

# Tenant's Welcome Pack

**Totally**  
REAL  
ESTATE



Dear Tenant/s,

Congratulations on securing your new home. We hope your moving process is not too stressful and you are settled as quickly and easily as possible.

At Totally Real Estate we like to ensure our tenants are well informed of what to expect from our agency during your tenancy. We also take this opportunity to explain what we expect from our tenants and outline the responsibilities that come with signing a general tenancy agreement.

The following pages contain important information regarding your tenancy and form part of your agreement. By signing the general tenancy agreement, you are also accepting terms of this document and any other conditions outlined in the agreement.

Should you have any questions or concerns now or throughout the tenancy, please do not hesitate to contact the office and one of our Property Management team members will be able to assist.

#### OFFICE DETAILS

**Agency Name:** Totally Real Estate

**Address:** 2/66 Yellowbox Drive, Craigieburn, Vic, 3064

**Postal Address:** PO Box 2041, Bundoora, Vic 3083

**Phone:** 03 9333 8423

**Email:** [info@tr.properties](mailto:info@tr.properties)

**Web:** [www.tr.properties](http://www.tr.properties)

**Office Hours** – Monday to Friday 9am – 5pm

For the fastest response, please contact your Property Manager via email. In the event you want to meet with your Property Manager, you will need to make an appointment at an agreed time.

Kind Regards,

Totally Real Estate

TOTALLY REAL ESTATE PTY LTD

ABN: 88169040233

2/66 Yellowbox Drive, Craigieburn, Vic, 3064

Phone: 9333 8423 Email: [info@tr.properties](mailto:info@tr.properties)

Website: [www.tr.properties](http://www.tr.properties)

## BEFORE MOVING IN

### Utilities

Prior to moving into the property, you will need to arrange to have all utilities connected.

- Electricity
- Gas
- Water
- Phone / Internet
- Pay TV

### INSURANCE

You are advised to arrange insurance for your contents. Your belongings are not covered under the Lessor's policies.

### CONDITION REPORT

A copy of the condition report for the property will be provided at the commencement of your tenancy. Please complete, sign and return to the office WITHIN 3 BUSINESS DAYS as required under the Residential Tenancies Act.

#### *What is an Condition Report?*

This report documents the condition of your rental property before moving in. This is the most important document to secure your bond refund.

By paying attention to detail and filling out the report properly, you can ensure the end of your tenancy will be easily managed.

The agent will provide you with a copy.

### Bond

Your Bond must be paid when leases are signed. Your Bond is held at the RTBA (Residential Tenancies Bond Authority) until you vacate.

*Please note that partial Bonds cannot be refunded. The Bond is only refunded when all parties sign the Bond Claim form after vacating. If there is a changeover in tenants during a tenancy, a Tenant Transfer form must be signed.*

### Paying Rent

Please ensure that rent is paid on time. Please see below for options on how to pay rent:

1. Electronic Funds Transfer to our bank account (property reference required)  
**BANK: Westpac**  
**BSB:033-123**  
**ACCOUNT NO: 226107**

TOTALLY REAL ESTATE PTY LTD

ABN: 88169040233

2/66 Yellowbox Drive, Craigieburn, Vic, 3064

Phone: 9333 8423 Email: info@tr.properties

Website: www.tr.properties

## DURING THE TENANCY

### GENERAL RENTING RULES

- Pay your rent on time
- Keep the property clean, tidy and undamaged
- Keep to the terms of your tenancy agreement
- Respect your neighbours' right to peace and quiet
- If you are renting a unit, please refer to the body corporate by laws for further requirements

### RENT ARREARS

We understand that sometimes there are unforeseen circumstances that result in rent not being paid on time. If your rental payments are going to be delayed, please contact our office to discuss. It is important that all of our tenants are aware of the process involved for rent arrears.

Day 2 -	TENANT: Send SMS Message – Advise 2 days in arrears LANDLORD: Place call to advise of conversation
Day 4 -	TENANT: Please call - notification of Arrears – refer “Renting a Home” booklet LANDLORD: Place call to advise of formal notification of Arrears
Day 7 -	TENANT: Send formal notification, advise 7 days in Arrears. Inform that, at 14 Days in Arrears legal action (Notice to Vacate) will be served. Inform that, at 14 Days in Arrears, the names of all those who are listed on the Tenancy Agreement will be listed in the National Tenancies Database as a black-marked tenant. LANDLORD: Place call to advise. Explain Notice to Vacate procedure How would the Landlord like to proceed?
Day 10 -	TENANT: Send reminder via SMS and Email LANDLORD: Update
Day 13 -	TENANT: Send final reminder via SMS, Email, and Phone Call. LANDLORD: Update – seek permission to service Notice to Vacate on Tenant Inform Landlord of VCAT processes to recover rent/bond, possible abandoned goods Seek instructions in regards to re-marketing/cleaning/emergency repairs
Day 14 -	TENANT: Call to advise that unless rent is paid by end of business day, legal action will be taken the following work day. Advise that tomorrow they will be added to the National Tenancies Database as a black-marked tenant. LANDLORD: Update.
Day 15 -	Issue Notice to Vacate, 246(1) – Advise to remove all items within 14 days, else locks will be changed. Issue application to VCAT for a warrant of possession and payment of rental arrears. Enter Tenants into National Tenancies Database as a black-marked tenant.
Day 30+	Once VCAT has issues warrant for possession, contact locksmith to change all locks. Under police presence have Tenants evicted and the locks changed.

## ROUTINE INSPECTIONS

A routine inspection will be done after the first 3 months of your tenancy and 6 monthly and annually going forward. We will contact you to inform you of the intended inspection time and date. You do not need to be home during Routine Inspections. If there are any matters you would like to bring to our attention at the inspection, please send us an email to [info@tr.properties](mailto:info@tr.properties) prior to your inspection date.

## GENERAL MAINTENANCE & EMERGENCY REPAIRS

Please note that all requests for maintenance must be submitted in writing. Please complete a maintenance request form (See attached) or email us at [info@tr.properties](mailto:info@tr.properties)

Phone calls regarding non-urgent maintenance issue will not be accepted.

Please provide as much information as possible as well as authorisation to access the property for the repairs to be done. You may also include photos to assist in a quicker response to the issue.

An emergency repair is considered as:

- A burst water service or a serious water service leak
- A blocked or broken toilet system
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- A failure or breakdown of any essential service or appliance provided by your landlord or agent for hot water, water, cooking, heating, or laundering
- Failure or breakdown of the gas, electricity, or water supply
- Any fault or damage in the premises that makes the premises unsafe or insecure
- An appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted
- A serious fault in a lift or staircase.

In the event of an emergency repair, Please call us on 03 9333 8423 and send us an email to [info@tr.properties](mailto:info@tr.properties) for all urgent and non-urgent maintenance.

*Please Note: Please refer to your Renting a Home Guide for what constitutes an emergency. If a trade is called to an after hours job that is found not to be an emergency, then the Tenant will be liable for the invoice.*

## KEYS

In the event you lock yourself out or lose your set of keys, if a management set is available, you can arrange to collect from our office and have copies cut (at your own expense). Identification will be required at the time of collection and keys will need to be returned the same day. If keys are not returned, the locks will be changed at your expense.

After Hours – the tenant will need to contact a locksmith at their own expense. If any locks are changed, the tenant is responsible for supplying 2 x copies of keys to the Agent.

## PARKING

All vehicles are to be parked in the designated parking areas of the property. Vehicles are not to be parked on grass, footpaths or any common areas of the body corporate.

Any damage as a result of parking (including oil stains) will be the responsibility of the tenant.

## POOLS

If a swimming pool is included as part of the rental property, the tenant is responsible for the everyday maintenance and upkeep of the pool. No pool is to be installed/erected without permission. If permission is granted, the tenant is responsible for ensuring the pool is compliant with all relevant legislation. We recommend the tenant contacts the local council or government authority for further information.

## SMOKE ALARMS

Landlords/agents or owners are responsible for fitting smoke alarms in rented properties.

Tenants and residents should:

- Not deactivate a smoke alarm or interfere with its operation in any way
- Notify the landlord/agent or owner if a smoke alarm is faulty or not in working order.

## MOULD

This is entirely dependent on when and how the mould developed. For example, if the mould developed due to a tenant's negligence, it may become your responsibility to remove the mould. However, it is the responsibility of the tenant to notify the agency or property manager as soon as they discover the mould.

## AT THE END OF A TENANCY

### VACATING THE PROPERTY

At the end of a fixed term tenancy, one of two things will occur:

- You will be offered a lease renewal for a new fixed term tenancy
- You will be issued with a notice to leave at the end of the lease

Please note the Residential Tenancy Law requires you to give at least 28 day's notice in writing to your agent / landlord advising of your intention to vacate. The expiry of your 28 days' notice must not expire before your fixed term lease agreement ends.

If you are still in a fixed term lease agreement, and you intend to vacate, please contact Totally Real Estate immediately on 03 9333 8423 for an explanation of Break Lease procedures, or refer to your lease. You will still be required to complete an intention to vacate form. (See attached form)

### BOND REFUND

The following list will help you to get your bond refunded in the shortest possible time:

- Ensure all rent is paid up to and including date of vacate
- Ensure all keys are returned to our office
- Ensure the property is cleaned and returned to the same condition as it was before you moved in (refer to condition report)
- Ensure the carpets have been professionally cleaned
- Complete all details on the Refund of Bond form including bank details and forwarding address

Consumer Affairs – [www.consumer.vic.gov.au/renting](http://www.consumer.vic.gov.au/renting)

This website should be able to answer any questions you have in relation to renting a property.

## CLEANING CHECKLIST

This checklist may assist to maximise your bond refund. To assist when cleaning it may be helpful to refer to a general definition of a 'clean'. We generally consider an area to be 'clean' if its appearance cannot be further enhanced by the application of a cleaning product.

### General

- Remove all cobwebs and insect marks and nests.
- Vacuum and clean all sliding doors and window tracks.
- Clean in wardrobes, shelves drawers and mirrored doors. Remove scuff marks.
- Sweep and/or mop all non- carpeted floors, removing any marks.
- Clean curtains and blinds. Refer to Agent for method advice.
- Carpets are to be left in the same condition as marked on the original Residential Condition Report allowing for fair wear and tear. If required, carpets are to be professionally cleaned.
- Clean skirting boards, windows including frames, sills and tracks, above cupboards, picture rails, architraves and both sides of all doors, all other fittings and insect/security screens etc.
- Carpets are to be professionally cleaned and fumigated for fleas – by registered Pest Controllers, if pets were kept at Property. Supply paid invoice copy which specifies service details.
- Clean light fittings – gently remove light fittings, clean and replace.
- Clean marks off walls, ceilings and light switches.

### Bathroom

- Clean exhaust fan covers and light fittings.
- Clean all walls, floors, mirrors, windows and window tracks.
- Shower curtain washed with bleach or replace if applicable.
- Clean inside and outside all cupboards and drawers.
- Clean water outlet in shower and bath of hair and soap build up.
- Clean toilet, bath, shower recess, remove built up soap residue on tiles and shower screens, clean sink and all tap ware, towel rails.

### Kitchen

- Range hood exhaust and filter – filter can be removed and cleaned.
- Clean inside and outside of all cupboards and doors.
- Clean sink, especially drain holes, drainers and tap ware.
- Clean inside, outside and around stove.
- Clean inside, outside and behind refrigerator and dishwasher filters and microwave space.
- Clean inside and outside of oven, griller, doors, trays, racks, glass.

### Air Conditioners

- Clean all air conditioner units and filters.

TOTALLY REAL ESTATE PTY LTD

ABN: 88169040233

2/66 Yellowbox Drive, Craigieburn, Vic, 3064

Phone: 9333 8423 Email: info@tr.properties

Website: www.tr.properties



## Laundry

- Clean inside, outside and around laundry tub, cabinets.
- Clean behind, inside and around washing machine space. Clean equipment and filters if applicable.
- Clean inside, outside and behind dryer. Remove lint.

## Garden and lawns, pool

- Return pool to condition as per condition report at start of the Tenancy and supply Pool Test report to Agent – Report to be completed at the end of the Tenancy date.
- Mow Lawn, trim all edges, weed gardens, general garden tidy. Remove all rubbish.

## Veranda, decks, outdoor areas

- Remove all cobwebs etc.
- Sweep and mop, clean railings, glass and light fittings.

## Garage, carport, driveway

- Close and lock garage door gates, if applicable
- Sweep out and remove any oil residue from concrete, pavers, paths, driveways.
- Empty council bins and place bins out on footpath for next collection.

## Top 10 Tenant mistakes when vacating:

### 1.Windows and Tracks

Many Tenants forget about cleaning windows and tracks. Please ensure these are clean inside and out and that any mould, dust or cobwebs are removed from the window frames. The easiest way to clean the tracks is using a screwdriver with a damp cloth over the end and running this up and down the window and door tracks until clean. Don't forget to vacuum any dead bugs out first.

### 2.Gardens and Lawns

Upon vacating all gardens areas must be left free from weeds, rubbish, dog bones and toys etc. All lawn areas must be freshly mown and be free from grass clippings and rubbish. Any holes from dogs or car tyres must be filled and grass seeds planted.

### 3.Keys and Remotes

With the challenge of moving, many Tenants forget to compare the keys they intend on returning against the original photocopy from when the tenancy first commenced. All keys on this photocopy must be returned prior to 4pm on the tenancy end date.

### 4.Painting and Repairs

We strongly recommend you employ a professional tradesman for any painting and or repairs that are required when you vacate the property. In the past, when tenants have attempted repairs or painting 'themselves', without the proper tools and knowledge, it has ended up costing tenants more when the landlord has requested to bring the work up to standard.

### 5.Carpet Cleaning

Tenants in the past have hired a carpet cleaning machine from a supermarket and attended to do the steam cleaning themselves; however, as your tenancy agreement stipulates that the carpets be professionally cleaned upon vacating, the landlord will request that you have the carpets cleaned professionally. Don't forget that we need a copy of the receipt when you return the keys.

### 6.TV Power Supply

This power supply is often inadvertently packed by well – meaning friends and family members assisting your move. If your property had a power supply fitted when you entered into the tenancy, please ensure this remains behind when you vacate.

### 7.Flea Treatment

If you have had pets at the property (even if they don't have fleas) your lease stipulates that the property must be professionally treated for fleas both inside and outside upon vacating. Don't forget that we will need a copy of this receipt as well.

## 8. Utilities

Don't forget to schedule the disconnection of your utilities, in particular the electricity until after we have completed your final inspection. This will prevent you from having to reconnect the power if cleaning and or repairs are required.

## 9. Final Walk-through

Often there have been many family members and friends assisting with you move and we often see whole cupboards, drawers, shelves, sheds etc being missed. Just prior to returning the keys, complete a final walk through checking all cupboards, drawers, sheds and even under the house to make sure nothing has been missed and no personal items have been left behind.

## 10. Final Rent Payment

Don't forget to finalise your last rent payment prior to handing back the keys as this cannot be paid from your bond. If you are not sure of the amount owing, please contact our office.

## Useful Cleaning Products

The Chux Magic Eraser range are useful for removing scuffs from walls and to clean shower screens.

- Place 1 cup of cloudy Ammonia in a heavy duty garbage bag with the oven racks and knot the top, leave overnight and rinse clean.
- Sugar soap and hot water is great for washing walls.
- Spray easy off Bam oven cleaner in the oven, leave overnight and wipe clean next day.
- Domestos will remove stubborn stains on basin, showers and toilet bowls.



## Intention to Vacate Form

This form can be used as notification to Totally Real Estate that you intend to vacate the premises. Please note that once a lease has been signed it is a legally binding contract that you need to fulfil until the end date of the lease. However you can vacate the premises earlier by having another tenant(s) take over the lease if agreed to by the lease or until the end date of your lease whichever is the earlier.

**Please note:** That breaking a lease will normally incur fees which will need to be discussed with the Agent.

Date: \_\_\_\_\_

Vacate Date: \_\_\_\_\_

Tenant(s) Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Forwarding Address: \_\_\_\_\_

Contact Numbers: \_\_\_\_\_

Is this a lease break or end of my lease: \_\_\_\_\_

I/We as Tenant(s) of the above mentioned property hereby give minimum of 28 days notice of my/our intention to vacate the premises as per the vacate date above.

I/We as Tenant(s) that the Residential Tenancies Act 1997 advises that a Tenant must not use the bond as rent at the end of a Tenancy and that the property will be returned in a similar condition to that of the condition report provided to me/us at the start of our lease.

Tenant Name: \_\_\_\_\_ Tenant Name: \_\_\_\_\_

Tenant Signature \_\_\_\_\_ Tenant Signature: \_\_\_\_\_

Tenant Name: \_\_\_\_\_ Tenant Name: \_\_\_\_\_

Tenant Signature: \_\_\_\_\_ Tenant Signature: \_\_\_\_\_

## Maintenance Request Form

Tenant's name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Tenant Home Number: \_\_\_\_\_

Tenant Mobile Number: \_\_\_\_\_

Tenant Email Address: \_\_\_\_\_

**Maintenance Details** – Repairs Required (please provide as much information as possible and photos if available)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Access for Tradesperson:**

- Use Agency's keys
- Call to arrange access

Tenant(s) Signature: \_\_\_\_\_

Date: \_\_\_\_\_