

sanders.

Your guide to a stress-free and enjoyable tenancy



Tenant Guide

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Welcome to your tenancy with Sanders Property Agents

At Sanders Property Agents, we are mindful of your needs and always strive to provide the best possible service.

This guide aims to encourage and develop an ongoing professional relationship by clarifying our position from the outset and preventing any potential difficulties arising from simple misunderstandings.

As you are entering into a Residential Tenancy Agreement, we would appreciate it if you could take a few minutes to read the following pages.

If you have any questions, please get in touch with one of our property managers for further clarification.

On behalf of our entire team, I would like to welcome you. We trust that you will find your time with our company enjoyable and fulfilling.

Kind Regards,

Peter Geraghty

Director

Guidelines for a stress-free tenancy

Our tenants are clients who are very important to our business. They have the right to expect a quality service, deserve courteous and attentive treatment, and can provide necessary feedback on our service to help us improve and better serve their needs.

Our Job description

We act as an agent for our property investors, aiming to minimise unnecessary expenses and maximise capital gains. That means that to the best of your ability, we ask that you treat the property you are renting as if it were your own.

Tenancy agreement at the time of signing

The Residential Tenancy Agreement and New Tenant checklist outline the landlord and tenant rights and obligations during a tenancy. We recommend reading these documents and safely storing them for future reference if required. If you are renting a house, you should note the clauses relating to the maintenance of gardens, lawns and edges.



Guidelines

01.

In accordance with our customer-first philosophy, we will do our best to respect your dignity and privacy at all times.

02.

Allowing for fair wear and tear, please ensure the property is left in the same condition as when you moved in.

03.

Please maintain the property internally and externally according to the landlord's instructions.

04.

Property investors have mortgages to pay and fixed overheads and often rely on rent to make these payments. Please ensure that you pay your rent on time. It is what you have agreed to do. If you do not pay your rent on time and fall into arrears, your lease may be terminated.

05.

Please read your initial ingoing inspection report closely. If you disagree with the assessment of the property's condition, it is best to voice this at the beginning of your tenancy.

06.

We act on our investors' instructions. Part of our job is maintaining the property, and as a tenant, you have agreed to do the same.

07.

We will inspect the property throughout your tenancy and will always give you the required notice.

08.

Our investors are kept informed of our routine inspections and the state of their property through our reporting system, which will involve photographs. We may invite them to attend these inspections personally if needed.

Paying rent & bond, reports, on-going inspections

Paying rent

All rent collected is transferred to our owners on the last business day of each month. To avoid collection problems, we require you to pay your rent by Direct Debit. Please ensure you have completed a direct debit form, providing your bank account details to allow for the direct collection of rent from your nominated account to our trust account on the day the rent is due through Westpac PayWay.

Frequency of rental payments

All rent payments must be paid in advance. Please be aware that it is your responsibility to pay rent on time. If your rent falls in arrears, our office will notify you and serve you with a written Notice of Termination.

Bond

Your bond must be paid to Rental Bonds Online, which is controlled by Fair Trading NSW. Rental Bonds Online is a service that helps tenants, agents & private landlords lodge, manage, and refund bond monies easily and securely.

The service lets you securely pay your bond directly to NSW Fair Trading with a credit card or BPAY. You can check your bond lodgment or refund status and progress at any time through your Rental Bonds Online account. You will receive email and SMS notifications relating to your bond.

The bond is paid in your name but 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.

Property condition report

You have received copies of the initial in-going inspection report. We advise that you check them immediately. If there are any discrepancies, please get in touch with our office as soon as possible.

A signed copy of the inspection report must be returned to our office within seven (7) days. The second copy is for your records. If we do not receive your 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 supplied to you.

Routine inspections

You will always be advised by email, text, or phone about a routine inspection. The first inspection will occur approximately three (3) months after you move in, then conducted every 3 or 6 months, depending on landlords instructions. These will be ongoing during your tenancy. If you cannot attend, we will use the master key set to gain access, per your tenancy agreement.

Connecting services, contents insurance

Telephone & Internet

Landlords do not have to provide telephone or internet connections for your tenancy. Tenants should contact a service provider as early as possible, as services may take time to connect.

If a telephone or internet line is not connected, the tenant must get the landlord's written permission before installing the line.

It is your responsibility to leave any telephone service installed in the premises at the commencement of your tenancy period in the same manner of connection or operation (i.e., if the telephone is connected when you move in, it must still be connected when you vacate).

If the NBN network is connected, the NBN Box **must** stay at the property when you vacate.

Connection of services

The tenant is responsible for connecting electricity, phone, internet, Pay TV and gas. The simplest method is to use a connection service that can connect all the services you require:

Below are some examples of companies that offer connection to services:

www.myConnect.com.au

www.connectnow.com.au

www.directconnect.com.au

www.movemein.com.au

Alternatively, you can do it yourself individually with various service providers, such as Energy Australia, Telstra, Foxtel, Optus, etc.

Contents Insurance

The property owner insures the structural building but not your possessions or damage caused by the tenant.

We cannot stress strongly enough that you take out renters Insurance for your belongings and also, in case of damage that is found to have been caused by the tenant.



Picture hooks, gardens, pools & spas (portable included)

Picture hooks & wall stickers

No hooks, push pins or stickers/decals are permitted on walls without the property owner's consent, and no Blu Tack or adhesive tapes are to be used.

We understand that you may require some items to be hung and ask that you first seek approval. We recommend 3M adhesive hooks, which can be carefully removed without damaging walls.

Please note that if damage is caused, it will require repair at the tenant's cost.

Gardens & lawns

It is a condition of your tenancy that lawns and gardens are watered and maintained regularly. Please keep on top of the weeding as it might create extra work and possible costs when you vacate. The property has been photographed at the beginning of your tenancy. Therefore, you are urged to maintain the standard so that a similar condition is apparent at the end of your tenancy.

Pools & spas

If your rental property has a swimming pool or spa, you are responsible for its complete maintenance and cleaning, as well as the purchase of any required chemicals. Filters must run four (4) to six (6) hours daily. At the termination of a tenancy, all pool/spa equipment must be left in a clean and working condition.

Portable pools

If you are thinking of buying a blow-up or portable pool, you must obtain the landlord's permission to install it on the property before you do.

Under government requirements, any portable pool filled to a depth of 300mm or more must adhere to the same laws as any other swimming pool. Please refer to www.fairtrading.nsw.gov.au for more information.



Change of contact details, pets, property sales

Change of contact details

You must notify our office if you change employment or your contact details change including your business hours contact number, mobile number or email address.

Pets

Pets are permitted only when the owner grants full permission and approval. To gain this approval, a pet application form must be completed.

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

Typical areas of concern are:

01. Broken fly screen doors
02. Scratched doors, floorboards, skirting boards and architraves
03. Garden and lawn damage
04. Fleas
05. Dog and cat smells (urine) inside the property

If you were approved to have a pet at the property, you are liable to rectify any damage your pet has caused before the end of your tenancy. If the owner has agreed to let you have a pet, please ensure it is cared for and kept outside, unless approved to be inside. When it's time to move out at the end of the your lease, you will be required to arrange for professional cleaning and a flea treatment for the floor coverings.

Property for sale

You will be notified if the owner decides to sell the property you are renting during your tenancy. 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 (2) set inspections per week for one (1) hour at a time on said days over the selling period. The salesperson will always attend the open for inspections, and buyers must provide their names and contact details. They will ensure that any inconvenience is kept to a minimum. The salesperson may also be required to use photographs that depict your belongings during the sale process.



Subletting, smoke alarms, smoking & vaping

Subletting

Only those named on the lease may reside at the property. If you wish to have someone move in, please advise your property manager, who will explain the process.

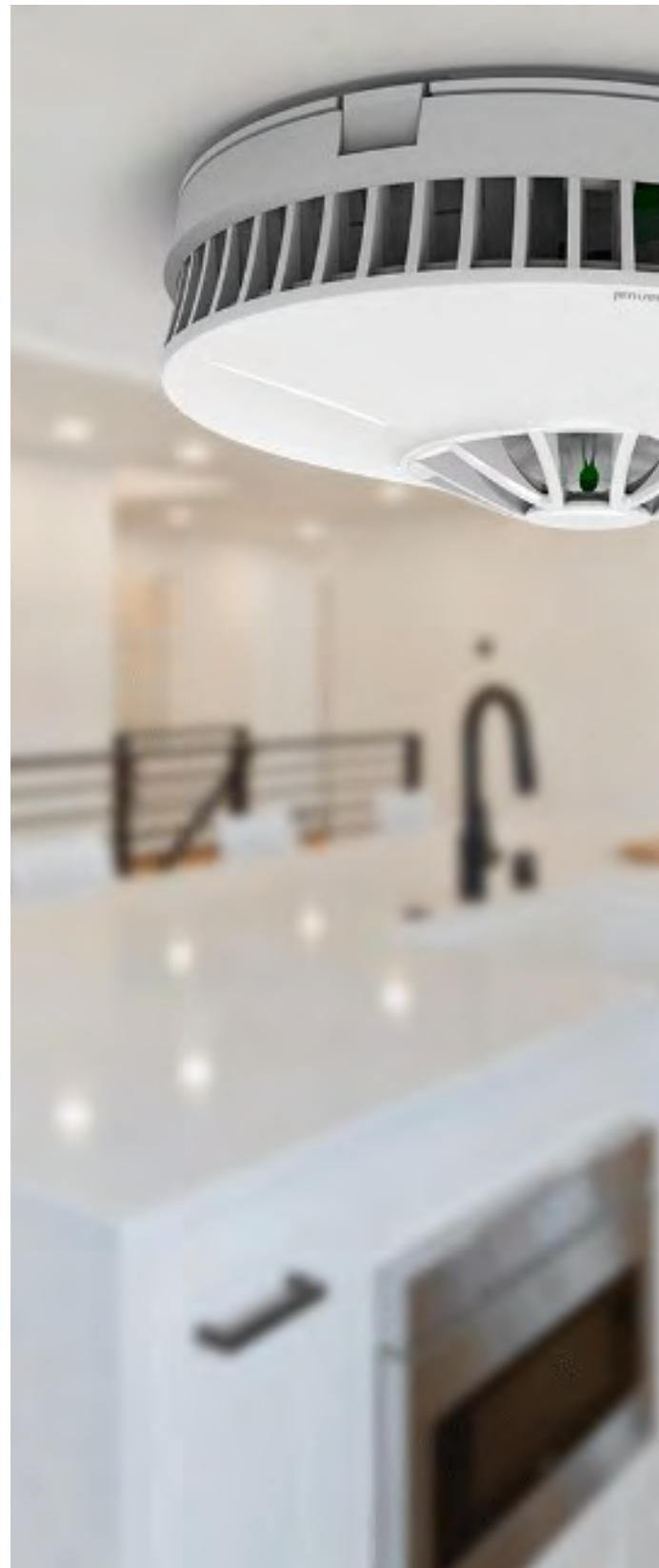
Smoke alarms

Under the Residential Tenancies Act:

- 01.** Landlords are responsible for installing smoke alarms in rented premises.
- 02.** Landlords can access the rented premises to fit or maintain smoke alarms after giving the tenant at least 2 days' notice.
- 03.** Neither the landlord nor the tenant are, except with reasonable excuse, permitted to remove or interfere with the operation of smoke alarms fitted in a rented premises.
- 04.** After the tenancy begins, the tenant is responsible for replacing the battery if required.

Smoking & vaping

Smoking or vaping is not permitted inside the property under any circumstances. If you rent a unit, villa, or townhouse in a strata complex, smoking is also prohibited on balconies, courtyards, or common areas. Please refer to your property manager for further information if you are a smoker moving into a rental property.



Repairs & renovation requests

Repairs

An essential part of property management is repairs and maintenance. To avoid any misunderstandings, it is important that we explain the maintenance procedure to you.

Repairs & Maintenance falls under two (2) main categories:

1. General repairs & maintenance

We appreciate your cooperation in reporting any repairs or other necessary maintenance that may require attention. Our tradespeople will always contact you directly to arrange a convenient day and time to undertake the necessary work. Please do not arrange maintenance yourself.

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

To request a repair, go to www.sanders.com.au, select the 'Renting' tab, then select 'Maintenance request' and complete the required repair details.

2. Emergency repairs

Fortunately, these are rare, but they are easily identifiable. They can potentially be life-threatening or cause major damage to the property, such as major flooding, overflowing hot water systems, storm damage, and danger from electricity.

In an emergency repair situation, please call us on 9528 9299.

Where is the tradesperson?

We have preferred tradespeople who have been carefully selected and fully understand our code of practice.

Tradespeople are instructed to ring you and keep you fully informed of the work. Each tradesperson is self-employed and usually busy. They will do their best to complete your approved maintenance as quickly and conveniently as possible. They appreciate your understanding and cooperation. Please ensure your property manager has all your contact numbers so the tradesperson can contact you to organise the required work.

Renovation Requests

It is important to the property investor that you are happy. That said, it is not always possible for an investor to afford every request made by a tenant. In most cases, the investor will try to be reasonable, & often, negotiation & compromise will result in an acceptable outcome for both parties.

Electricity, water & locks

I have no power

If you have no power in the property, the first thing to do is check neighbouring houses. If neighbours are experiencing the same problems, power should be restored to your suburb in due course. You can check its status at www.ausgrid.com.au

If it appears that the outage is only affecting your property, check the fuse box, as a fuse may have tripped. This is commonly caused by a faulty appliance, such as a toaster or kettle. Troubleshoot by disconnecting all appliances and then re-plugging them in one by one to see if the fuse trips again when the appliance is used. You may find the culprit.

If the above doesn't work or isn't applicable, please call 9528 9299 and we will have an electrician investigate the problem.

Water usage

The meter is read and recorded prior to your move in. Water is calculated daily, and charged quarterly. You will be required to pay your water usage account within twenty-one (21) days. You can pay this money in the usual way you would pay your rent.

Water leaks

When you move in, it's a good idea to identify where your water meter/main water tap is located in case of an emergency requiring you to turn the main water off.

If your property has an electric or gas hot water storage system (tank) and the system leaks or bursts, there is a cold water inlet tap on the unit that will turn off the water supply in an emergency.

If a significant water leak occurs, please call us on 9528 9299, and we will send a plumber.

I don't have water

If you have no water coming out of your cold water taps, the most likely case is Sydney Water carrying out repairs in your suburb. They may be attending to repairs or doing maintenance to a broken or damaged water main which requires shutting off the water that services your property. During these times, we, as your property manager, are not notified. Please call Sydney Water on 13 20 90 (24 hours a day, 7 days a week or visit their website www.sydneywater.com.au) to find out the problem and when you can expect the water supply to return.

Changing locks

If you are renting a brand new property, most doors will be keyed alike. Locks can only be changed with the permission of your Property Manager.

If you need to change a key or lock urgently, please ensure that a copy of the new key is delivered to our office.

Help! I am locked out

We have all done this from time to time. If it happens during business hours, we usually have duplicate keys at our office. However, should it occur after hours, you are in the same situation as everyone else. You will have to call a locksmith and be liable to pay the locksmith directly for any costs involved.

Mould, blinds & curtains, bin collection & council clean ups

Mould prevention & treatment

Mould can cause a state of disrepair if not managed.

Mould should be removed as soon as it appears and eliminating it and its causes can require persistence.

The cheapest and easiest way to reduce the risk of mould is to monitor moisture and humidity levels actively.

Open a window or door to ensure the property gets adequate ventilation or, if possible, cross ventilation. This is essential on a daily basis, no matter the season.

If the tenant's handling of the mould is unsustainable, you may need to call an expert to treat the issue.

Blinds & curtains

Please do not leave cords hanging on blinds or curtains. Use safety devices to keep the cords out of the reach of children.

All furniture, including cots and beds, should be moved away from curtains or blind cords to prevent children from reaching them.

Waste bin collection

Enter the following URL into your web browser for information and waste collection day.

www.sutherlandshire.nsw.gov.au/Residents/Rubbish-and-Recycling/Residential-Bins

Council clean up

If you require rubbish removal via a council clean-up, please get in touch with your property manager to seek approval from the owner or strata manager.

Any rubbish removal via a council clean-up **must** be collected by council contractors on a booked-in date prior to your vacate date.

Any rubbish left after your vacate date, inside or outside the property boundary, is classified as illegal dumping. Any fines incurred from council and removal costs will be passed on to the tenant or taken from the bond.



What to do if you're moving out of your rental property

Vacating a property

Written notification must be given when you intend to vacate the property.

The process to follow is:

Step 1

Call your Property Manager and advise them you intend to vacate the property or email the property manager or visit our website and complete the vacate notice form

Step 2

The property manager will then acknowledge this and email you an official 'Termination Notice of Residential Tenancy Agreement', which needs to be completed and signed by all tenants named on the tenancy agreement and then returned to your property manager.

Move out

If you are moving out of a rental property, ensure that on or before the vacate date, you remove all your personal belongings (check the dishwasher for any dishes!) and clean the property from 'top to toe' to an immaculate standard. Your property manager can supply you with a cleaning checklist to assist with this. If you are time-poor, booking professional cleaners to help you may be a good idea.

On the vacate date, all council rubbish bins must be empty, and no rubbish or personal belongings may be left behind inside, outside, or on the street.

Allowing for fair wear and tear, the property should be left in the same condition as at the start of your tenancy period.

Experience has shown that the best way to be confident that things will go smoothly at the final inspection and to ensure that the bond is returned in full is to ensure that the property is immaculately presented in all aspects.

If any issues arise, such as damage, rubbish removal, or cleaning required, they may be deducted from your bond.

If no issues arise, and the owner is satisfied with the property's condition after the final inspection, the bond will be refunded.



