standard so that a similar condition is apparent at the end of your tenancy.

Completion of Tenancy

Written notification must be given when you intend to vacate the property. Such notice can be faxed, posted, hand delivered or e-mailed. You must also call the office to confirm the notice has been received.

You will be sent a letter which outlines all the steps and requirements

that must be followed before the pre-vacation inspection. You will be advised when this inspection is to take place. We prefer to give seven days notice.

The purpose of this inspection is to deal with any matters that might need special attention or might need some maintenance.

Finally, you will be advised of your vacate date and time. Once you have vacated the property, we will undertake a final inspection. Naturally we prefer that you be present, although it is not essential.

Keys

Rent is charged until all keys & remote controls are returned.

Keys & remote controls must be handed into the office on the day you vacate.

Bond

The Bond is paid into the Rental Bond Board in your name, but it is not transferable from one property to another. You will receive your bond refund at the end of your tenancy, providing all monies are paid and a satisfactory final inspection has been completed.

Your bond can be paid directly into a Bank account of your choice, in such case we will need to include your own banking details on the Claim Form. If you are in a shared tenancy and one party moves out, we need to be notified and have the appropriate paperwork completed at that time.

Requests of Improvements

It is important to both the property investor and the agent that you are happy. Having said that, it is not always possible for an investor to afford 'every' request made by a tenant. The property investor quite reasonably may say no and that the home did not have some requested features when it was originally rented.

In most cases the investors tries to be reasonable and often negotiation and compromise achieve an acceptable solution for both parties.

Help I'm locked out!!

We have all done this from time to time. If it happens during the day, we usually have duplicate keys at our office. However, if it happens after hours you are in the same situation as everyone else. You will have to call a locksmith. You will have to pay him direct for his costs.

Please provide yourself with an 'emergency' key: it doesn't cost much and you will be so glad that you thought of it.

Changing of Locks

If this is a brand new property, most doors are keyed alike. Locks can only be changed with the permission of the Agent/Property Investor.

If you urgently changed or added a new lock, please ensure that a copy of the new key is delivered to our office, to be used only in the case of an emergency.

Smoking

Smoking is not permitted inside the property, under any circumstances. Not only could it lead to a potential fire hazard and/or carpet burn, yet it may also damage the paint on the interior walls and ceilings, as well as furnishings like carpet and blinds. You may have to replace them.

Change of Employment

It is important that you notify our office should you change your place of employment or business phone number.

Pets

Permitted only when full permission and approval is granted by the property investor.

Investors have differing opinions on pets, but they all agree on one thing: damage caused by pets creates major problems.

The common areas of concern are:-

1. Broken fly screen doors
2. Scratched doors and/or polished timber floor boards
3. Garden and lawn damage
4. Fleas
5. Dog and/or car smells (urine) inside the house

If you were approved to have a pet at the property; at the end of your tenancy you are liable to rectify any damage that your pet has

caused.

If your property investor has agreed to let you have a pet, please ensure that it is well cared and kept outside. Additional attention will be required when vacating the property at the end of the tenancy.

Sub Letting

Subletting is prohibited. Only those named on the lease may reside at the property.

Broken Residential Tenancy Agreements

You have signed a Residential Tenancy Agreement for a rental property. It is a legally binding document and as such should not be entered into lightly.

Please ensure that you have the capacity to pay both the bond and the ongoing rent. Should you break a Residential Tenancy Agreement you are liable to:-

1. Pay rent until the property is re-let
2. Pay a portion of the letting fee (usually one weeks rent)
3. Pay for advertising costs, such as newspaper or internet advertising.

If the Residential Tenancy Agreement is broken in the first three months the tenant is responsible for these costs in full. After that time the amount payable by the tenant is established by a Consumer, Tenancy & Trader Tribunal formula.

Property For Sale

If during the course of your tenancy the property investor decides to proceed with the Sale of the property, you will be notified. Inspections will be necessary provided reasonable notice is given. You are required to provide reasonable access to the Selling Agent. Reasonable access is deemed to be two set inspections per week for one hour at a time, on said days over the selling period. A Salesperson will always be in attendance at the Open for Inspections and prospective purchasers must provide a name and telephone number. A salesperson will ensure that any inconvenience is kept to a minimum. the agent may use photographs which depict your belongings during the sale process.

General Repairs

General repairs and maintenance make up 95% of all work carried out by our tradespeople. These are the normal wear and tear, day to day things that happen in any household such as drippings taps, sticking doors and the like.

A very important part of the role in property management is ongoing repairs and maintenance.

To avoid any misunderstanding it is important that we explain to you the way the maintenance procedure works.

Maintenance falls comfortably into two main areas:-

1. Emergencies
2. General Repairs

Emergencies

Fortunately these are rare but they are easily identifiable. These are things that have the potential to be life-threatening or to cause major damage to the home and property such as major flooding, overflowing hot water systems, storm damage and danger from electricity are good examples.

When an investor appoints an agent to manage their investment property they instruct them on the way they want their property maintained. The more handy investor might say: "I'll fix general maintenance myself". Most, however, give us the authority to spend a certain sum of money on their behalf without their approval, but the majority of work will require approval from the property investor.

Repair Request

Your co-operation would be appreciated in reporting any repairs or other necessary maintenance, which may require attention. By informing the agent promptly we are able to help you. A form has been provided in this kit.

Please contact our office directly, on 1800 452 052. You may also request repairs by email - your repair request will come directly to your property manager who will attend to the repair as soon as possible.

Our tradespeople will always contact you directly to arrange a convenient day & time. Please do not arrange maintenance yourself.

Electric Hot Water Systems

If your property has an electric or gas storage hot water system and the system leaks or bursts, there is an inlet tap attached to the hot water system which will turn off the water supply.

Tap Washers & Leaking Pipes

The same as above applies if a washer on any hot tap goes, causing it to continually run. The tap connected to the hot water system can be turned off to avoid further wastage. In respect of cold water, in most cases, there is a control tap within the premises, which can turn off all water to the property until repaired.

Where Is The Trades-Person?

The agent will have preferred trades people that have been selected carefully and fully understand the agents code of practice. Trades people are instructed to ring you and to keep you fully informed of the work to be done.

Each tradesperson is self-employed and usually busy. They will always do their best to get your approved maintenance done as quickly and conveniently as possible. They will appreciate your understanding and co-operation.

Please make sure that the agents have all your phone numbers. Because they work all day, one of their difficulties is not being able to contact tenants at a convenient time – for either party.

Connection of Services

Electricity	Energy Australia	131 535
Telephone	Telstra	132 200
	Optus	1300 301 937

It is a tenant's responsibility to arrange connection of the above services to their premises. There may be other known service providers also not listed.

Final Inspection & Vacating Tenants

We have enclosed a standard Final Inspection Checklist to help you prepare for a Final Inspection.

Vacating Tenants

Written notice must be given and is only applicable from the date we receive it in our office. We strongly advise that you contact us to confirm that your notice has been received.

Rent will be charged until the day the keys are returned.

It is most important that the final inspection of the property is conducted in the presence of both the tenant and the agent. Please telephone to make an appointment to carry out the same.

Vacating Exterior Check List

(Perform the following BEFORE final inspection)

1. Lawns to be mown and edges trimmed
2. Flower beds and paved area to be weeded
3. Remove all rubbish from the garden
4. Driveways, garage, path ways and all concrete areas to be free from oil and grease stains
5. Cobwebs and dust removed from windows, rafters, & verandahs
6. Windows to be cleaned thoroughly
7. Pools to be cleaned and chlorine level maintained

Vacating Interior Check List

1. Exhaust fans and filters to be removed and cleaned
2. Air vents to be dusted
3. Venetian blinds to be cleaned of dust
4. Windows & window cills, including inside tracks to be cleaned thoroughly
5. All cupboards to be cleaned inside and out
6. Marks to be removed from walls
7. All light fittings to be cleaned
8. All floors and skirtings to be cleaned
9. Carpets are to be professionally steam cleaned
10. Drapes are to be washed &/or dry cleaned according to the

nature of the fabric

11. Cobwebs to be removed
12. Particular attention should be paid to the bathrooms, toilets, cabinets, shower recesses to be scrubbed and grouting to be free of all soap, residue and mildew. Shower screens to be washed and streak-free
13. Furniture and upholstery to be left in a clean condition
14. All items on inventory to be accounted for
15. Clean stove, griller, drip tray (especially behind and on the sides of the stove, the surrounding floor and nearby cupboards)
16. Clean behind refrigerator and washing machine
17. Picture hooks are to be left in the walls, pending final inspection. Do not remove or paint over them. Can be removed if they are 3M adhesive hooks as they are not permanent. Be careful not to peel off paint.

An Overview

As we have said in our guidelines.....

Allowing for fair wear and tear, the property should be left in the same condition as it was found.

The final inspection and accompanying documentation play a very important part in the recovery of your Rental Bond.

Experience has shown the best way for you to be confident that things go smoothly is to ensure that the property presentation is immaculate before the final inspection takes place.

Communication

Our website is a user friendly state of the art site that meets the needs of our clients and provides information that is clear, concise and up to the minute.

We particularly considered the needs of our tenants to make life easier, and more convenient. You will find the following on our site:

- Applications On-Line
- Pay Rent On-Line
- Repair Requests On-Line
- General Information
- Open for Inspection Details
- Recommended Services
- Staff & Company Profiles
- Contact Details
- Vacating notices
- property purchase opportunities

We wish you the best
in your new home