



realestate 88[®]

TENANT HANDBOOK

Multi Award Winning Inner City Specialist

Residential Sales • Investment Management • Project Marketing

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Our Achievements

As a multiple award-winning boutique agency, we pride ourselves on providing a premium service for our savvy and discerning clientele.

Whether it's a simple unit, a multi-level penthouse or a family home, Realestate 88 offers a fresh approach to the Perth real estate market.

We look forward to achieving great results with you.





INTRODUCING REALESTATE 88

Commencing business in 2010 Founding Directors - Jasmyn & Peter Wright saw the need to provide a quality Property Management services to Tenants seeking accommodation in the Perth CBD and immediate surrounding area.

Today as a recognised brand by many Corporate clients and Individual's - Realestate 88 are the leaders in Inner City Living. This ensures that as a Tenant you receive the highest level of customer service from our Asset Managers

At Realestate 88 we are confident that your tenancy will be a seamless and an enjoyable experience.

BENEFITS OF REALESTATE 88

- ▶ **Excellent calibre of properties to choose from**
- ▶ **Speedy application process**
- ▶ **Dedicated Leasing Manager who understands your needs**



MOVING IN

Congratulations on your new home. We want your move to be as stress free as possible, so if you have any questions or require any assistance, please speak with your Asset Manager. This section is designed to help you during the early stages of your tenancy:

PAYMENT OF BOND

- Your bond (4 x weeks rent) is required to be paid before you can collect the keys for your apartment.
- If you have an approved pet, you are also required to pay a pet bond in the amount of \$260.00
- Your bond is lodged with the government bond administrator and is held there throughout your tenancy. For more information on how bonds are managed in Western Australia, please refer to the government's 'eLodgement' fact sheet provided by your Asset Manager.

BOOK MOVE IN DATE

- Your apartment is part of a strata titled building, which often comes with rules around booking lifts etc. Please discuss your move with your Asset Manager so that we can book a date with the Strata Manager.

UTILITIES

- You are responsible for the payment of any gas, electricity and water that you use. These utilities may be charged via the strata company. Your Asset Manager will let you know how utilities are charged for each specific building and provide you with assistance should any accounts require connection in your own name.

PHONE / INTERNET CONNECTION

- There are a large variety of products on the market for phone and internet packages, so simply make contact with your preferred carrier or internet service provider.
- If you are moving into a new development. It is important to note that there is a one-off user contribution charged by the service provider of around \$300 for the first connection at any apartment. This cost is your responsibility (waived by some carriers depending on contract periods).

CHANGE YOUR ADDRESS

- So you continue to receive all your mail, it is a good idea to arrange a mail re-direction with Australia Post, you can do this by visiting:
www.austpost.com.au.
- You may also need to update your details on the electoral role, which you can do by visiting:
aec.gov.au.

PROPERTY CONDITION REPORT

- Your Property Manager will provide you with a Property Condition Report (PCR). This details the condition of the apartment at the start of your lease. The report is then used to compare the condition of the apartment when you leave and will determine whether you are responsible for any cleaning or repairs. Please take the time to review the report, sign it and return it to your Property Manager within 7 days of receiving the report.





DURING YOUR TENANCY

We want you to enjoy your new home and ensure your experience of renting a RealEstate 88 apartment is positive and enjoyable. Therefore, we have compiled some additional information that will help you throughout your tenancy:

PAYMENT OF RENT

- RealEstate 88 has a zero-tolerance policy on rent arrears and if you fall behind you risk becoming subject to legal action. Please ensure your rent is always paid in advance.
- If you are ever experiencing financial difficulty, please speak with your Asset Manager before your rent is due so that we have an opportunity to discuss your situation with the Owner.

STRATA / BUILDING MANAGEMENT

- Apartments in Western Australia fall under Strata Schemes which control building maintenance and resident behaviour.
- Please keep in mind that the Strata Scheme has a special set of rules called Strata By-Laws.
- Your Asset Manager will provide you with a copy of these rules and it is important that you read, understand and abide by them.
- A copy of the Strata By-Laws for your particular building can be downloaded from finbartorent.com.au.

KEYS & REMOTES

- You will be provided with a set of keys and access remotes for your apartment. Once you have received these, they become your responsibility.
- If your keys or remotes are lost or stolen, you are responsible for the cost to replace them.
- You are welcome to arrange additional or spare keys and remotes at your own expense, which your Asset Manager will happily assist with. Any additional keys or remotes must be returned to us at the end of your tenancy agreement.

PETS

- Some owners will consider allowing pets to reside within their apartments, so please feel free to contact your Asset Manager, who can request permission on your behalf.
- Please bear in mind that as the apartment is governed by a set of Strata By-Laws, the regulations of the building may restrict the type and number of pets, or even prevent pets from being able to reside within the building.

HOME IMPROVEMENTS

- It is important that your apartment feels like your home and in some cases, you may want to make minor alterations to the apartment, for example; installing pictures hooks or shelving.
- You can provide your Asset Manager with a written request to carry out reasonable alterations, who will then seek consent from the Owner on your behalf.

ROUTINE INSPECTIONS

- Realestate 88 will carry out routine inspections every 3 months, the purpose of these is to ensure that you are looking after the apartment, as well as help to identify any maintenance issues or recommended improvements for the Owners consideration.
- Please refer to the Routine Inspection Checklist which will be provided to you when you are notified of a pending inspection and present your home in a clean and tidy condition ready for our Asset Manager to inspect.

MAINTENANCE – A TENANTS RESPONSIBILITY

- Please consider the following basic household items, which you are responsible for during your tenancy:
 - » Checking and testing smoke alarms to ensure they are in working order;
 - » Replacing light globes & batteries;
 - » Ensuring there is adequate ventilation to avoid mould problems arising;
 - » Ensuring the premises is clean, secure, and free from damage.
- The Owner is responsible for providing you with a clean and functioning home and keeping all plumbing, gas and electrical fixtures and fittings in working order.

- It is vital that you report any Owner maintenance matters to your Asset Manager as soon as practicable after becoming aware of any issues.

URGENT MAINTENANCE

- As a general rule, urgent maintenance is considered to be:
 - » Necessary for the supply or restoration of an essential service, for example; water, gas and electricity.
 - » Maintenance, that if not attended to may cause damage to the premises; injury to person/s or cause undue hardship or inconvenience to a tenant.
- If urgent maintenance occurs outside of business hours, please visit our website www.realestate88.com.au click on Our Offices then click on EAST PERTH – then click on the Menu and Contact – from there you will be directed to Emergency Assistance.

INSURANCE

- You are responsible for making sure that your personal contents are adequately insured against damage or theft.
- Although the Owner is responsible for making sure that the apartment and building is covered by insurance, their policy will never cover your personal contents.
- There are many insurance products on the market today designed to provide contents insurance just for renters, so compare the market and find a policy right for you.



IT FEELS LIKE HOME

While there are many benefits to renting, one of the biggest drawbacks to being a tenant is that you don't have the option to fully decorate the property with your own personal flair.

If you're feeling creatively stifled in your rental property, here are five ways you can add a personal touch.

CARPETS

- Don't underestimate the transformative power of a throw down rug. If you're not feeling the flooring in your rental, a quick and easy way to liven up the home and bring your own style into the place is with carpet. This can be a fairly cost effective and simple way to make the place reflect your own taste.

PHOTOS

- Surrounding yourself with photos of your friends, family and cherished memories is one of the best ways to make yourself feel more at home. Photo frames and prints can be acquired for very reasonable prices and you can do anything from a collage to individual image displays around the home.
- Photo frames can be easily stood up on cabinets and table ledges, but if you'd like to hang them on the wall speak to your property manager about asking your landlord for permission. Nowadays, there are a large range of stick-on hanging strips that you can use that won't leave a single hole in the wall.

PAINTINGS

- Artwork is another way to infuse a rental home with your personalised touch. There are plenty of other ways to present your pieces in the home such as on a mantle or window frame. If you would like to hang your art on the wall, as with photo frames, you will need to speak to your Realestate 88 Asset Manager about requesting permission to do so.

MIRRORS

- Mirrors are a fantastic way to create an illusion of more space. If you live in a small apartment consider adding some mirrors into your living areas and walkways to enhance its dimensions.

PLANTS

- Merging nature with interiors is a great way to breathe life and vitality into your living spaces. Plants are terrific for adding ambience and freshness to your home so invest in some indoor plants and place them throughout your home. You can also get creative with the colours of the plants and the pots they come in so that they complement your decorative themes.



ENDING YOUR TENANCY

We are sorry to see you go and if we can be of any assistance to you during this time, then please contact us. Below you will find information to help you understand your obligations when terminating a tenancy agreement and ensure the timely return of your bond.

NOTICE PERIODS

- The following notice periods apply when terminating a tenancy agreement:

- FIXED TERM LEASE**

Your lease will not automatically terminate on the expiry date, either you or your Asset Manager must provide 30 days written notice to terminate the agreement. If you want the agreement to terminate on the expiry date, this notice must be provided 30 days in advance.

- PERIODIC LEASE**

If neither yourself or your Asset manager has provided written notice to terminate the tenancy agreement before it expires, your lease will automatically become a periodic tenancy. At this point,

you must provide 21 days written notice to terminate the agreement. Note that if the Owner wishes to terminate a periodic lease, then the Asset Manager is required to provide you with a minimum of 60 days written notice.

ENDING YOUR TENANCY EARLY

- If your circumstances change and you need to terminate your tenancy agreement before it is due to expire, this is considered 'breaking your lease'.
- You will be responsible for the payment of rent and maintaining the apartment until such time that a new tenant is found, and a new lease commences.
- Please speak with your Asset Manager if you are considering breaking your lease so that we can assist you and help reduce your costs by advertising the apartment and securing a new tenant for the Owner as quickly as possible.

PREPARING TO MOVE OUT

- Once you have provided notice to terminate your agreement, your Asset Manager will discuss the 'vacating' process with you, including providing you with a checklist to help maximise your bond return.
- Some important things to arrange are:
 - » Cleaning, maintenance, and rectifying any damage caused by you;
 - » Carpet cleaning;
 - » Ensuring all globes and batteries are in working order;
 - » Pest fumigation (if applicable);
 - » Disconnecting any utility accounts; and
 - » Arranging a mail redirection and updating your address.

THE FINAL INSPECTION

- After you have moved out and returned all keys and remotes to your Asset Manager, a final inspection of your apartment will take place, which you are more than welcome to attend.
- The inspection will compare the condition of the apartment to the condition it was in when you first

moved in and will determine whether you are responsible for any cleaning or repairs (fair wear and tear excluded).

- Your Asset Manager will provide you with a final inspection report, detailing any proposed bond deductions within 14 days of the end of your tenancy.

WE ARE COMMITTED TO RESOLVING ANY DISPUTES

If you experience issues throughout your tenancy or have a disagreement with your Asset Manager, at Realestate 88, we believe that good communication is the key to resolving most problems. We will endeavour to resolve any concerns by listening and negotiating with you in a calm and professional manner and in accordance with the legislation in Western Australia.

If you have any questions, would like clarification or would simply like to talk to someone else regarding your tenancy issues, please visit commerce.wa.gov.au for advice your obligations and the legislation around arranging your own repairs by visiting commerce.wa.gov.au.





TIPS TO GET YOUR BOND BACK

WHAT IS THE PROCESS FOR GETTING YOUR BOND MONEY BACK?

- When your tenancy comes to an end or is terminated, the owner or property manager will inspect the property to ensure it has been left in the same state and condition it was at the commencement of the lease.
- Naturally, they must take reasonable wear and tear into consideration.
- Sometimes there might be a disagreement between the departing tenant and the owner in terms of what exactly constitutes 'fair wear and tear', which can lead to disagreements as to how the bond money is disbursed.
- If, after a final bond inspection it is revealed, for example, that the tenant has damaged a bench top or failed to properly clean the carpets, then the tenant may be given the opportunity to address this, however the owner is under no obligation to grant further access to the property.
- Alternatively, the tenant may acknowledge those issues and simply leave them to the owner to address, happy to have the costs of fixing those things deducted from their bond.

WHAT HAPPENS IF YOU DISAGREE WITH THE BOND DEDUCTIONS?

- Occasionally an agreement cannot be reached over how the bond is disbursed, which results in a dispute.
- In these situations the Ingoing *Property Condition Report (PCR)*, which had its contents agreed to by both the owner/agent and the tenant at the start of the lease, is relied upon to determine whether any damage was caused during the tenancy.
- If a resolution cannot be reached, the Magistrate's Court will decide on the allocation of bond monies.
- To avoid this situation and ensure a full bond refund, make sure the PCR is accurate at the start of your lease and that you return the property to the owner in the best possible condition.



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