

TENANTS HANDBOOK



CROWN
PROPERTY GROUP AUSTRALIA

www.crownpga.com.au

1800 70 70 888

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WELCOME

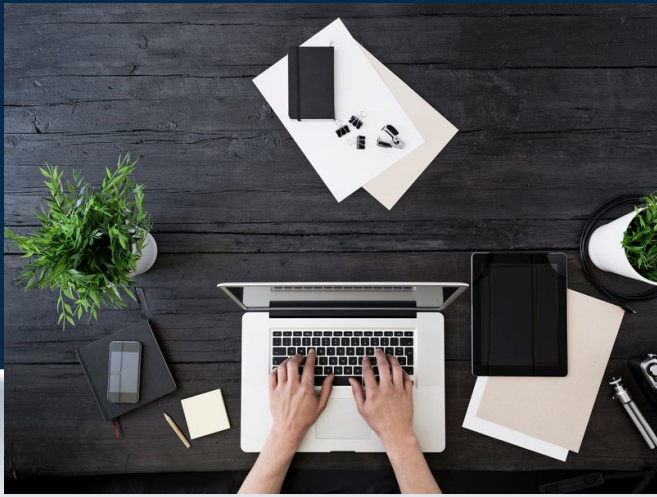
Congratulations on your tenancy approval. You have been approved because we are confident that like all our tenants, we believe you will be able to pay the rent on time, keep the inside clean and maintain the property, lawns and gardens.

We would like to extend to you and your family on behalf of our client, your landlord, our very best wishes for a comfortable and happy tenancy.

Our staff are always available to help you. If there is anything concerning your tenancy which you wish to discuss, please contact our Property Management Team.

We have created this guide to assist you with being prepared for your tenancy induction and also to assist you with having the right expectations during your tenancy with Crown Property Group Australia.

We believe that a smooth relationship can only occur when we all have the right expectations and work diligently to ensure we fulfil our tenancy obligations.



1. OFFICE AND CONTACT

OFFICE ADDRESS

Shop 2 / 46 Slade Road
Bardwell Park NSW 2207

POSTAL ADDRESS

All correspondence to be sent to
PO BOX 15
Bardwell Park NSW 2207

BUSINESS HOURS

Monday to Friday	8:45am - 5:15pm
Saturday	By appointment
Sunday	By appointment

GENERAL INFORMATION

Website	www.crownpga.com.au
Enquiries	enquiries@crownpga.com.au

CONTACT NUMBERS

Toll Free Number	1800 70 70 88
Phone:	02 8319 8280
Emergency	0411 350 999



Maintenance/ Repairs Inspections
Rent information Lease
Arrears Vacating
Renewal of Lease

www.crownpga.com.au



2. COMMENCING YOUR LEASE

INITIAL MEETING

We will confirm a time for you to sign the lease in our office or digitally. We ask that you are punctual as a specific timeslot has been allocated to you. Everyone on the lease must attend the meeting to sign the lease (if not done so digitally) in order for us to go through details of your Tenancy Agreement and hand over keys. This should take approx. 20 - 30 minutes.

KEY RELEASE

Keys will only be released when all parties on the lease have signed and all monies including the bond and two weeks rent in advance has been paid. For legal and security reasons we can't issue keys early or grant access to the property before the allocated tenancy start date. The number of keys to be supplied is based on how many people are on the lease. For example; if there is 1 person on the lease, 1 set of keys will be issued. If there are 2 people on the lease then 2 keys will be issued.

PAYMENT AND LODEMENT OF BOND

Your bond will be lodged and paid online directly with the Rental Bond Board. A link will be sent to you to organise this prior to signing the lease.

NO CASH POLICY

All payments need to be made via EFT into our Rental Trust Account.

UTILITY CONNECTIONS

Don't forget to arrange your cable TV, phone, internet and electrical and/or gas connection with your preferred provider.

3. MOVING IN



UTILITY CONNECTIONS

Don't forget to arrange your cable TV, phone, internet and electrical and / or gas connection with your preferred provider.

NOTICE OF YOUR CHANGE OF ADDRESS

Don't forget to advise your bank, traffic authorities, utilities and other important parties of your change of address.

YOUR CONTACT DETAILS

Please advise us of any changes to your contact details (phone, email, preferred postal address) in writing via email as soon as the change occurs.

PROPERTY CONDITION REPORT

Please ensure that you return the In-going property condition report to our office within seven days of the tenancy start date. It must be signed and if needed amended by you if there appear to be any discrepancies.

Please Note: If it isn't returned to our office within 7 days, the original inspection report will be used for the end of tenancy comparison, regardless of whether you agree to the original report.

TENANT CONTENT INSURANCE

We highly recommend that you arrange tenant contents insurance.

Please Note: If your contents are damaged or destroyed by circumstances affecting the Owner's property (e.g. fire, storm, power outages etc.) your goods and possessions are not insured by the owner



4. DURING YOUR TENANCY

GENERAL REPAIRS

We insist that all repairs are lodged in writing via email. Please ensure that your request is detailed so it can be attended to as quickly as possible and attached any photos where necessary. An example of incorrect way of reporting a repair: Toilet leaks and needs repair

An example of correct way of reporting a repair: Second level, main bedroom ensuite toilet is leaking from the cistern. This leak occurs after flushing and continues for about 30 minutes.

EMERGENCY REPAIRS

If you have an emergency repair please call us immediately. Emergency repairs are generally those that could cause injury to the tenant or damage to the property and may include the following;

- Water pipes broken or burst
- Blocked or broken toilet (if a second toilet is not available)
- Serious roof leak or gas leak
- Dangerous electrical fault, dangerous power point, loose live wire
- Flooding, rainwater
- Serious storm, fire or impact damage (i.e. impact by a motor vehicle)
- Failure or breakdown of the gas, electricity or water supply to the premises
- Failure or breakdown of an essential service or appliance on the premises for water or cooking

4. DURING YOUR TENNANCY



AFTER HOURS EMERGENCY REPAIRS

If you have an emergency please call us immediately. If its after hours and extremely urgent please refer to our Emergency Contact list. **There is always an after hours call out fee so it is important to know if a repair is an emergency or a general repair. Getting this wrong may be costly to the tenant if the repair is conducted after hours!**

Electrician (John) J Testa Electrical	0419 217 965
Plumber (Tas) TAS Plumbing	0411 388 052
Locksmith (Oscar) Lockey.com.au	0438 778 337
Handyman (Matt) Hire a Hubby (Sans Souci)	0427 219 127

RENT REVIEWS

Rent reviews will be periodically carried out throughout your tenancy. You will be notified of any rent increases in writing with the legally prescribed notice period given before they are implemented.

ROUTINE INSPECTIONS AND PHOTOS

We will conduct routine property inspections to report to the owner that the property is being maintained appropriately. This will occur after the first three months and then every six months and will take about 30 minutes. It may also involve internal and external photos to highlight the condition and identify any repairs required.

CHANGE OF HOUSE MATES

If there is a change of tenants during your continuing agreement, this shouldn't be a problem; however you must contact us prior to the new person moving in for the landlord to approve.

Please note: As the lease is a legally binding contract, name changes cannot be made on the lease during the fixed term agreement unless in extreme circumstances.

LEASE RENEWALS

We will be in contact prior to your lease expiring to discuss your wishes and those of the landlord, however please feel free to contact us at any time beforehand to discuss your options.

PETS

Pets must be approved by the landlord and if so, please be mindful of their impact on the home and garden and arrange for damages to be repaired. If you keep pets that are not approved it may result in your lease being terminated. Please feel free to contact us prior to getting a new pet and we will contact the owner to discuss.

MAIL

If you receive any mail for the landlord or a previous resident please drop it into our office and we will send it.

5. YOUR RENTAL PAYMENTS



ZERO TOLERANCE FOR LATE RENT

Our office has a zero tolerance policy for late rental payments – our owners rely on these payments to be timely. If you default on your rent we will take immediate action from day one of your rental arrears. All rental arrears will be recorded on your tenancy ledger – you can ask to see a copy of this at any time.

It is important to remember that whilst you pay rent weekly, fortnightly or monthly it is in fact calculated daily. Please ensure your rent payments are received at our office on or before the due date. If you feel we have made any discrepancies in receipting your rent you must provide us with the relevant bank statement or receipts before we can attempt to rectify it.

RENT IN ADVANCE

A minimum of 2 weeks rent in advance is required when you first begin your lease. You must then make sure you pay your rent on time according to the frequency you agreed to in your lease, i.e. weekly, fortnightly, or monthly. It is important that we receive your rent payments on the DAY THEY ARE DUE, this may mean that you need to set up your bank transfers a day or two beforehand so that they reach our account in time.

Failure to do so may cause you to fall into arrears which can be recorded on your tenant ledger.

BOND

This is required at the beginning of a lease and is equivalent to 4 weeks rent. Example a property renting for \$600.00 requires a \$2400.00 bond. Your bond is held by the NSW Government's Department of Fair Trading for the duration of your tenancy.

TICA NATIONAL TENANT DATABASE

Our office is a member of TICA Default Tenancy Control Pty Ltd which is a tenant history data base uniting Property Managers throughout Australasia. As members we are obliged to report any defaults to TICA as soon as possible in accordance with State and Federal legislation. .

The landlord or agency advises that the tenant's personal information may be used and disclosed for the purpose of listing them on this database.

It is important you adhere to the lease requirements in order to ensure you are not listed on this database, as people listed on here may find it difficult to lease other properties in the future.



6. TAKING CARE OF YOUR HOME

MISPLACED KEYS OR CHANGING LOCKS

It's a good idea to leave a spare set of keys with a friend or relative in case you misplace them. All lost keys are the responsibility of the tenant. If you lock yourself out of your property during office hours, please call our office to see if we hold a spare set.

Please Note: We are not required to keep a spare set of keys. If you borrow keys from us you're required to prove your identity and keys must be returned on the same day they're borrowed.

We may ask you to sign a photocopy of the keys before you can take them. We are not able to give keys to anyone NOT on the lease or listed as an approved occupant.

Outside office hours, tenants will need to contact a locksmith for access at their own expense.

Should the locksmith need to replace the locks a new set of keys must be given to us immediately.

HOT WATER

Many properties have small hot water heaters or instantaneous heaters that don't produce a large amount of consistent hot water. Time may be required between showers, washing etc. to allow for water to re-heat, especially during winter.

PROPERTY DAMAGE

If property damage occurs please let us know immediately or on the next business day. If it has occurred through tenant mistreatment all repair costs will be at your expense.

NOISE / DISRUPTION

The utmost care must be taken to ensure that you and your guests don't disrupt your neighbours with noise from parties, vehicles etc.

AIR CONDITIONERS

As part of your lease you are to regularly clean any filters and intake vents of your air-conditioners. This is to ensure there is no build-up of dirt and dust, and that the unit is able to draw in air effectively, not hindering performance, or in the worst case scenario, causing the unit to breakdown resulting in costly repairs and/or replacement. Please also note that if an air conditioner breaks down due to filters and vents not being kept clean, costs to rectify the damage or even replace the unit may be charged to tenants. To be cleaned every 3-6 months.

EXHAUST FANS, VENTS & RANGEHOODS

Please ensure any vents and range hood filters are kept clean regularly. Ensure the exhaust fan cover is clean and kept free of grime build up. From time to time these should be taken down and removed to be soaked in hot soapy water, and then scrubbed clean. Please use extreme caution when removing these. To be cleaned every 3- 6 months.

DRYERS

Please ensure the lint filters are emptied every time you use the dryer to reduce the chance of fire and to maintain the efficiency of the dryer.



6. TAKING CARE OF YOUR HOME

FIREPLACES

Fireplaces must not be used unless you have written permission from our office. Often they are ornamental or the flue / chimney has been permanently blocked so using them could be dangerous. Please check with us before using any fireplaces.

POT PLANTS

Please keep pot plants outside as much as possible. Indoor plants must be kept off the floors or in a waterproof, rustproof, mark-proof pot. Any damage caused by pot plants will be repaired at your expense.

FIXTURES AND FITTINGS

If you wish to install, remove or change any fixtures, fittings or paintwork, you must request this beforehand in writing.

PICTURE HOOKS

We understand that you may wish to hang things on walls, however please let us know in writing what type of hooks or any adhesive you wish to use and where, as this must be first approved by the landlord.

VENTILATION

Be mindful of air flow through the property. Make sure it's aired regularly to minimise dampness and odours, particularly in the bathroom to allow heat to escape. The most common cause of mould is poor ventilation caused by windows and doors always being shut.

DISHWASHERS

Dishwashers need to be cleaned on a regular basis as the build-up of food can cause them to malfunction. If any necessary repairs are caused by this build-up the cost may be payable by you.

WATERING YOUR GARDEN

Watering must be done within local council watering restrictions; however we advise you to water adequately within these parameters to ensure gardens are properly maintained.

WEEDING AND SHRUB TRIMMING AND LAWN MAINTENANCE

Weeding, shrub trimming and mowing of the lawn are your responsibility and need to be done on a regular basis. If you require a gardener please contact our office and we can help with contacts.

RUBBISH

Please use the correct bins, taking care to recycle. General rubbish should be put in tied bags and the bin area should be kept tidy. Both strata titled properties and separate dwellings should have dedicated bins for household rubbish, garden clippings and recycling.

Where necessary ensure bins are put out on the correct days for collection. If you're uncertain of these days see your local council website.

OIL DRIPPAGE

Any oil marks from cars must be cleaned immediately. Any stains may result in cleaning costs or compensation being paid to the landlord.



6. TAKING CARE OF YOUR HOME

PARKING ON LAWNS AND GARDENS

At no time should vehicles be parked on lawns or garden areas. You will be liable for any damages caused from doing so.

BLOCKED SINKS / DRAINS

Should a sink or basin become blocked, firstly try a drain cleaning product like Draio. Be sure to follow the product instructions carefully. If the sink or basin is still blocked after treatment, please let us know we can arrange a plumber to attend the problem.

Please Note: Please take care not to allow children to place toys or other items down drains. If a plumber is employed by us to clear drains, basins or sinks and it is determined that the blockage was caused by something considered foreign, this expense will be billed to the tenant for payment.

TOILETS TAPS LEAKING

Report any taps leaking either from a tap head or tap handles. Water trickling or leaking into the bowl from the cistern usually indicates a worn cistern washer and needs to be fixed by a plumber. Water left to trickle into the bowl continuously may inflate your water bill and therefore needs to be reported to us when noticed. Also leaking may occur to the tap behind the toilet.

SWIMMING POOLS

Please refer to the special conditions of your lease if you have a pool. If you're in a strata property please abide by the strata rules on pool use.

STRATA TITLE / OWNERS CORPORATION

If you're in a strata building, be mindful to follow its set of rules and regulations. A copy of the by-laws will be provided to you at the commencement of your tenancy. Some repairs and maintenance are the responsibility of the owner and others are to be carried out by strata. We will liaise with the appropriate body in order to action any outstanding items.

SMOKE ALARMS

Should you believe for any reason the smoke alarm(s) installed are not working or the batteries are not functioning, please let us know immediately. Protect your safety by being vigilant and report to us any issues, to ensure your safety in the case of a fire. Smoke alarms are checked annually



7. VACATING THE PROPERTY

NOTICE IN WRITING

When you intend to vacate the property, in all instances we require your notice in writing.

ENDING A FIXED TERM

If you wish to leave at the end of your current fixed term lease and advise us **before hand** – only 14 days notice is required.

ENDING A NON FIXED (PERIODIC TERM)

If you are leaving on a non-fixed term (periodic) lease, we require at least **21 days notice in writing**. Please Note: all notices take effect from the day we receive them in writing .

BREAK A FIXED TERM

Breaking your lease can be costly and Break Fee charges apply. Notice in writing must be given, outlining your intention to break the lease. The landlord is then notified. You will continue to pay rent up to the day you vacant and may be liable for advertising, lease preparation and letting fee .

OUTSTANDING RENT

Any outstanding rent or water monies due must be paid in full prior to you vacating the property. Bonds cannot be used to cover any outstanding payments. Please advise your Property Manager in writing of any overpaid rent, which will be refunded to you. We will require your account name, BSB, account number and bank name before being able to release the funds.

CANCELLATION OF UTILITIES AND OTHERS

Please close any direct debit payments to us to prevent any further payments after you vacate.

Advise your utilities providers (Energy Australia, AGL, Foxtel etc.) when they should disconnect your supply. Please have your mail redirected.

CLEANING

This area needs close attention – vacate cleaning is more than a regular clean. Feel free to speak with your Property Manager and we can put you in contact with a professional cleaner if you desire. You are required to leave the property in the same condition as recorded in the original condition report. Your Condition Report provided at the commencement of your tenancy is the reference point to determine the condition your property must be in when you leave.



7. VACATING THE PROPERTY

FINAL INSPECTION

Once you have vacated the premises and returned all your keys to us we will arrange a vacating inspection. Rent is due until keys are returned to our office.

Please note that we cannot inspect the property until you have removed all belongings and have returned the keys. Any keys given to friends or relatives should also be handed back.

GETTING YOUR BOND BACK QUICKLY

Reclaiming your bond can be simple if you:

- Carefully follow the Final Inspection which will be provided to you once you notify your intention of vacating and vacating checklist at the end of this booklet.
- Pay all outstanding monies prior to your vacate date.
- If you're unsure of what is outstanding please contact your Property Manager
- Repair any damages prior to your vacate date

KEYS AND ALARMS

At the end of your tenancy you will need to return the keys we provided along with any extra copies cut and any new keys for locks that have been changed. Any alarm codes that have been changed must also be provided to us.

7. VACATING THE PROPERTY

CHECKLIST



GENERAL:

- All marks on walls and skirting to be removed, ensuring that paintwork is not damaged
- Hooks must be removed and walls patched / painted where needed (professionally done)
- Clean internal windows and doors including frames/tracks and sills. External windows should be done if they can be safely reached
- All blinds should be cleaned and stain and dust free
- Check intercom, light switches and power points
- Cobwebs to be removed inside and out
- Carpets to be vacuumed
- All air conditioning filters and outer covers to be cleaned of dust
- Exhaust fan covers and drain covers should be cleaned
- Light-fittings to be cleaned internally and externally including replacing light bulbs
- Tiled and timber floors to be washed
- All built-in wardrobes and cupboards to be cleaned, including mirrors and all personal items removed
- Dryers and washing machines to be cleaned including any filters
- Fireplaces to be cleaned and dusted
- All utilities disconnected
- Arrange for mail to be redirected
- Arrange with your bank to stop all rental payments

KITCHEN

- Clean oven (inside and out) including grill and all drip trays
- Clean stove elements including knobs
- Clean range hood including filter and glass – all grease to be removed
- Empty and clean cupboards inside and out including drawers, handles, shelves and kickboards
- Clean bench tops and wall tiles

BATHROOM

- Scrub shower including tiles, bath, taps, screens and fittings
- Clean floor tiles, wall tiles and mirrors
- Clean out all cabinets and vanities
- Thoroughly clean toilet bowl and seat
- All surfaces should be free of mildew, rust stains, soap residue, hair and grime

EXTERNAL

- Balconies and yards clean and free of rubbish including pot plants and furniture
- Pathways cleaned and all leaves etc. removed
- Pool cleaned in a professional manner, owner's equipment properly stored and all pool toys / furniture of yours removed
- All lawns mowed including edges, garden free of weeds and trees pruned
- Clean gates, letterbox and garage door
- Garage /car space / storerooms to be cleaned and free of any items, oil / dirt stains to be removed.



CROWN
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Bringing people and property together for over 50 years

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Disclaimer: All information contained herein is gathered from sources we believe to be accurate and can change at any time. We cannot guarantee its accuracy and any interested persons should rely on their own enquiries.