



Tenant Handbook

PO Box 684 Kellyville NSW 2155
58 Windsor Road Kellyville NSW 2155
P 02 9629 3500 F 02 9011 8119
rentals@greenwoodgroup.com.au



Table of Contents

About Greenwood Group Realtors	3
Moving into your Rental Property	4
Living in your Rental Property	8
Vacating your Rental Property	12
Attachments	14



About Greenwood Group Realty

Mungerie Vale (PTY) LTD was incorporated in 2002 and has been trading for 11 years. The trading name has been recently changed to GREENWOOD GROUP REALTORS and its main focus being Brand New housing in the North West Region of Sydney - in the Hills Shire. The aim of the company is to grow its size and services to produce the most efficient real estate office in the Hills.

The founder, Tim Foster-Greenwood, has been in the real estate industry since January 1982 and opened offices in Kellyville in January 2002. He has set many sale records i.e. 7 acres for \$7,000,000 Million in Kellyville and \$850,000/acre in Rouse Hill. Recent marketing projects we have been involved with have been 91 townhouses in Fairway Drive, and 11 townhouses in Kellyville Ridge.

Just recently The Greenwood Group Realtors opened their Property Management Department. Our goal is to set ourselves apart from the other agencies in the area by pursuing an outstanding platform of customer service and consistent communication.

From the day you sign your Tenancy Agreement with us we begin by providing you with this Tenant Handbook outlining details regarding your entry into the property, the duration of your agreement, vacating and more. Our belief is that knowledge is everything and as such we want you to be equipped with the knowledge of what you can expect while renting a property with us.

Moving into Your Rental Property

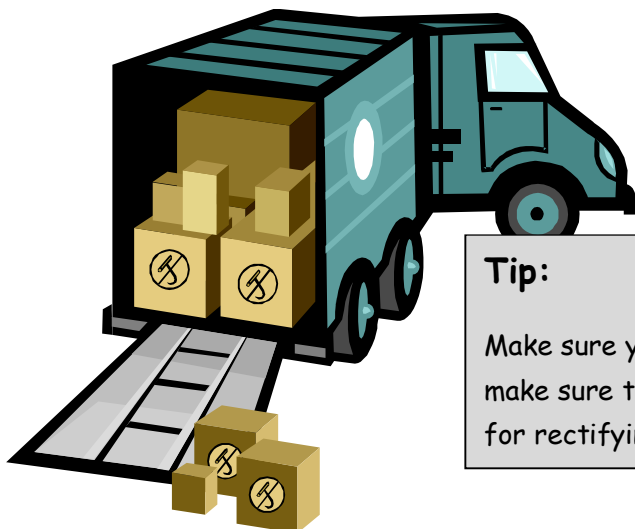
Your Welcome Visit:

At your Welcome Visit conducted at the property your Property Manager will take you through the following items:

- ❖ Highlighting important information relating to your tenancy. Most of which is contained in this handbook.
- ❖ Signing your Residential Tenancy Agreement
- ❖ Keys to your Rental Property
- ❖ Condition Report

Please take the time during your welcome visit to discuss whatever questions or concerns you may have.

You will be given **7 days** from your Welcome Visit to extensively go through the condition report and note down any items that may have been overlooked. Once this is completed please return either the blue or the yellow copy with notes to our office so the original can be updated. Should you fail to do this the original will be used as the true copy of the condition of the property at the beginning of your tenancy.



Tip:

Make sure you record any damage from removalists and make sure they acknowledge it. They are responsible for rectifying scratched walls, holes, dents etc



Connecting Your Utilities:

As the tenant you are responsible for the connection and payment of all electricity, gas, telephone or internet accounts. In some cases there may be a connection fee. This fee will be incurred by the tenant not the landlord.

When you connect these services you may need to provide a copy of your Residential Tenancy Agreement as confirmation of your new address.

Pay Television:

An application to connect pay television, where available can be found within this kit. Should you wish to have it connected please fill out the application and return it to your Property Manager for approval before connecting the service.

If the property is part of a strata plan or group development it is likely that approval will also have to be sought from them before an antennae or satellite dish may be installed.

Keys:

Each tenant listed on the lease will be issued with a set of keys to the property. Should any person loose that set of keys it is their responsibility to ensure those keys are replaced at their own cost.

Greenwood Group Realtors do keep a spare set of keys to the property within our offices however they will not be lent out. If you lock yourselves out, one of our agents can attend the property and let you back in at a cost of \$50.

It is recommended that you keep a spare set of keys with friends or neighbours in case you do lock yourself out so as to not incur a call out fee.

Caring for Pets:

It is important that when you apply for a property you specify if you have any pets and their ages and types. If you are found to have a pet of any description within the property that was not disclosed prior to your tenancy then you will be found to be in breach of your lease and will be issued with a termination notice.

It is important to note that around the Hills area the council is very particular about what pets are permitted on different sizes of land. Strata plans and Group Developments may also have restrictions on what is permitted on each lot. If during your tenancy you are considering the option of getting a pet please contact our office for information on how to apply for landlord/strata/group development/council permission.

You are responsible for any pet damage to the property and will be found liable for:

- All damage to the property including any infestations of fleas or ticks
- Any and all additional cleaning including the removal of pet hair, remedial work or replacement of carpets where there are traces of urine or faeces stains or odours which can't be removed
- The repair of damage done to walls, curtains, blinds, flyscreens, security screens or the scratching of glass panels by the pet.
- Any damage caused to the landscaping including turf, sprinkler systems, fences and plants.

Modifications to your Property:

Please keep in mind that should you wish to add picture hooks or any other fixture or fitting approval must be sought from your property manager.

Installing Swimming Pools/Spas:

Written permission must be given from your Property Manager after consultation with the landlord and from the Local Council before any pool or spa may be installed into a property. All necessary fencing must also be provided under the local legislation.

Existing Swimming Pools:

Some of our properties have existing swimming pools. In these properties there are clear responsibilities for you and your landlord. It is important that you aware of your responsibilities associated with this:

Your Responsibilities:-

- Ensuring that all gates and doors to the pool area and surrounding grounds are kept securely closed and locked when not in use
- Ensuring all warning notices are clearly visible

- Ensuring items such as pot plants, chairs, boxes and play equipment that could be used to climb the barrier are not left within 1.2metres of the fence
- The care and maintenance of the pool including the purchasing of chemicals, filters and other equipment
- Ensuring all latches on the access gates and doors of the safety barrier are in good working order, and if found to be faulty, are reported immediately to the office.

Landlord Responsibilities:-

- Maintaining the safety barrier, access gates and doors to the pool area
- Ensuring all prescribed warning notices are provided
- Recording the presence of unauthorised alterations and additions to swimming pools and fencing
- Demonstrating the operation and maintenance requirements of the pool

Water Charges:

Where a property is separately water metred and has water saving measures installed the tenant will be charged water usage. At your Welcome Visit a reading of your water metre will be taken and when the bill is issued your exact water usage will be calculated and a separate bill will be forwarded to you for payment.

Tip:

Always make sure the gate to the pool area is closed. And while children or visitors are in the pool you remain vigilant. You are living there and their safety is your responsibility



Living in Your Rental Property

Change in Personal Circumstances:

If during your lease period your personal circumstances change it is important that you let our office know. Examples of this include:

- Your financial situation, if you find yourself struggling to pay rent
- Has someone listed on the lease moved out?
- Do you want a partner to move in?
- New contact details

These are all things that will need to be discussed with your Property Manager as soon as possible.

Insurance:

The landlords insurance does not cover loss or damage to your contents. If the property is damaged from vandalism or a break and enter then you must first report this to the police and obtain a police event number. Then you need to report this and any damage to the office as soon as possible and provide the Police Event Number. If you fail to report the damage you may be liable for the cost of repairs when moving out.

The Greenwood Group strongly recommends that you seek out your own tenant insurance to cover your contents against theft, fire or water damage. The landlord and the Greenwood Group will not take responsibility for possessions stored in the garage that sustain water damage, other damage or theft.

Operating a Business from Home:

Should you wish to operate a business from home approval must be sought from the Landlord via your Property Manager. Please keep in mind that to do so you may need to obtain approval from your local council, strata manager or any other relevant bodies. When making your application you will need to provide evidence of insurance cover, inclusive of public liability cover. Should you carry out business without the appropriate approval you will likely be found to be in breach of your Residential Tenancy Agreement and issued with a notice of Termination Notice.

Inspections:

Every quarter there will be an inspection carried out on your rental premises. You will be sent a letter notifying you of the time and date of the inspection no less than 14 days prior.

No other inspections will be carried out on the premises by your Property Manager unless in the case of an emergency, there is good reason to believe the property has been abandoned, there is serious concern for your health and wellbeing, to show the property to prospective tenants on occasions negotiated between your property manager or if you request an inspection be carried out.

Other inspections that may occur during your tenancy include:

- Valuation of the property for sale or for tax purposes
- Building and pest inspection for the purchase of the property
- Standard pest inspection once a year to ensure the house is free of termites if elected by the owner
- Smoke alarm servicing
- Fire safety inspection if you are living in a unit complex
- Inspections for the showing of the property for sale

Extended Absences:

If you go away for an extended period of time it is important that you let your property manager know and provide them with an emergency contact. While you are absent we will ensure that someone drives past the property at least once a week. Mail will be collected from your letterbox and held in our office until your return (Mail that is not addressed will be thrown out).

It is important to remember that while you are away you are still responsible for maintaining the grounds. Leaving grass growing and looking un-kept is unacceptable and makes the property looked uninvited in inviting unwanted attention. We recommend having a neighbour/friend or hired tradesperson keep the lawns mowed while you are absent.

Fair Wear and Tear vs Non-Fair Wear and Tear:

The Greenwood Group recognises that there will be some deterioration due to the ageing process and use of the property. This is referred to as Fair Wear and Tear.

Non-Fair Wear and Tear is categorised as any damage from the mistreatment or neglect, including pet damage. Should there be any Non-Fair Ware and Tear items identified then you are responsible to ensure they are rectified. An example of this could be a colourbond fence that is dented because of a ball being kicked against it.

When completing repairs to a property that work should be carried out to a professional standard. For example if a hole was made to a wall then when repaired it should be to the point where anyone could look at that wall and not know anything had had occurred. The repair is smooth and flush with the wall and the paint colour matches.

Fire Hazards:

It is your responsibility to ensure that any dead undergrowth including vegetation and leaves that could be a potential fire hazard are removed.

It is also important that leaves are not left to build up in gutters. Gutter and down pipes on the ground floor of the house are expected to be maintained by you. It is the landlord's responsibility to clear out the first and second storey gutters and down pipes.

Bins:

The maintenance of the garbage bins is your responsibility. If a bin is cracked down the sides from the Garbage collection trucks it is important that you let the office know so that a new one can be ordered.

If you leave the bins out on the road and neglect to bring them in and they get stolen then it is your responsibility to notify our office and incur any replacement costs associated.

Reporting Maintenance:

It is important that you report any maintenance required on the property to our office. This must be done in writing and dated so that we can track the request and ensure it is dealt with in a timely manner. There are three ways a maintenance request can be made:

1. By email to rentals@greenwoodgroup.com.au
2. By post to P.O. Box 684 Kellyville NSW 2155
3. In person by dropping in a letter to our office at 58 Windsor Road, Kellyville NSW

The Greenwood Group will endeavour to have all routine maintenance carried out within 14 days of being notified with respect to your availability and that of the tradesperson.

Emergency Repairs are deemed to be the following:

- Burst water service
- An appliance, fitting or fixture that uses water or is used to supply water that is broken or not functioning properly, so that a substantial amount of water is wasted
- A blocked or broken lavatory 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 the gas, electricity or water supply to the premises
- A failure or breakdown of any essential service on the premises for hot water, cooking, heating, cooling, or laundering
- Any fault or damage that causes the premises to be unsafe or insecure.

Our office will endeavour to insure that emergency repairs are dealt with quickly.



Warning: If damage/blockage etc is caused due to your negligence you will be required to pay for its repair!

Tip:

Your Property Manager is the first person you should contact in the case of an emergency. If they can't be contacted there is a list of emergency contacts attached to your lease.



Vacating Your Rental Property

You must advise your Property Manager if you intend to vacate your rental property. Notice must be provided in writing giving no less than 14 days prior to your vacate date after your fixed term has expired.

Pre Vacation Inspection:

When you notify our office of your intention to vacate your Property Manager will call you to arrange a pre-vacation inspection of the property and inspections for the showing of the property to prospective tenants. This inspection is designed to give you the best chance of having your full bond returned. The Property Manager will attend the property and walk around and identify anything that can be deemed as Non-Fair Wear and Tear allowing you the greatest amount of time possible to rectify these things. At this inspection the following will occur:

- Discuss your cleaning requirements
- Address any concerns you may have with vacating the property
- Explanation of Fair Wear and Tear vs Non-Fair Wear and Tear
- Identify any Non-Fair Wear and Tear

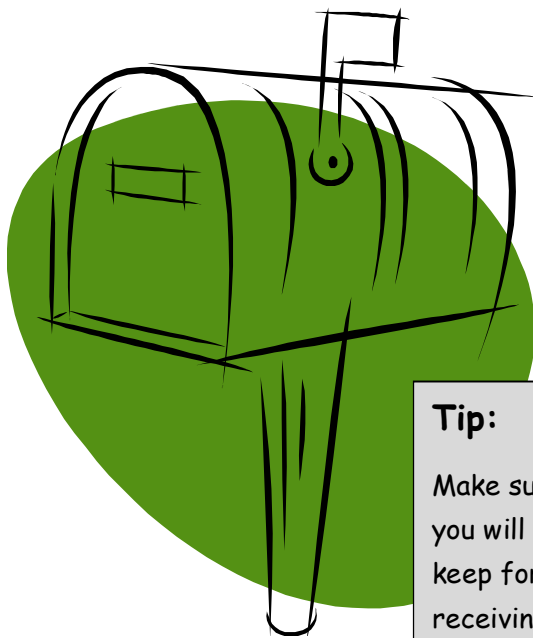
Outgoing Inspection:

On your vacating date your Property Manager will meet you at the property at a time confirmed by you and the Property Manager to conduct an outgoing inspection. At this meeting all keys must be surrendered. Rent to the property will cease when all keys are surrendered. During this outgoing inspection the Property Manager will inspect the cleanliness and state of repair of the property and the correlation between your ingoing condition report and this outgoing inspection. If there is any Non-Fair Wear and Tear indentified you will have the option to rectify it yourself to a professional standard within 24hrs or to allow our agency to appoint a tradesperson to make the repairs and deduct the cost from your rental bond.

Before You Vacate:

The following is a checklist of what you need to make sure you do when vacating:

- Return all Keys, Locks and Remotes to your property manager at your outgoing inspection
- Ensure you disconnect any utility services in your name
- Ensure you have your mail redirected
- Ensure that all rubbish is removed from the property prior to your outgoing inspection. Rubbish on the curb for council pick up is not acceptable. It should be gone before your last inspection.
- Ensure that you remove all your furniture and effects from the residence
- If you have a removalist conducting your move, ensure that they have insurance and that they take responsibility for any damage they cause to the property or you will be held liable.
- Make sure that your bins are empty, washed out and stored in the garage/carspace.



Tip:

Make sure you redirect your mail when leaving or you will miss important bills etc. We can't just keep forwarding on your mail, and you wouldn't like receiving other peoples mail all the time either!



Attachments:

- 1. Periodic Inspection cleaning/maintenance expectations**
- 2. Outgoing Inspection cleaning requirements**
- 3. Mould, Not a Friend to Anyone**

1. Periodic Inspection cleaning / maintenance expectations

Gardens:

- lawns mowed,
- gardens weeded,
- paths and driveway swept,
- hedges pruned,
- dead branches and leaf matter removed
- branches trimmed back from gutters to the ground floor

Swimming Pools:

- pool clear and no build-up of leaves on bottom or in skimmer box,
- pool equipment in good condition,
- no items around the pool yard or around the outside that would allow a child to climb the fence,
- resuscitation sign correctly displayed

House:

- carpets vacuumed,
- no carpeted areas swept and mopped,
- no build-up of soap scum/mould/mildew in wet areas,
- no build-up of food stuffs on stove top or in oven,
- the Range hood is not built up with grease,
- rooms are tidy and accessible,
- there is no build-up of rubbish in the property

**Tip:**

Keeping on top of the cleaning during your tenancy will make it so much easier and quicker to clean up when vacating

2. Outgoing Inspection cleaning requirements

<p><i>The Items listed are required to be wiped to remove marks or as otherwise stated</i></p> <p>Exterior of house, shed and garage:</p> <ul style="list-style-type: none"> -Windows washed free of dirt and streaks -Window frames -Lights working and covers/shades cleaned -Driveway free of grease/oil stains, green algae, weeds and moss -Paths free of green algae, weeds and moss -Gutters free of leaves and dirt -Eaves free of algae, moss and mould -Doors including handles -Fences free of algae, moss, mould and grass clippings -Flyscreens -Cobwebs removed from around the entire premises -Sheds swept out and free of algae, moss, mould and grass clippings. Roof free of leaves and other debris -Letterbox -Lawns mowed and weeded -Hedges and other shrubs pruned -Garden beds weeded -Dead branches and leaf matter removed -Branches trimmed back from gutters -Garbage bins washed out and stored in garage -Balcony/porch/deck free of dirt build up, mould, mildew, algae or stains -Clothesline free of mould, mildew, algae and cobwebs
<p>Garage:</p> <ul style="list-style-type: none"> -Windows washed and free of dirt and streaks -Window frames and tracks cleaned -Lights working and cover/shades cleaned -Walls free of marks -Window furnishings clean and free of stains -Flyscreens cleaned and attached -Roller doors clean and free of dirt/cobwebs -Other doors and handles -All shelves and cupboards -Skirting boards -Power points -Floor free of excessive grease/oil stains
<p>Entrance/Hall:</p> <ul style="list-style-type: none"> -Front door, screen door clean and free of cobwebs

- Doorway frames
- Marks removed from walls
- Windows washed and free of dirt and streaks
- Windows frames and tracks
- Flyscreens clean and attached
- Marks including fly spot removed from ceiling
- Light fittings free of marks and bugs and lights working
- Windows furnishings cleaned and free of stains
- Light switches and point points
- Skirting boards
- Carpet vacuumed and preferably steam cleaned (must be steam cleaned if you have a pet) / Tiles swept and mopped
- Cupboards

Lounge Room:

- Marks removed from walls
- Doors and handles
- Doorway frames
- Windows washed and free of dirt and streaks
- Windows frames and tracks
- Flyscreens clean and attached
- Marks including fly spot removed from ceiling
- Light fittings free of marks and bugs and lights working
- Windows furnishings cleaned and free of stains
- Light switches and point points
- Skirting boards
- Carpet vacuumed and preferably steam cleaned (must be steam cleaned if you have a pet) / Tiles swept and mopped

Kitchen:

- Marks removed from walls
- Doors and handles
- Doorway frames
- Windows washed and free of dirt and streaks
- Windows frames and tracks
- Flyscreens clean and attached
- Marks including fly spot removed from ceiling
- Light fittings free of marks and bugs and lights working
- Windows furnishings cleaned and free of stains
- All drawers and cupboards inside and out
- Range hood filters free of all grease
- Stovetop free of baked on food
- Oven/griller
- Sink/taps/disposal unit
- Bench tops/tiling
- Dishwasher
- Light switches and point points
- Skirting boards
- Flooring swept and mopped

Dining Room:

- Marks removed from walls
- Doors and handles
- Doorway frames

- Windows washed and free of dirt and streaks
- Windows frames and tracks
- Flyscreens clean and attached
- Marks including fly spot removed from ceiling
- Light fittings free of marks and bugs and lights working
- Windows furnishings cleaned and free of stains
- Light switches and point points
- Skirting boards
- Carpet vacuumed and preferably steam cleaned (must be steam cleaned if you have a pet) / Tiles swept and mopped

Laundry:

- Marks removed from walls/tiles
- Doors and handles
- Doorway frames
- Windows washed and free of dirt and streaks
- Flyscreens clean and attached
- Marks including fly spot/mould/mildew removed from ceiling
- Exhaust fan/vent covers free of dust/lint
- Light fittings free of marks and bugs and lights working
- Windows furnishings cleaned and free of stains
- Light switches and point points
- Skirting boards
- Dryer wiped over and lint filter cleaned out
- Sink and taps
- Cupboards/drawers
- Flooring swept and mopped

Bedrooms:

- Marks removed from walls
- Doors and handles
- Doorway frames
- Windows washed and free of dirt and streaks
- Windows frames and tracks
- Flyscreens clean and attached
- Marks including fly spot removed from ceiling
- Light fittings free of marks and bugs and lights working
- Windows furnishings cleaned and free of stains
- Light switches and point points
- Skirting boards
- Carpet vacuumed and preferably steam cleaned (must be steam cleaned if you have a pet) / Tiles swept and mopped

Bathrooms:

- Marks removed from walls/tiles
- Doors and handles
- Doorway frames
- Windows washed and free of dirt and streaks
- Windows frames and tracks
- Light switches and point points
- Light fittings free of marks and bugs and lights working
- Marks including fly spot/mould/mildew removed from ceiling
- Exhaust fan/vent covers free of dust/lint
- Sink and taps

- Cupboards/drawers/mirrors
- Shower/screen/taps free of soap scum and mould
- Bath/taps
- Toilet including seat, cover, bowl and behind.
- Towel rails
- Shower, bath, sink and floor waste drains free of hair and other build up
- Toilet roll holder
- Flooring swept and mopped

Swimming Pool:

- Water clean
- No leaves in pool
- Edges and paving around pool free of algae, mould, mildew and stains
- Pool equipment clean
- Skimmer box clean
- Pump house clean and free of spiders and leaves
- Pump filters free of leaves and other debris
- Resuscitation chart
- Fencing clean and free of cobwebs

3. Mould, Not a Friend to Anyone!

Condensation and mould can occur in any type of home construction, including weatherboard, brick veneer, solid brick, masonry veneer and monocrete. Mould is a common problem, especially in older houses and units, and can be a legal nightmare for landlords and property managers.

Mould

Mould is a form of fungus and is spread primarily by airborne spores that will develop and grow on almost any surface providing the following conditions are present:

- A relevant indoor humidity of 80% or higher.
- Moisture, usually from condensation. Mould can develop in the absence of condensation, but its growth is accelerated by the presence of moisture.
- A nutrient. Research shows that certain ingredients in most paints, household dust, and cooking fumes all provide excellent food for mould.

Sooty mould, the most common type, leaves surfaces with a brown or black stain and usually occurs on the walls and ceilings of bathrooms, bedrooms and in cupboards. Untreated, this mould will spread to other rooms in the house.

Green furry mould grows on organic or organic-bearing surfaces, such as shoes or clothes.

Mould growth is retarded by the circulation of dry air. It follows that proper ventilation will prevent most mould growth.

To prevent green fluffy mould on clothes and footwear, ensure that they are thoroughly dry before storage.

The main causes of mould

- water leaks from windows, roof, downpipes, guttering, internal plumbing and flooding;
- penetrating damp through walls;
- rising damp – usually caused by non-existent or defective damp proof courses;
- wet or damp basements or crawl spaces;
- condensation from high relative humidity in air;
- too much water vapour or steam being generated through cooking, washing, bathing, showering and clothes drying which is allowed to travel throughout the house;
- inadequate ventilation;
- inadequate heating; and
- inadequate cleaning and drying after major water leaks and bursts or floods.

Where does mould typically appear?

In the house:

- on the walls, under the bottom corners of windows;
- on floors around toilets and under dishwashers;
- near damaged or blocked downpipes;
- at the bottoms of exterior walls.

In the crawl space:

- on exposed soil;
- on standing water;
- mould growth on the joists or sub-floor; or
- on wood debris on ground.

In the basement:

- on damp walls or floors;
- under boxes or carpets; or
- in cracks and holes.

Removal of mould

Mould cannot exist and grow without moisture. Therefore you must first find and eradicate the source as described above.

- Completely remove and dispose of mould-contaminated materials.
- Find any mould on porous items that may have absorbed moisture. In particular, insulation, plaster, carpeting and other floor coverings, ceiling tiles, wood, clothing and textiles, furniture and furnishings, and paper.
- If you see evidence of mould, these items should be bagged in plastic and removed. Non-porous materials can be saved if they are properly cleaned and dried. It is possible for mould to grow on hard materials like plastic, concrete, glass, or metal, but this can usually be removed with careful cleaning. Solid wood items can also be salvaged through cleaning, if they are structurally sound.
- Thoroughly scrub all contaminated surfaces. Use a stiff brush, hot water, and a non-ammonia soap/detergent or commercial cleaner.
- Collect excess cleaner and cleaning water using a wet/dry vacuum cleaner, a mop or sponge.
- Finally, rinse the surface or items and clean up the whole area with clean water. Collect and fully dispose of the excess rinse water, and dry everything out as quickly as possible.
- After you have removed all visible mould from contaminated surfaces, a disinfectant may be used to kill some of the mould that may still be present.

When mould is disturbed, it can greatly increase the amount of mould spores present in the air, so follow these precautions when working with mouldy materials:

- Use rubber gloves.
- Use eye goggles that seal out fine dust.
- Wear disposable overalls.
- Wear a medium to high-efficiency filter dust mask.

- Do not eat, drink or smoke in the contaminated area.

People with existing health problems or those sensitive to mould should not do clean-up work in situations where there is heavy mould growth.

If you have any doubts about the safety or effectiveness of your work, it may be prudent to consider using professionals to do the clean-up work for you.

What is condensation?

Condensation occurs where moist warm air comes into contact with colder dryer air, or a surface, which is at a lower temperature.

Condensation is generally noticeable where it forms on non-absorbent surfaces (i.e. windows, window sills, mirrors or tiles) but it can form on any surface and it may not be noticed until mould growth or rotting of material occurs.

What can I do to help prevent Mould?

- After a bath or shower, the room should be ventilated to the outside, not to the rest of the house – just opening a window (and closing the door) will help. Fit an extractor fan.
- Dry clothes out of doors or in a cool area of the premises – this latter suggestion may sound strange, it will take longer but less moisture will be held in the air at any one time.
- While drying clothes indoors, ventilate the room. Dryers should have external air extraction.
- When people come in with wet coats, they should be hung outside to dry (such as on the porch)