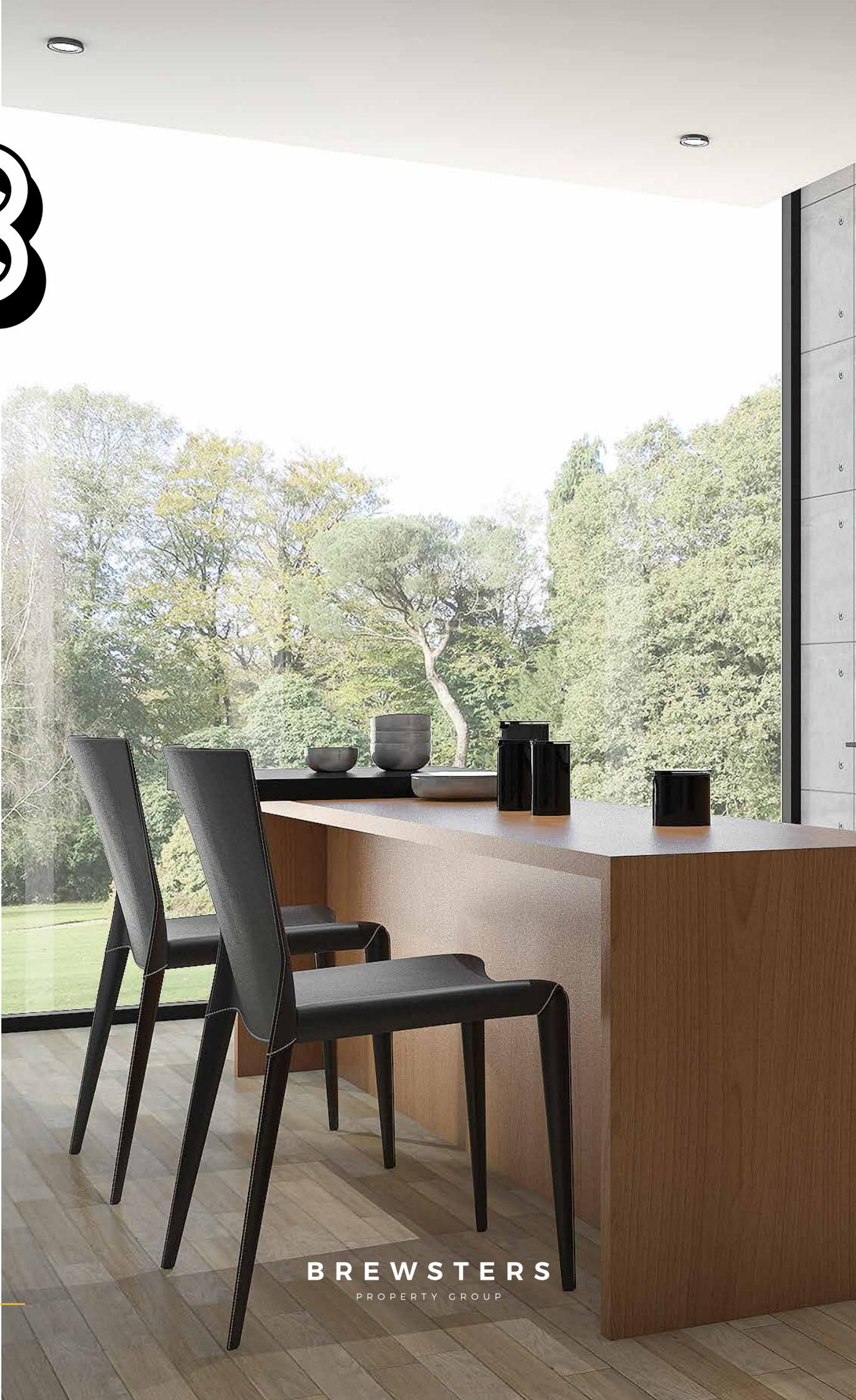


Tenant Guide



BREWSTERS
PROPERTY GROUP

Welcome to property management with Brewsters Property Group.

This handy guide outlines your roles and responsibilities as a tenant, but also some useful information that will maximise your enjoyment. Please refer to this guide throughout your tenancy period as it may answer many of your questions immediately.

Getting Connected

Utilities And Telephone Connection

Our connections company, 'Direct Connect', can save you time and connect your utilities for you, at no cost. Give them a call on 1300 664 715 or book online at www.directconnect.com.au

(PLEASE NOTE: If you preselected Direct Connect on your Brewsters Property Group application you should hear from a Direct Connect representative within 24 hours – if not, ensure you contact them.)

Alternatively you can use the following numbers to arrange connection yourself. It is your responsibility to organise the connection of your utilities. Utilities must be connected in your name. It is also your responsibility to finalise all accounts at the expiration of your tenancy.

Gas And Electricity Connection

Remember, before power can be connected to the property the main switch must be turned to the "OFF" position.

- Origin Energy - 13 24 61
- Energy Australia - 13 34 66
- AGL - 13 12 45
- Citipower / Powercor - 13 22 06

Telephone Connection

- Telstra - 13 22 00
- Optus - 1800 700 276
- Dodo - 13 36 36

Water Connection

Please note payment for water consumption and sewage charges are the tenant's responsibility when the property has separate water meters.

- South East Water: 13 16 94
- City West Water: 13 16 91
- Yarra Valley Water: 1300 304 688
- Melbourne Water: 13 17 22
- Barwon Water: 1300 656 007

Your Responsibilities

Here's everything you need to know about your responsibilities as a tenant. We recommend you keep this brochure in a safe place at home to refer to. If there's anything you're unsure of, please contact your Property Manager.

Paying Your Rent

Rent is due on or before the date specified in your lease agreement. We have supplied you with a Rent card, so you can set up an automatic direct deposit into our account each month, this is by far our preferred payment method as it ensures you won't forget and payments are always received on time. If paying by bank cheque or money order, please clearly state the property address on the back (Written receipts can only be mailed if a stamp self-addressed envelope is provided).

We do not accept rent payments by credit card.

Please remember that Landlords have financial commitments too, and they rely on rent being paid on time. If for any reason your rent is going to be late please contact your Property Manager immediately. To further understand the implication of falling into rental arrears please read the 'Impact of Rent Arrears' statement.

Tenants Contents Insurance

Your Landlord will have an insurance policy to cover the building, fixtures and fittings, but it's your responsibility to ensure you have contents insurance to cover your belongings. It is recommended for tenants to take out their own contents insurance to cover their possessions.

Condition Report

A condition report establishes the condition of the property at the start of your tenancy, and is used as a comparison at the end of your tenancy to assess the property condition. It's also the basis on which your bond will be refunded, so ensure you fill it out with great care and detail. Your Property Manager will also take comprehensive photographs to accompany the condition report. The report must be signed and returned to us within three (3) business days after entering into occupation of the premises.

(If the report is not returned, the copy held by the Property Manager is accepted as conclusive evidence as to the state of repair and general condition of the property at the commencement of the tenancy.)

Smoke Alarms

As a tenant you are responsible for monthly testing. Press the button and hold until the alarm goes ‘Beep Beep Beep’. Annual dusting is required and either dust or gently wipe around the cover of the smoke alarm. Reporting any fault to the Property Manager is a must especially if it does not ‘Beep’. As smoke detectors are mostly hard wired, they are not to be removed under any circumstances.

Breaking Your Lease

If you intend to break your lease contract you will need to contact your Property Manager to inform them of your intention. Your Property Manager will send you a ‘Break Lease’ form and details of your obligations in accordance with the relevant Residential Tenancy Act.

If you wish to break your lease during your Residential Tenancy Agreement, you may be liable for some costs in relation to the re-letting of the property on behalf of the Landlord.

Costs may include:

- Ongoing rent until the property is successfully re-let by your Property Manager
- Advertising costs to re-let the property, possibly including marketing, media placement and photography. (Prices will vary for these services, your Property Manager can advise you at the time.)
- A pro-rata letting fee
- Tenancy reference checks using the National Tenancy Database at a cost of \$15.50 per tenant application.

If you are a tenant intending to break your Residential Tenancy Agreement, please notify your Brewsters Property Group Property Manager directly via email.

Change Of Tenant

Your tenancy has been approved in your name and based on your application details. If a new tenant wants to occupy the property, their application must be submitted to our office and similarly approved. A Bond Transfer Form must be completed and signed by any continuing, ingoing or outgoing tenant.

A processing charge of \$220.00 (including GST) is payable. If your Agreement is in joint or multiple names, all parties are both individually and jointly responsible. (For example, if the Agreement is in multiple names and an individual does not have funds to meet their commitment, the other parties are financially responsible.)

Owners Corporation

If your property is an apartment or townhouse, an Owners Corporation will manage the common areas and gardens. It is essential that you adhere to any rules or guidelines the Owners Corporation may have in place. If you do not have a copy of the regulations, please speak to your Property Manager.

Your Contact Details

Once your landline is connected please pass on the number to your Property Manager, along with your mobile if you haven’t already done so. This way we can contact you to let you know about inspections or repairs. You also need to advise us if you change employers during your tenancy, so we can keep your details up to date.

Hanging Pictures

Please note absolutely no nails, hooks, bolts or hanging devices may be attached to the walls without written permission from your Property Manager. To apply you will need to detail in writing where hooks will be located. ‘Blu Tack’ and sticky tape are also not allowed as they damage wall surfaces. Existing picture rails and hanging devices may be made use of.

Reverse Cycle Heating And Cooling Units

It is the tenant’s responsibility to ensure all units are regularly cleaned, including cleaning of ducts and dust filters at least once every three months. If damage to the motor is caused by lack of cleaning you may be liable for this cost. If you’re unsure how to clean the unit please refer to the supplied manual, or contact your Property Manager.

Spare Remotes

Should spare or replacement remotes for those broken or lost, be needed for the operation of any devices belonging to your Landlord’s property, they will need to be paid for in full by the tenant, and are not refundable. All remotes are to be returned to your Property Manager at the end of your tenancy in working order.

Your Tenancy Agreement

Bond

You are required to pay a bond prior to moving into the rental property, as this is financial protection for the Landlord should there be a breach in your Tenancy Agreement. This bond needs to be paid directly into our trust account. Once received you will be sent an electronic Bond Lodgement to be signed, this is then held by the Residential Tenancies Bond Authority until after you vacate the premises.

Your bond is held as security against undue wear & tear, property damage or outstanding rental arrears/invoices. The bond amount is specified in the Tenancy Agreement.

Routine Inspections

A Property Manager will conduct inspections at regular intervals during your tenancy. As per the Residential Tenancies Act you will always be provided with written notice of the date and time of any upcoming inspections. Unfortunately it is not possible for us to change the time or date of your inspection. Whilst you are welcome to be there for the inspection, you are not required to be present.

Sub-Letting & Occupation

If you wish for another person to occupy the property for a period longer than 30 days, it is a requirement of your tenancy for you to seek permission from us. The incumbent will need to submit an application for residential tenancy requesting permission to reside at the property under your current lease term. We then process their application and check their references to ensure they are a suitable occupant.

It is then up to the Landlord to grant permission to occupy the property under your current lease agreement. As the primary tenant of the property, you are responsible for ensuring rent is paid in full and on time, as well as, ensuring no damage to property occurs. If damage does occur and/or rent is not paid, costs will be claimed from the bond.

Giving Notice To Vacate

When you decide to leave the property you are required to give 28 days written notice. Please complete the online form located at: www.brewsters.com.au The notice you provide in writing will be effective from the next business day it is received by our office.

Smoke-Free Zone

All properties are smoke free zones. If you wish to smoke, please do so outside the property, correctly dispose of cigarette butts and never leave butts in common garden or private courtyard/garden areas.

Car Parking

Tenants are to park only in designated parking areas. Cars are not to be parked on grass verges, lawns or in common areas. Cars that are not warranted or registered are not to be parked on the premises. In the case of units or flats in strata company or body corporate complexes, there are rules pertaining to vehicles that must be adhered to.

Bond Refund

Once all the vacating criteria has been met, your Property Manager will generate an electronic Bond Claim Form that will be emailed to you for all parties on the original Bond Lodgement Form to sign. Once this is completed it will be electronically finalised with the RTBA to authorise the final payment.

Vacating The Premises

Contact your Property Manager to discuss your legal requirements with regards to ending your tenancy as written notice periods will be required. Once the Property Manager has received/issued your ‘Notice of Intention to Vacate’ they will contact you and advise requirements for handing over vacant possession. Once the property is vacated and all keys, remotes and rent cards have been returned to the Property Manager a final inspection of the property condition will be completed.

NOTE: a Property Manager cannot complete a final Inspection until the property is vacant and ALL of the keys, remotes and rent cards have been returned. Rent is payable until all keys are returned. The bond will only be returned once it has been established that all rent is paid as required and the property has been returned in the same or better condition as per the original condition report (excluding fair wear and tear) and all applicable invoices have been paid.

Power is to be left on for 3 business days to allow the Property Manager to ensure all appliances and light fittings are in working order, or for any follow up cleaning that may be required.

Damage To The Premises

It is the tenant's responsibility to ensure that all care is taken to avoid damage to the premises by the tenants themselves or their guests. In the event damage occurs, you are required to give notice to the Property Manager of any damage to the premises as soon as you become aware of it. You will also be liable for any costs involved with rectifying the issue/damage.

Oil stains: Drip trays are to be kept under the vehicle to protect the ground from oil stains. Should damage occur the tenant will be responsible for degreasing the area.

Garden Maintenance

Unless otherwise specified it is your responsibility to water the garden (in accordance with the current water restrictions), cut lawns and shrubs, and keep garden beds free of weeds during your tenancy. Alternatively, we can put you in touch with our recommended gardeners available for hire.

Animals

Only animals permitted under the clauses in your agreement are allowed to be kept at the property and as stipulated in your rental agreement for inside/outside living. Please ensure that you regularly collect and dispose of any faeces, and ensure the feeding area of the animal is also kept clean with no food residue on floors or walls.

Any damage to the property caused by the pet must be rectified by the tenant. If you have a pet or intend to, you must seek the permission of the landlord in writing and inform the landlord through your Property Manager as it may affect their insurance.

Repairs And Maintenance

We have an expert team of qualified tradespeople to carry out repairs and maintenance. If a problem arises, please advise your Property Manager on 8781 4077 first, or in writing via email immediately or at rentals@brewsters.com.au and we will organise to get it seen to as soon as possible.

Remember, it is a provision of the Residential Tenancies Act that you advise your Property Manager of any problems that occur during your tenancy. If you do not, you may be held liable for any additional maintenance costs that the Landlord may incur as a result of your failure to notify.

Urgent Repairs

An urgent repair is something that is likely to cause injury, undue inconvenience, or which makes the property unsafe or insecure. Please refer to the below list as to what constitutes as an Urgent Repair, otherwise you may be liable for any associated costs.

You should get in touch with your Property Manager by all means of contact in the event of an emergency repair. The legislation is specific about what constitutes an emergency repair. Should the issue not be deemed an emergency, you will be responsible for the payment to rectify the issue.

- Belmore Plumbing 0416 437 266
- By The Bay Electrical Services: 0438 609 149
- Seaview Glass 0416 119 256

Urgent Repairs Are Defined As:

- Burst hot water service
- Blocked or broken toilet system
- Serious roof leak
- Gas leak
- Dangerous electrical fault
- Flooding or serious flood damage
- Failure or breakdown of any essential service provided by a Landlord, i.e. – water, cooking, heating or laundering
- Failure or breakdown of gas, electricity or water supply
- Any fault that makes the premises unsafe
- Any appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted
- A serious fault in a lift or staircase

FOR URGENT REPAIRS PHONE 8781 4077
or EMAIL rentals@brewsters.com.au

Enjoy your new home!

If you have any further questions or concerns and please contact your Property Manager or our office (03) 8781 4077.

Non-Urgent Repairs

If you notice anything which requires maintenance or repair you need to notify us as soon as possible via our online form.

When the Landlord has approved for works to be carried out we will engage the appropriate tradesperson, who will then contact you to arrange a suitable time to address the approved maintenance. Any works carried out on the premises by any person not approved under a work order from the Brewsters Property Group office may result in your liability to pay the account.

Rubbish Collection

To find out about your weekly garbage and recycling pick up days, and your annual hard rubbish collection, please contact your local council. Please ensure rubbish is secured and distributed in correct bins. (Bins need to be put out the night before as collections are usually very early in the morning, and they MUST be brought back in that evening.)

- Mornington Peninsula Shire: 1300 850 600
- City of Frankston: 1300 322 322
- City Of Casey: 9705 5200
- City of Maroondah: 1300 882 233
- City of Geelong: 5272 5272
- Cardinia Shire Council: 1300 787 624

Mail Redirection

Visit your local post office or www.auspost.com.au/personal/mail-redirection-and-mail-hold.html to arrange to have your mail re-directed to your new address, as no mail will be held or redirected by the new occupants.

Communicating With Property Managers

Most problems experienced by tenants, Landlords and Property Managers can be resolved by prompt and honest communication.

Each party has a responsibility to ensure it's a happy arrangement for all.

- Tenants must keep the property clean, gardens maintained and meet their monthly rental obligations
- Landlords must ensure the property is maintained and that their tenant has 'quiet enjoyment of the property'
- Property Managers act as a conduit between Landlord and tenant to ensure both parties meet their obligations.

If you're at all worried about any aspect of your rental property, get in touch with your Property Manager – that's what they're there for.



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