

QUICK REFERENCE GUIDE & INFORMATION ACKNOWLEDGEMENT



AGENCY INFORMATION

AGENCY NAME

REALESTATE 88

ADDRESS

1/88 Terrace Road, East Perth 6004



PHONE NUMBER

(08)9200 6168

FAX NUMBER

(08)9218 8860

EMAIL ADDRESS

admin@re88.com.au

WEB ADDRESS

www.re88.com.au

OFFICE HOURS



MONDAY - FRIDAY

8.30am- 5.00pm

SATURDAY

CLOSED

SUNDAY

CLOSED

PREFERRED METHOD OF CONTACT



EMAIL

This is the most effective and quickest contact method if you have email access also. Your Property Manager's direct email address appears above or on the business card provided.



APPOINTMENT

To see your Property Manager in person, please contact the office to make a time that suits you both. The nature of our role takes us out of the office and by making an appointment we can ensure we are there for you.



TELEPHONE

If you don't have email or for emergencies, please contact our office by phone. Messages left will be returned as soon as it is possible to do so.

OTHER INFORMATION



CONDITION REPORT

Please complete, sign and return to our office within 7 DAYS OF THE LEASE COMMENCEMENT DATE as required by Legislation.



ELECTRONIC TRANSMISSION

As outlined in your Tenancy Agreement it is agreed consent is given to receive any documentation relevant to the Tenancy by electronic communication methods such as email or facsimile. Also, the method of receiving advice or notification by SMS is accepted.



EMERGENCY REPAIRS

Emergency repairs include such situations as:

- Burst water service
- Gas leak
- Blocked or broken toilet
- Fault/damage likely to cause injury
- Serious roof leak
- Electrical shock/fault

PHONE (08)9200 6168 TO REPORT THESE TYPES OF SITUATIONS IMMEDIATELY.

If after hours, leave a detailed message of the situation and refer to the Emergency contact numbers listed which are as follows;

Electrician:	Royalty Plumbing, Gas & Electrical	(08) 94518835
Electrician:	All Time Electrical	0401 572 689 / 0411 563 930
Plumber:	Perina Plumbing & Gas	(08) 6377 8403 / 0439 995 512
Plumber:	Royalty Plumbing & Gas	(08) 94518835

Also refer to the Trouble Shooting Guide included in your Tenant Moving In Kit.



GENERAL REPAIRS AND MAINTENANCE

All general repairs and maintenance must be forwarded to our Agency in writing so we can act accordingly. Provide as much information as possible of the repairs needed as well as access authorisation for the repairs to be done. Repair Advice Forms are included in this folder. Also refer to the Trouble Shooting Guide included in your Tenant Moving In Kit.



INSURANCE

We advise ALL TENANTS to insure their own personal items with Content Insurance as they are NOT covered under the Landlord's policies.



KEYS, LOCKED OUT?

Office Hours – you can collect our Management set and return them to our office within the hour. Identification will be required.

After Hours – contact a Locksmith at your cost. We recommended the following Locksmith
Locksmith: Guardian Lock & Safe 0418 908 753



MOVING OUT

30 days' notice in writing is required if you intend to vacate on the lease expiry date or after that date. The prescribed form is provided for you to complete.



PARKING OF CARS

All cars, motorbikes, trailers, campervans, caravans, boats and trucks are to be parked in designated parking areas ONLY. Do not park on front lawn areas or on Strata designated common areas (where applicable). It is the Tenant's responsibility to repair any damage done when parking cars etc in such areas.

Oil stains on driveways is the Tenant's responsibility to remove before vacating the Property. To avoid such damage we recommend the purchase of a drip tray.



POOLS AND POOL FENCING

PLEASE DO NOT MAKE THE ASSUMPTION THAT YOU ARE ABLE TO INSTALL / ERECT A POOL OF ANY TYPE AT THE PROPERTY.

If you wish to have a pool of any size, it may require fencing due to Legislation. You must first seek permission from the Landlord in writing for the pool. If permission is granted, it is then the responsibility of the Tenant to ensure that ALL fencing requirements are met in accordance with relevant legislation. We recommend you contact the State Government and your local Council for further information.



POT PLANTS

It is recommended that pot plants are raised off the carpet or outside areas to avoid water damage or staining.



PROPERTY INSPECTIONS

The Property is inspected 3 or 4 times per year. You will be notified in writing at least 7 days prior. For further information please refer to the Property Inspection Information provided.



RENT PAYMENTS

Direct credit is the preferred method of rent payments. Please refer to the information sheet provided.

It is your responsibility as the account holder to increase the amount of the direct debit (if or when necessary) and cancel the direct debit authorisation at the end of your Tenancy. As we are NOT the account holder, we CAN NOT change any direct debit authorisation.



BREAKING A LEASE AGREEMENT

If you wish to vacate the property DURING your Tenancy, please contact your Property Manager immediately and make an appointment at which time the Property Manager will advise you of your obligations during this process.

SMOKE ALARM, SAFETY SWITCH & POOL AGREEMENT

SMOKE ALARMS

To comply with Fire Services Legislation the following are responsibilities of the Tenant during the Tenancy:

1. The Tenant/s will notify the Agent when a smoke alarm has failed or is about to fail, other than because the battery is flat or almost flat.
2. The Tenant/s will not remove, dispose of, or otherwise tamper with to cease its effectiveness, the smoke alarms installed at the premises unless it is to clean or change the battery.
3. The Tenant/s will ensure that all exits from the property are maintained as clearways so they can be safely and effectively used for escape in the event of a fire.
4. The Tenant/s agree to arrange for the cleaning and testing of each smoke alarm in the dwelling at least once every 12 months where the Fixed Term Tenancy is 12 months or longer or a Periodic Tenancy.

SAFETY SWITCH FOR POWER CIRCUIT

The Tenant/s agree to test the Safety Switch if installed for the Power Circuit on the Power Board every 3 months. Instructions and information details:

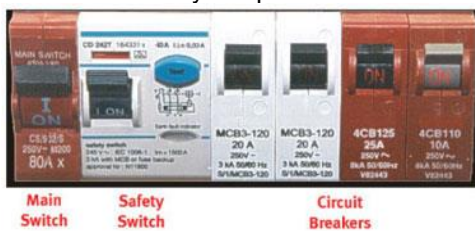
What is a safety switch?

Safety switches are an insurance against electric shock and are designed to prevent injury or death. They monitor the flow of electricity through a circuit. They automatically shut off the electricity supply when current is detected leaking from faulty switches, wiring or electrical appliances. This stops the chance of current flowing to earth, through a person, electrocuting them.

Installing a safety switch is an inexpensive safety measure that protects everyone.

How do I know if a safety switch is installed?

Check by looking at the switchboard for a TEST/RESET button. That tells you if there is a safety switch installed. When you open the switchboard you should see something like this:



Typical switchboard – this shows the main switch, safety switch with test button, and four circuit breakers. All homes have circuit breakers or fuses. These are designed to protect the wiring and appliances within the premises. Only safety switches are designed to protect people.

Testing a safety switch

- To test a safety switch, simply press the TEST button.
- This should automatically trip the switch to the 'off' position.
- Reset by pushing the switch back to 'on'.
- If it doesn't work, contact your Property Manager immediately.
- Carry out the safety switch test every three months.

Why did it 'trip'?

- If a safety switch turns off the power, it may be that a resident could be using a faulty appliance or the electrical wiring may have become faulty.
- Reset the safety switch. If it trips again, unplug the last appliance used. If everything works okay, take that appliance to a licensed electrical Contractor to be checked.
- If the safety switch keeps tripping, disconnect all appliances and plug them in, one at a time, until the faulty one is located.
- **Avoid touching appliances while carrying out this process.**

POOL SAFETY LAWS AND TENANT RESPONSIBILITIES

If the Property has an existing pool and / or spa, the Tenant is responsible to ensure the pool gate is not kept open and there are no objects to allow children to access the pool.

If the Tenant buys or acquires a pool and, or, spa, by any other means, the Tenant is responsible to ensure the pool and/or spa complies with current pool safety Legislation. As the owner of the pool, the Tenant is responsible for obtaining Pool Compliancy Certification. Approval from the Landlord must be sought before installing an above ground pool and/or spa and pool fencing.

If the portable pool or spa holds more than 300 millimetres of water, has a volume of more than 2000 litres of water or has a filtration system, the Pool Laws apply. However, if the portable pool is disassembled and does not hold more than 300 millimetres of water, it does not need to comply with the Pool Standard until it is assembled and filled with more than 300 millimetres of water.

Regardless of the owner of the pool, the gate or door to the pool must be closed including not propped open when not in use.

By completing this confirmation the Tenant/s acknowledge having received the documents and items detailed above on or before the commencement of the Tenancy Agreement and acknowledge the responsibilities as Tenant.

RENT ARREARS

AGENCY PROCEDURE

At **REALESTATE 88** we understand that sometimes there are unforeseen circumstances that result in delayed rental payments. Although the situation may never apply to you as most Tenants pay rent on time, it is important we advise you of the process involved.

Although we will endeavour to accommodate any extraordinary situations resulting in late rental payments, there is a strict arrears management procedure that will be maintained, regardless of the reason. This is to ensure effective management of arrears and to protect the Lessor's investment.

If you happen to fall into arrears or know that you will be unable to make a rental payment, please contact the office and discuss the situation with your Property Manager.

These actions form our arrears management procedure and occur at the time specified:

1-2 Day in Arrears <ul style="list-style-type: none">• Reminder Phone Call and/or SMS message
3 Days in Arrears <ul style="list-style-type: none">• Warning of breach or termination if payment not received by close of business
4 Days in Arrears <ul style="list-style-type: none">• Termination or Breach notice for non-payment of rent

Tenants who have not remedied their rent arrears by the expiry date on the **Termination Notice** will be expected to have vacated the rental Property by that same date.

If after vacating the premises there are monies owed in excess of the Bond, the Tenants named on the Tenancy Agreement may be listed with a Tenancy Database ie NTD – National Tenancy Database and TICA – Tenancy Information Centre of Australia.

Tenants will have the opportunity to pay all monies owed as well as being consulted before their details are listed.

PROPERTY INSPECTION INFORMATION



General Information

The information provided is a guide to the regular inspections which occur at the Property leased. As part of our management responsibilities our Agency conducts regular Property Maintenance Inspections or Routine Inspections.

When We Inspect

- Every 3 months: The first inspection will be after the first 6 weeks of tenancy and then every 12 weeks thereafter
- A day and approximate entry time between 9am-12pm or 12pm-5pm is provided to you via an Entry Notice.
- Due to time restraints allocated for Property inspections, it is difficult to rearrange times, however, in extreme circumstances, please contact our office, to request a change of entry.
- Your presence at the inspection is welcome, but not necessary, as the staff member conducting the inspection will use our Agency key set.

What We Inspect

The inspection's key purpose is to visually inspect the areas applicable to the Property as listed below, and identify repairs and maintenance needed. A report is prepared and forwarded to the Landlord for instructions if repairs or maintenance work is required or recommended.

INTERIOR

- Floor Coverings
- Walls
- Doors and Locks including Front and Rear
- Ceiling / and Fans if applicable
- Smoke Alarms if applicable
- Light Fittings
- Power Points
- Built in cupboards – shelving and rails
- Curtains, blinds
- Whitegoods if included in tenancy
- Fixtures eg oven, hotplates
- Hot water system
- Furniture if included in tenancy
- All wet areas – taps, pipes below sink & basins

EXTERIOR

- Garage / carport
- Gardens and lawns
- Paintwork
- Guttering and downpipes
- Steps – structure and paint
- Balcony and decks
- Stumps, if applicable
- Driveway, paths, courtyard
- Clothes Line
- Pool / spa, if applicable
- Fencing
- Taps
- Safety Switch
- External Light Fittings

VACATE 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'.

'Clean' is any area or item that cannot be enhanced with a cleaning product.

GENERAL

- Vacuum and clean all sliding doors and window tracks.
- Sweep and/or mop all non-carpeted floors, removing any marks.
- 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 cleaned.
- Carpets to be professionally cleaned and fumigate for fleas – by registered Pest Company, if pets were kept at Property. Supply paid invoice copy which specifies service details.
- Clean light fittings – gently remove light fittings and clean.
- Clean marks off walls, ceilings and light switches.
- 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.
- Clean curtains and blinds. Refer to Agent for method advice.
- Clean in wardrobes, shelves, drawers and mirrored doors. Remove scuff marks.
- Remove all cobwebs and insect marks and nests.

KITCHEN

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

BATHROOM

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

LAUNDRY

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

AIR-CONDITIONERS

- Clean all air conditioner units and filters.

VERANDAH, DECKS, OUTDOOR AREAS

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

GARAGE, CARPORT, DRIVEWAY

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

GARDENS AND LAWNS, POOL

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

IF FURNISHED

- Ensure all items are clean and are located in original rooms as per Inventory list.
- Ensure all soft furnishings are steam cleaned at the end of the tenancy and prior to the Bond Inspection. This includes all bed linen and towels to be dry cleaned and placed folded at the end of the bed. Receipt required.