YOUR PROPERTY MANAGER IS: ELBA SALEH

PH: 0413 074 966

EMAIL: elba@unityrealestate.com.au

UNITY REAL ESTATE

Tenants Guide to Renting



UNITY REAL ESTATE

PO BOX 171 KILKENNY SA 5009



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OFFICE HOURS

Office is open Monday to Thursday -9am to 4.30pm

MAILING ADDRESS

PO BOX 171

KILKENNY SA 5009

CONTACT NUMBERS

PHONE: 0413 074 966

EMAIL AND WEBSITE

EMAIL: elba@unityrealestate.com.au



ACCOUNT NAME: Sassine Real Estate

BSB NUMBER: 035-050

ACCOUNT NUMBER 254 586

REFERENCE:

NB: If you do not put a reference code we will not know who made the payment.



Please direct all your enquires, questions and maintenance issues to Elba Saleh.

Leave a message on Elba's voice mail if there is no answer and your call will be responded to at the first opportunity.

Be sure to arrange an appointment with Elba should you wish to discuss any issues.

INFORMATION BOOKLET

At the commencement of your tenancy agreement you will also receive an information booklet that is supplied by CBS Consumer Business Services.

This booklet can be obtained from the website www.cbs.sa.gov.au/

INSURANCE

The tenant (s) is responsible to arrange contents insurance for their personal belongings. The landlord will not be responsible for any damage or loss of the tenants personal belongings.

UPDATED CONTACT DETAILS

When you first move into the property & during your tenancy, it is your responsibility to provide your Property Manager within 14 days, with all your current contact details and any emergency numbers

WATER PAYMENTS

You are responsible for payment of water & supply usage as specified in your lease agreement. Payment is to be made direct to Sassine Real Estate using your reference code and the word "water" next to it.



When you first move into the property, it is your responsibility to get your services connected.

Please make sure if you have any problems when connecting you contact your service provider.

The following are some of the services contact numbers to assist you with your connection

• AGL: 131245 • ORIGIN: 132461 • TELSTRA: 132200

You will also need to inform Elba Sassine of your current contact numbers or any changed number and any other services of our change of address (eg. Insurance company, Registration Office, Centre link)



Your bond is receipt here but kept at the CBS. At the end of your tenancy your bond will be refunded provided, the Final Inspection is satisfactory, all outstanding cost is paid eg, water etc and all rent is paid up to & including the vacating date.



INGOING INSPECTIONS

You will receive 2 copies of the Ingoing Inspection Report at the commencement of your lease. These will need to be checked against the property as a condition report and a signed copy returned within 14 days.

If it is not returned it is assumed that you have agreed with the Agents report.

PERIODIC INPSECTIONS

Periodic inspections are conducted every four (4) months. You will be given at least seven (7) to fourteen (14) days written notice to ensure the property is ready for inspections on that day and specified time.

You do not have to be present for the inspection, as we will use our security keys for access. Please ensure if you have any issues or maintenance you would like to address please complete this on the letter provided or add an additional paper and leave it there for the inspection officer to collect.

Please note that these dates CANNOT be changed as all inspections are geographically zoned.



FINALY INSPECTION

An agreed time and date must be arranged with the Property Manager for the final to be completed.

At the final inspection all keys must be handed back to the Property Manger and the property left in a clean and responsible condition as provided to you at the commencement of the tenancy using the ingoing inspection as a reference.

All rubbish is be removed and all wheelie bins must be emptied. If you are not provided with a wheelie bin at the commencement of your lease you can obtain one from the local council and take it with at the end of your tenancy.

KEYS

In the event of the Agent having to open the premises through the tenant's loss/misplacement of keys, the following fees will apply:

\$55.00 during office hours

\$77.00 after hours

If the agent is unavailable it is the tenants responsibility to organise & pay a locksmith to attend.



All repairs and maintenances are to be reported to your Property Manager in <u>WRITING</u> to the Property Manager as soon as possible. Tradespersons will be given the tenants contact details to organise a mutually agreeable time between office hours for the repairs to be carried out.

EMERGENCY REPAIRS

For any after hours emergency, such as a burst water pipe or electrical faults please phone your Property Manager.

Please refer to the list below of examples of emergencies

- Burst hot water service or pipes—Turn water off at mains to avoid damage/waste
- Blocked or broke toilet system
- Roof leak
- Gas leak
- Electrical fault—unplug any suspect appliances and check fuse box
- Flooding or serious flood damage
- Storm or fire damage
- Failure or break down of any essential service or appliance provided by the landlord (eg gas, electricity or water supply
- Any fault or damage that makes the premises unsafe or unsecured
- Fault to stairs, safety fences, balconies etc.

PLEASE CONTACT YOUR PROPETY MANAGER ASAP



GARDEN & LAWN CARE

The tenant is to maintain the garden and lawn areas as agreed in your lease. This includes watering, mowing, weeding and edging. Permission must be sought in writing to add/remove any shrubs, plants or trees. Extensive & specialised pruning is the landlord's responsibility.

GUTTER CLEANING

Please make sure you monitor the gutters surrounding the property, any creepers or tress that require pruning that over hang.

Should any maintenance be required such as pruning, cleaning, leaks please contact the Property Manager.

CARPET CLEANING

At the commencement of your lease all carpets are professionally cleaned. As stated in the Residential Tenancies Act, the property is to be handed back in the same condition as presented at the commencement of the lease.

This also involves cleaning the carpet during your tenancy to maintain the standard of the carpet at the commencement of the lease.

OIL & GREASE STAINS

You are responsible to ensure all driveways, carports and garages and all other concrete/paved area must be free of oil & grease stains (subject to the condition at commencement of the tenancy and as recorded on the ingoing inspection).

A drip tray can be used to avoid any damage caused.



LEASE BREAKAGE

If you wish to break your lease during your tenancy your must notify your Property Manager in writing with the vacating date.

As per the Residential Tenancy Act you will be responsible for the following costs

- Rent payment up until a tenant is found
- Portion of the re letting fee & advertising

END OF YOUR LEASE

If you are not wanting to renew your lease at the end of your tenancy or during you PERODIC LEASE, please provide your Property Manager in WRITING giving them 21 days notice.

Notice will commence on the day the notice is received by the agent.

Under the Residential Act the agent is allowed to gain access to the property to show prospective tenants within the last 28 days of your tenancy.

Please ensure you re direct all your mail to your new address as we hold no responsibility for any mail to be forwarded to your new address

SUBLETTING

During your tenancy an agreement cannot be sublet or assigned unless written consent is first obtained from the land-lord/Agent.

Should it be approved for an additional tenant to be added to the lease an assignment fee of \$110 is payable to the Agent by the tenant.



If you are allowed to have a pet within your agreement please be aware any damage caused by your pet you will be your responsibility.

Please ensure you keep the property clean at all times and remove any dog fesses.

In the event you have a pet and are NOT PERMITTED you will be in breach of your agreement. You must get permission from your landlord.



Please be mindful that parking on any part of the garden or lawn area is NOT PERMITTED.

If you are residing in a strata or community title property please abide by the regulations & restrictions.

Please be mindful of visitors & noise as you have neighbours.



Please consider the following;

NO SMOKING:

NO smoking is PERMITTED inside the property. Cigarette butts are to be disposed of correctly and not to be left in the garden beds etc.

FIXTURE & FITTINGS:

You must get permission from the landlord for any additional nails, hooks, blutac & stickers to be used. This must be requested in writing to your landlord/Agent.

You must insure you use cutting boards when cutting to avoid any damage to bench tops etc.

Be careful when moving furniture in out of the property.

FOXTEL & ADDITIONAL INTERNET CONNECTION:

You must get approval from the landlord/Agent if you would like to install Foxtel or an additional internet connection.

If you are living in a strata group approval will need to be giving by the strata company.

PURA TAP:

If you wish to install a pura tap you must request this in writing to the landlord for their approval.

CLEANING

Please ensure you keep the property clean and tidy during your tenancy. Ensure all mould is removed from bathroom and any rubbish outside on a regularly bases to avoid any cost to you.



RENT ARREARS:

Your RENT must be paid on or before the due date and MUST remain in advance at all times.

There is "ZERO TOLERANCE" for rent to be late and fall into arrears.

If you are going to be late with your rent please contact your Property Manager ASAP to inform them of this to discuss.

If you are late all necessary actions will be taken to ensure payments are paid up to date.

Please be aware that you will be <u>BLACK LISTED</u> should you fail to pay your rent on time and obeyed by your residential agreement. This can be done during your tenancy and after.

CHEQUES:

NO personal cheques are accepted only BANK CHEQUES, MONEY ORDERS OR EFT TRANSFERS.

If there is any bank fees that have incurred from tenants that have not funds these charges will be charged to the tenant for payment to the Agent.

RENT INCREASE

Under the Residential Tenancies Act Section 55 (2)the landlord reserves the right to increase the rent every 6 months (giving the required 60 days notice).



CLEANERS & MAINTENANCE REPAIRS, PAINTERS

Please call Unity Real Estate for recommendations on carpet cleaning, cleaners, Painters and maintenance people



It is **IMPORTANT** that you do not breach your lease agreement during your tenancy or after. This is a **NATIONAL DATA** base that will retain your information for **7 years.** This will record any outstanding money owing and actions you may have caused during your tenancy. This will jeopardise your rental history as agents refer to this database before accepting applications.



What to do in a n EMERGENCEY (gas, electricity, water)...

If you have any problems in your home which involves gas, electricity or water you should know where all shut off valves to the above services are located in the case of an emergency when they must be disconnected.

Water—The water supply may need to be turned off in circumstances such as water overflowing from your hot water service or tap which has a broken washer and water cannot be stopped locally from pouring out.

Electricity— The electricity meter is usually next to the fuse box. If a fuse blows and your power stops, this means that something (usually an appliance) is causing the fuse to overload. Unplug all electrical appliances from their sockets and then plug them in one by one. By doing this you can usually find the broken appliances. If you need to switch the electricity off at the mains, you will find the switch next to the fuse box.

Gas— If you need to turn off the gas supply, you will find the control valve next to the gas meter, Always make sure you have turned it off completely. When you turn it back on, make sure you turn the control valve fully on and relight the pilot lights on all appliances.

If you have a FUSE BLOWN:

- 1) Unplug all appliances around the area which you were using power.
- 2) go the fuse or meter box, TURN, off main switches (if more than one). If there are porcelain fuses (after you have turned off the mains) pull out one at a time. Check the wire by pulling it. If wire is not visible, the fuse has burned, After replacing the fuse with the correct wire rating, (16AMP for power points, 10AMP for lights, 32AMP for stoves) TURN mains on, go into the house and plug on appliances in at a time. TURN on and test. If working, continue to the next appliance and so on. If you find that your appliances are working (no fault0 then you should contact your Property Manager.

If your SAFETY SWITCH has tripped and you cannot turn off;

- 1) YOU MUST UNPLUG all appliances from the power points in your home.
- 2) TURN OFF YOUR SAFETY SWITCH
- 3) Go back inside and plug in one appliance at a time and test. Once you have found your faulty appliances, do not continue to use. You must test each appliance for at least one minute.

IF YOU NOT TEST THESE TASKS & AN ELECTRICIAN IS SENT OUT WHO DISCOVERS THAT ONE OF YOUR APPLIANCES IS FAULTY YOU MAY BE LIABLE TO BEAR COSTS



Mains pressure Hot water

service

Pull pressure valves & release every month so that they are clean &

operational

Gas Hot Water Service

Before reporting a problem, check if pilot light is on. If not, follow

instruction on the unit (if available). If ever in doubt report prob-

lem

Hot & Cold Taps

They must be turned ON fully once a month so salts can be

cleaned out to prevent taps seizing

Drains

No fats or oils to be poured down drains.

Evaporative air conditioners need to be drained and cleaned

every session (the landlord will do).

Air conditioner

Reverse Cycle: Clean filters once a month with dishwashing detergent rinse thoroughly and let them dry before replacing. This allows a free airflow, reducing stress on the fan. It also keeps the coils clean, so heat can dissipate easily, leading to lower operating

costs.

Gas Heaters

Dust should be removed from the bottom vent under the burner to ensure that unit is function efficiently

Smoke Alarms

Some smoke alarms are connected to the electricity supply. They will have a batter in case the electricity supply is cut off. Other smoke alarms will be batter-operated. You must replace any smoke alarm battery annually. Check batteries every month by pushing the test button the smoke alarm for one minute. Do not try to pull off cover from smoke alarm as the bracket is very fragile and may break. Batteries must not be left out of the alarm at any

time

Exhaust Fan

1. Leave fan ON in the bathroom for 5 to 10 minutes after showering to allow steam to escape

2. Clean covers regularly

Lighting a Gas Stove

Light up match first, put match in position & then turn gas on. If this fails, wait 30 seconds for gas to escape and try again

Fuse box (electrical supply)

You should not place anything in front of you fuse box or meter box as this will cause obstruction

Overloading power points

If the power fuse is overloaded, check if you have too many appliance running off the same circuit. If so, change the position of your appliances to another outlet



Safety Switches They must be tripped off from the small button next to the switch

to check if they work efficiently

Dishwasher Rinse large particles of food off before placing in dishwasher. Food

gets stuck in the jets.

Other Appliances OVEN NOT WORKING-Check if your auto mode is on, check &

reset to manual mode. If unsure, check with Property Manager

first

Security Alarm This is your responsibility to attend to

Binds Holland blinds should be operated with little force and slow

motions, ensure that all brackets engage when releasing

Open fires/pot bell It is highly recommended that you have a fire screen to prevent any

damage to any floor covering and obviously for safety reasons

MEDIATLEY

Letter box Keep clear of unwanted mail

Garage Doors Do not place anything in front of garage doors as this could cause

an obstruction

Garden Sprinklers Keep areas where sprinklers have been installed free & clean to

ensure that they can operate correctly

Pool Must be cleaned & maintenance weekly

Outdoor Spa Must be cleaned & maintained weekly

Windows Wait until a cloudy day to wash your window. When the sun is out

it will dry too fast & leave your windows streaky.

Lawns If you cut your lawn too short it can die off and turn brown For the

best results, you should cut it so that it is about 7.5cm high. In the

PLEASE NOTE: IF AT ANY TIME DURING YOUR TENANCY YOU EXPERIENCE NO POWER OR WATER PLEASE CHECK WITH YOUR SUPPLIERS THAT THERE IS NO WORK BEEN DONE IN YOUR AREA & IF NOT THAN FOLLOWING THE HANDY TIPS