

# Tenant Renting Guide

# My Story



## Brooklyn Cambridge

Brooklyn Cambridge has a well-deserved reputation as one of South West's most capable Property Managers, bringing exceptional organisational and people skills to the role. Brooklyn is highly organised with the ability to anticipate problems before they arise, and resolve them quickly and without fuss if they do. Her aim is to deliver a stress-free service to her landlords.

Brooklyn has wide experience in all aspects of property management from astute tenant selection to maintenance, accounting and tribunal applications. With a constant eye on market trends, landlords are assured that their property has the personal attention and care of a professional Property Manager dedicated to maintaining the value and maximising the return of their investment.

### **BROOKLYN CAMBRIDGE**

Business Development Manager

**Office:** Richardson & Wrench  
Hinchinbrook/Hoxton Park  
Shop 4, 441 Hoxton Park Road  
Hinchinbrook  
2168

**Mobile:** 0406 620 257

**Email:** [brooklyn.cambridge@randw.com.au](mailto:brooklyn.cambridge@randw.com.au)

# Our Story

## Richardson & Wrench Hinchinbrook/Hoxton Park



RICHARDSON & WRENCH  
HINCHINBROOK/HOXTON PARK

Office: Shop 4, 441 Hoxton Park Road  
Hinchinbrook NSW 2168

**Phone:** 02 8783 7700

**Fax:** 02 8808 3802

**Email:** adminhhp@randw.com.au

R&W Hinchinbrook/Hoxton Park has been founded in the spirit of friendship and a fair go; four good friends, all top performing agents with a shared passion and vision for real estate.

Their common bond is a commitment to the principles of hard work, honesty in business and always putting client's needs first. That belief translates into business structure that takes a whole of agency approach, where all four directors have vested interest in achieving the best result on every sale.

Prompt and regular communication with vendors, buyers, landlords and tenants is the mantra followed by the directors and something that their network of past and present clients has come to expect from them.

Between the directors Allan Sari, Phil Norman, Tommy Tchan and Bassam Hendy, there is a wealth of real estate experience extending

over many years. That exposure to a variable market has sharpened their ability to negotiate and close a sale and provide trusted and informed advice to their clients. Timing can be all-important in real estate and their expert local knowledge is a bonus that comes with their service.

Operating in the fast-growing suburbs of West Hoxton, Hoxton Park, Hinchinbrook and Middleton Grange, the office is right in the hot spot of Sydney real estate, where property values have risen exponentially in the past few years.

With the prospect of future infrastructure improvements, the South-West rail link, construction of Sydney second airport and local government determined to reinvigorate the south-west, R&W Hinchinbrook/Hoxton Park is positioning itself for several decades still to come.

# Important Utility Information

- ✓ It is the tenant's sole responsibility to connect/disconnect all utilities. We do however, a fast, reliable and free of charge utility connection service for our tenants. See the following page for more information. But first, check that the utilities are NOT included in the cost of your rent.
- ✓ Please understand that **we cannot read metre readings on your behalf**. If readings are required, contact your Property Manager to discuss how it can be obtained.

## Fibre Optic infrastructure

If the property is located within a Fibre Optic community, the phone, internet & TV/Foxtel connections are not standard practice. The company Opticomm must first connect the home to the Opticomm network; this involves bringing a fibre optic cable from the street into the property to terminate onto an Optical Network Terminal. You must check if this has been done before anything else- You're Property Manager can assist with this query.

Once you have confirmed the premises has an existing connecting to Opticomm, if you have free to air television only you just simply need to retune your TV. For internet, telephone & Foxtel, you only need to contact one of the providers who can deliver services through this network and they can connect you without any site visit within 2 working days. For a list of these Retail Service Providers visit [www.opticomm.net.au](http://www.opticomm.net.au).

## Utility connections and peak/off peak tariffs

Tenants are responsible for arranging utility connections and disconnections. Should the property have an electric hot water service, we suggest that you enquire about the 'peak/off peak tariff' for the hot water service. Further information regarding the various tariffs may be obtained from your electricity provider.

## Telecommunications Services

Clause 48.2 of the Residential Tenancy Agreement states "the tenant agrees the availability of telephone/fax lines; internet services; analogue; digital or cable television (and the adequacy of such services); are the sole responsibility of the tenant and the tenant should make their own enquiries as to the availability and adequacy of such services before executing this agreement. The landlord does not warrant that any telephone/fax plugs, antenna sockets or other such sockets or service points located in the premises are serviceable, or will otherwise meet the requirements of the tenant, and the tenants must rely upon their own enquiries."

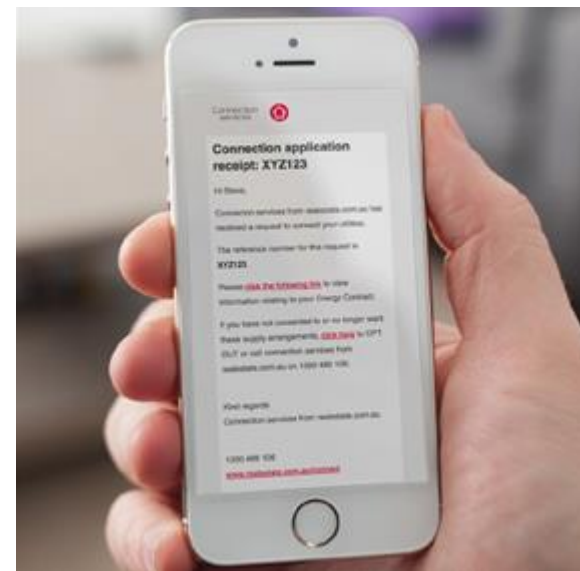
## Gas Bottles

The tenant is responsible for arranging the supply and re-fill of gas bottles. Long term tenants may consider opening an account with a gas supplier. Eg- Speed-e-gas customers can now transact online using the Origin LPG website and customers can take advantage of their online self-service options.

# Connecting Your Utilities

We know moving can be stressful; made worse by the thought of not having your electricity, gas, internet or Foxtel connected when you move. So we're doing something about it. Our commitment -

- ✓ A fast, reliable and free of charge utility connection service for our tenants
- ✓ Utility offers from selected providers that include electricity, gas, internet, phone and pay TV.



Verification via SMS and email



Interested?

We can email you the link to complete the utilities form online. It takes less than 60 seconds to complete; send it back to us and we will start the process immediately.

You will appreciate the time you save compared with other connection companies that waste valuable time with lengthy phone calls reading out terms and conditions. We provide key disclosures upfront.

511 Ch

511 Church Street

511 Christmas Ro

511 Chapman A

Tell us your connection address

Electricity

Gas

Pay TV

Broadband

Select the utilities to be connected / disconnected

Name

Email address

Phone num

Provide details about you and your property

# Paying Your Rent

Tenants may choose their preferred payment method from the below two options –

1. Electronic transfer into our account. Our account details are below and will also be noted on your Residential Tenancy Agreement. Online banking should enable you to set up an automatic reoccurring transaction.
2. Direct deposit into our account at your closest branch. We can provide you with a free deposit book pre-printed with our account details and your allocated reference number.

## Account details

Bank: St George  
Account name: Cuatro Partners Pty limited  
Reference: Specially allocated, ask your property manager  
BSB: 112 879  
Account no: 476 091 770

- ✓ Rent can be paid weekly, fortnightly, monthly however you choose. However in accordance with the Residential Tenancy Agreement, it must always be paid in advance.
- ✓ You may also be charged for water usage. Invoices are issued quarterly providing the owner supplies us a copy of the bill that we can pass onto you.



# Arrears Management

We adopt a zero tolerance policy when it comes to rent arrears – late payment of rent is not acceptable. Continual rent arrears during the term of the agreement will result in termination of the tenancy by written notice. Tenants should inform the agent of the possibility of any late payment.

Daily arrears monitoring is compulsory in our office to ensure you are held accountable for failure to comply. Our accounts team do nothing else but manage your account and are diligent in chasing monies owed.

When executing the lease agreement, you will be asked to sign a Rental Arrears Policy and your responsibilities in regards to payments will be explained in further detail.

At the time of signing the Residential Tenancy Agreement, the rent is two weeks in advance. If the rent is paid every week thereafter it will always be in advance. Once the rent is no longer in advance you will be contacted for immediate payment. When vacating the property in the future, the rent is calculated by what is owed up until your vacant possession date- if you are still in advance, this is included.

Bond cannot be applied towards payment of rent without the prior written consent of the landlord.

Your trusted accounts team:  
June Cheng & Gail Moore



# Repair & Maintenance Control



## How do I arrange any repairs that might be needed?

Maintenance requests are only accepted in writing. When executing the lease, you will be advised of the different ways you contact the different rental departments in our office. Please refer to this form when making contact with our office.



It is essential that you do not attempt to repair things yourself - you have a responsibility to advise the agent or owner of maintenance matters that require attention. Your lease will include provisions for how you should handle repairs or maintenance requests.

## What should I do if urgent or emergency repairs are needed at the property?

Generally, emergency repairs are required when the occupants' health and safety - or the property itself - is threatened. You should urgently try to contact your agent and ensure you give them the opportunity to arrange for the emergency repairs, as long as they are completed in the most urgent and expedient manner possible. If you cannot contact your agent, refer to your lease and the list of tradespeople nominated to handle emergencies.



The types of repairs that are urgent repairs are defined in your lease agreement. If you organise the repair and the problem was one not mentioned on this list, you may be responsible for the cost.

Your dedicated maintenance controllers:  
David Auld & Andy Hemsall





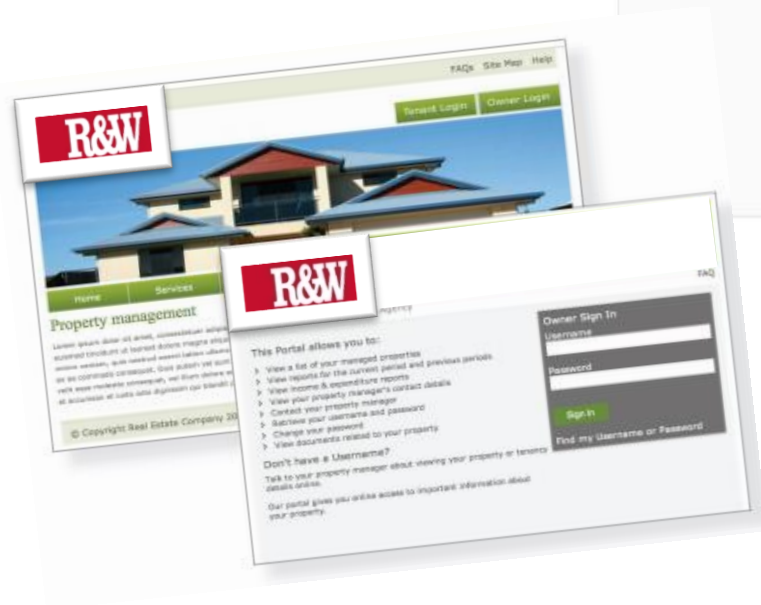
# Personal Web Portal

All of our work is totally transparent as every record and transaction is available to you in live time 24/7.

We know that you want to be able to access your important tenancy information when it's convenient to you. Your personal web portal enables you to log on at your convenience and access your information.

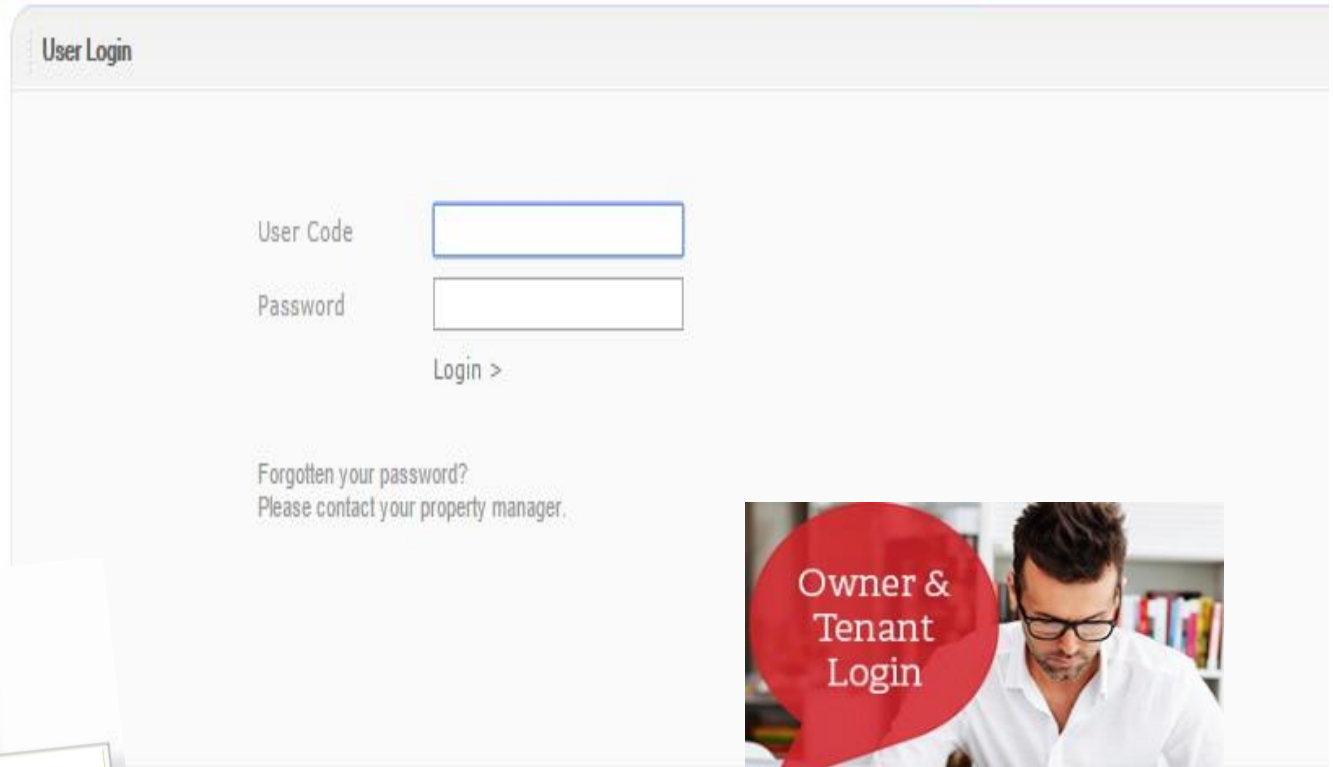
In addition to accessing all this data you can also view and download copies of documents relevant to your tenancy.

The information and the website are completely secure.



## Tenant Portal

R&W



Login directly from our website

# Inspections

We follow the R&W Inspection Methodology & our inspection regime includes:

- ✓ Ingoing inspection
- ✓ Regular routine inspections (up to x4 per year)
- ✓ Outgoing inspections

## Ingoing condition report

At the start of every tenancy, the landlord or agent must give you two copies of the premises condition report, which you should fill in and then return one of the copies to your landlord or agent within 7 days. You should take your time to fill it out with as much detail and accuracy as possible. The condition report will be a key piece of evidence at the end of the tenancy if there is a dispute about who should pay for cleaning, damage or the replacement of missing items.



**R&W** True Property Management Pty Ltd  
Use True Property management  
Level 1, 1 Denison Street  
Ph: 1300 TRUEPM (878576)  
Fax: (02) 8507 2445

**NSW Residential Tenancies ACT 2010**  
Ingoing Condition Report

**HOW TO COMPLETE THIS REPORT**

- Three copies of this condition report are filled out and signed by the landlord or the landlord's agent.
- Before the tenancy begins, the landlord or the landlord's agent must inspect the residential premises and record the condition of the premises by indicating whether the particular room has a stain, an insect or any other problem. "Y" (YES) or "N" (NO) in the appropriate column (see example below). Where necessary, comments should be included in the report. The landlord or the landlord's agent must also indicate "yes" or "no" in relation to the matters set out under the headings "Health Issues" and "Common Law Issues".
- If the tenant has agreed to pay for water usage charges under the residential tenancy agreement, the landlord or landlord's agent must also indicate whether the residential premises have the required water efficiency measures.
- Two copies of the report shall be sent out and signed by the landlord or the landlord's agent must be given to the tenant before or when the tenant signs the agreement. The landlord or landlord's agent keeps the third copy.
- As soon as possible after the tenancy begins, the tenant must inspect the residential premises and complete the tenant portion of the condition report. The tenant indicates agreement or disagreement with the condition indicated by the landlord or landlord's agent by marking "Y" (YES) or "N" (NO) in the appropriate column and by making any appropriate comments on the form. The tenant may also comment on the matters under the headings "Health Issues", "Common Law Issues" and "Water Efficiency Issues".
- The tenant must return one copy of the completed condition report to the landlord or landlord's agent within 7 days after receiving it and to keep the second copy.
- At or as soon as possible after the termination of the tenancy agreement, both the landlord and tenant should complete the copy of the condition report that they retained, indicating the condition of the premises at the end of the tenancy. This should be done in the presence of the other party, unless the other party has been given a reasonable opportunity to be present and has not attended the inspection.

**IMPORTANT INFORMATION**

- It is a requirement that a condition report be completed by the landlord and the tenant (see above). The condition report is an important record of the condition of the residential premises when the tenancy begins and may be used as evidence of the state of repair or general condition of the premises at the commencement of the tenancy. It is important to complete the condition report accurately. It may also form the basis of a dispute, particularly about the return of the rental bond money and any charges to the premises.
- At the end of the tenancy the premises will be inspected and the condition of the premises at that time will be compared to that stated in the original condition report.
- A condition report should be filled out whether or not a rental bond is paid.
- If you do not have enough space on the report about a particular item, call the TruePM on 1300 878 576 or visit the website for information about the rights and responsibilities of landlords and tenants or return completing the condition report.

**CONDITION CODES**

Y	N
YES	NO

**SAMPLE CONDITION REPORT**

Room/Area	Y	N	Comments
Living Room	Y	Y	
Kitchen	Y	N	
Bathroom	Y	N	
Bedroom	Y	N	
Garage	Y	N	

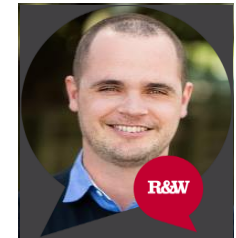
Landlord / Agent Signature: \_\_\_\_\_ Date: / / Tenant's Signature: \_\_\_\_\_ Date: / / 1 of 1

Printed by Inspection Manager for the use of True Property Management Pty Ltd True Property Management

## Settling in inspection

We also conduct a 12 week "Settling In" inspection as it will enables us to maintain a connection to the property as well as being able to give feedback to our owners about how well you're settling in to your new home.

Your dedicated inspection officers:  
Emma Jansen & Brett Ellims



# Frequently Asked Questions

## **Do I need insurance?**

As the tenant, it is your responsibility to insure your own personal belongings - the owner is responsible for insuring the fixtures and fittings included in the property at the time of letting, as well as the premises. If you do not have home contents insurance for your personal belongings, you may need to bear the cost of replacing your possessions. Our recommendation: Take out a tenant contents cover policy. If we organise the policy for you, EBM offer a discount on your first year of cover. See the enclosed EBM tenant cover brochure for more information.

## **What happens when the lease expires?**

You will find details of the expiry date in your lease agreement. If this date passes, your lease becomes a 'continuing agreement'. This ensures all parties are bound by the original lease terms. You can request a lease renewal from the agent or the agent might contact you a few months prior to the expiry date. Renewing is optional for both parties. The owner has the right to renew the lease, let arrangements continue under the terms of the original lease or issue the appropriate notice requesting that you vacate the property. It is important for you to discuss whether or not you want to continue living in the property with the agent well before the expiry date of your lease, which allows everyone to make the necessary arrangements.

## **I want to break my lease, but have another person who wants to take over the property. What should I do?**

Any agreed handovers must be done correctly and legally - you and the other person should contact your agent as soon as possible and let them know what you want to do. You should also be aware that your agent or owner has no automatic obligation to agree to your request - the new person must complete an application form, provide references and carry out all the other steps that are necessary for anyone to be approved as a tenant. If this application is approved, the new person should not move into the property until a final inspection has been carried out and the necessary arrangements are made with your owner or agent for the release of your bond.

## **What happens if the owners of the property I am renting decide to sell?**

There are a number of different scenarios that can occur if the owner decides to sell and these can depend on the expiry and terms of your lease agreement. If the property is sold to someone who wishes to live there, you will be given notice to vacate which will usually give you plenty of time to arrange your next property.

## **I want to get a roommate. Do I need permission from the owner?**

Yes, immediately advise your agent in writing and do not allow the roommate to move in until you have written permission from your agent or you may be in breach of your tenancy agreement. The new person must complete an application form, provide references and carry out all the other steps that are necessary for anyone to be approved as a tenant. If this application is approved, the agent will make the necessary arrangements with you and the new tenant to sign a new lease and change of shared tenancy form for the bond.



# Important Information

**R&W Hinchinbrook/Hoxton Park are dedicated to ensuring a smooth and hassle free tenancy.**

We have provided you with this helpful information and the below listed forms to ensure you clearly understand your rights and responsibilities. You will also be given a collection of Fair Trading fact sheets when executing the lease which refer to starting a tenancy.

- ✓ Electoral roll change of address form
- ✓ EBM tenant cover brochure
- ✓ Tenant checklist

## **Please note-**

When a tenancy involving more than one person is taken, there is usually a 'prime mover' individual who is the group's leader. Normally, this person made the initial enquiry and transaction about renting with the landlord or managing agent.

It's important for the prime mover and others to recognise that all tenants at a rental property must sign the Residential Tenancy Agreement, which is drawn up at the start of the tenancy.

