

TENANT INFORMATION HANDBOOK

PLEASE READ CAREFULLY & KEEP SAFE TO REFER TO IN FUTURE

OFFICE DETAILS

OFFICE HOURS: Monday - Friday 9:00am – 5:00pm (via appointment only)

ADDRESS: 24 DICKERSON WAY, REDWOOD PARK SA 5097

PHONE: 8251 6022 FAX: 8251 6033

MOBILE: Steve Lind: 041 2711 270
Damian Lind: 041 7732 271

EMAIL: admin@lindrealestate.com.au

WEBSITE: www.lindrealestate.net

MAINTENANCE

**** All repairs must be authorised through this office. ****

Repairs can be phoned through between: 9am- 5pm (Monday to Friday) on 8251 6022.
As well as **MUST**, be put in writing and can be emailed to: admin@lindrealestate.com.au

If you can attach a photo of the repair required would be appreciated
(Alternatively you can download a repair request form from our website to complete and send in)

- Any maintenance/ damages that require repairs found to be caused by the tenant will have the account passed on to be paid.

ANY AFTER HOURS EMERGENCIES: such as burst water pipes or electrical breakdowns, please call the above office number or **Steve: 041 2711 270 or Damian: 041 7732 271**

- Should our tradespeople report that such a call was "**not**" of an urgent nature, the afterhours service fee **will be payable by the tenant.**

No responsibility for payments of accounts will be accepted for repairs which are authorised by the tenant including in emergencies

RENT PAYMENTS

Please make sure all rent payments are made to us by the due date. (Keep in mind some internet bank transfers may take a few days to process, so a good rule of thumb is to pay the rent a few days before the due date, so that it reaches or account before the date)

Rental payment methods offered:

1. **DEPOSIT BOOK:** This is for **CASH** payments, and can be deposited into any **Commonwealth Bank Branch** (not at post office). A deposit book will be issued for you as each book has a different agent number to identify that your rent is paid.
2. **INTERNET TRANSFER/ DIRECT DEBIT:** Is via the internet or direct debit from your account into the company trust account, all that is required to do this is supply our account details and rental property address to your bank or financial institution. Please make sure with your bank that your Rental property address is quoted in descriptions, so to identify that you have paid your rent.

Banking details are as follows:

- **LIND REAL ESTATE TRUST ACCOUNT**
- **BSB: 065-149**
- **ACC: 10072079**
- **Description: Rental Property Address (ie: 24 Dickerson Way)**
- **Remitter Name: (your name)**

3. **BPAY PAYMENT:** All that is required is to simply contact your participating bank or financial institutions enter our Bpay Biller Code & your reference number which will supply to you if you take this option. **Biller Code 131714/ Bpay customer number:** _____.

RENT RECEIPTS

As the payments types are a method of tracking your rental payments, receipts are not issued by this office. A rent statement can be issued to you upon request, at any stage or if you have provided an email address you will receive receipts.

RENT ARREARS/ WATER ARREARS POLICY

At Lind Real Estate, we understand that sometimes there are unforeseen circumstances that may result in delayed rent payments. Although we will endeavour to accommodate any extraordinary viable situations resulting in late payments, there is however a **ZERO TOLERANCE RENT ARREARS/ WATER ARREARS** procedure that must be maintained.

If you happen to fall into arrears and know you will be unable to make your rent or water payment, you should contact our office immediately to discuss this with us.

The following outlines the **ZERO TOLERANCE RENT/ WATER ARREARS POLICY** that applies with every rental property managed by Lind Real Estate.

- | | | |
|-----------------------------|---|--|
| 2-4 Days in Arrears | - | Reminder Email |
| 4-7 Days in Arrears | - | Reminder Email/ Letter |
| 7-14 Days in Arrears | - | SMS Reminder |
| 15+ Days in Arrears | - | FORM 2- Notice to remedy Breach |

Failure to comply with the requirements of your tenancy agreement and this policy will mean that your tenancy may be terminated or not renewed at the end of the agreed term. This will make it very difficult for you to gain future rental accommodation as it will be on your permanent record with us.

WATER CHARGES / PAYMENTS

Please be aware of your tenancy agreement for if you the tenant are responsibility for any or all the water charges at your rental property. (Special conditions clause under your agreement)

“Payment to be made within 14 days”.

If water accounts are not paid in a reasonable time, it is a breach of your tenancies agreement and termination could be ordered.

Payments are to be made into the Trust account as a **separate transaction amount**, from your normal rent payment so we can determine it as a water payment, please put in the description the following:

Example:

- **Amount Payable: \$143.70**
- **Reference: SAW (property address).**
- **Remitter name: (tenants name)**

IMPORTANT INFORMATION:

Please DO NOT Include the amount with your rent payment, we will not legally be able to separate and the amount & will go to your rent payment.

ADDITIONAL PAYMENTS

- We also now have the facilities for those who like to make regular extra payments ahead of any invoices/rent arrears that become due, can be now held in a deposit account against your name on the rental property. When you have sufficient funds this can be then forwarded to the appropriate debt. To make these payments all you need to do is put '**DEP**' in front of your property address in the reference section when you transfer to the trust account...

Example:

- **Amount: \$30**
- **Reference: DEP (property address).**
- **Remitter name: (tenants name)**

ROUTINE INSPECTIONS

Inspections will usually be conducted approx. every 3-4 months around the beginning/ middle and end of the year. You will receive a 7-14 day before the date, giving you plenty of time to be prepared. Please pay particular attention to these following areas: Exhaust fans cleaned (dust free). Floors washed, Marks on walls/ light switched wiped clean, Oven/Stove tops cleaned, lawns mowed and edging cut, Garden area weeded, rubbish removed, carpets vacuumed (steamed cleaned if required) & rest of premises in a neat & tidy state. These areas' will help in getting a good report back and ensure we don't have to reschedule another inspection to make sure you have complied. Please also make sure you are watering gardens & lawns regularly, especially during summer time and not letting them die off. It is your responsibility to maintain this under your agreement.

If premises are not kept up to a reasonable clean/ tidy condition, routine inspections may increase on more regular intervals than every few months. (As per the Residential Tenancies Act 1995- Division 10- Section 72 (b))

BREAK LEASE

Fixed term Lease Agreement: If terminated by the tenant before the expire date, then the outgoing tenant will be responsible for a portion of Letting & Advertising Fees incurred, including all rental payments up until the property is re-let. Your intention to vacate **MUST** be in writing with a move out date and sent to our office via mail or email at the earliest possible time, so we are able to start advertising for a new tenant.

(more information can be found at www.sagov.au)

END OF LEASE TERMINATION

Fixed term Lease Agreement: If terminated by the tenant before the expire date, then the outgoing tenant will be responsible for a portion of Letting & Advertising Fees incurred, including all rental payments up until the property is re-let. Your intention to vacate **MUST** be in writing and sent to our office via mail or email at the earliest possible time, so we are able to start advertising for a new tenant.

If terminating at the end of a fixed lease (Not Renewing), you must give us written notice at least 28 days before the expiry lease date. There is a **Form 4B (Notice to Landlord to end fixed agreement at end of term)** that can be filled out, which can be downloaded at sa.gov.au website or via our website, then forward to us via mail or email.

Periodic Lease: If you wish to bring your periodic tenancy to an end, you may do so by giving: **21 DAYS NOTICE IN WRITING**, the letter either posted or emailed to our office.

END OF LEASE VIEWINGS

As per the Residential Tenancies Act 1995-Division 10-Section 72 (f)- the entry is made for the purpose of showing the premises to prospective tenants, at a reasonable time and on a reasonable number of occasions during the period of 28 days preceding the end of the agreement, after giving reasonable notice to the tenant.

(Please keep this in mind when we are calling, we have the right to show the property during this period to potential new tenants) & please keep the premises in a clean and tidy condition so we can best present the property)

NBN (NATIONAL BROADBAND NETWORK) INSTALLATION

With the rollout of the national broadband network occurring in suburbs over the next few years. When you are then notified by them that you are able to connect and they wish to do the internal connection, If their internal installation is done through the old phone point, there will be no issues having it connected at any stage, But if they are required to install a 30cm x30cm box or battery pack on the internal wall of the property, then you will need to contact our office first to get permission for the best place for it to be installed, usually this will either be in a living area or kitchen/dining area close to a PowerPoint.

ABUSIVE/ AGGRESSIVE BEHAVIOUR

Please we warned, any abusive / aggressive behaviour will not be tolerated in any form by this office, and appropriate action will be taken as well as been documented and if necessary reported to appropriate authorities and will be on your permanent record & could affect your chances of getting approved for future rentals

MAIL

Please redirect any mail addressed to the landlord to our office at: **24 Dickerson Way, Redwood Park 5097**. This will avoid such problems as SA Water accounts not being paid and water disconnected.

KEYS

At the expiration of your tenancy all keys (including any copies made) are to be handed back to us. You are responsible for the rent until keys are handed back. If all keys are not returned, tenant will be responsible for the cost of replacing all locks.

If you require us to come out to unlock your property due to loss of keys or locked out, there is a **'call out' fee of \$65.00 charged to the tenant for this service. (This service is offered if we are available at the time during business hours)**

ELECTRICITY & GAS

It is your responsibility to have gas and electricity connected in your name

CONTACT DETAILS

- **Please notify our office or any change of contact numbers or email details, within 7 days.**

CARPETS

If you intend to Shampoo the carpets, **PLEASE DO NOT USE SELF HIRE MACHINES**, but use a reputable professional. We use and recommend: **Adelaide Professional Carpet Cleaning– Phone: 042 3492 940. Email: bookings@adelaidepcc.com.au Website: www.adelaideprofessionalcarpetcleaning.com.au**

VACATING PREMISES/ EXIT CLEANS

When you receive your letter regarding a final inspection time, you will receive a checklist of areas to pay attention to, this will help you to cover all areas of cleaning as we know moving can be a stressful time and things can easily be overlooked in this department. Following this checklist (which is available to download on our website) will keep you on track and handing it back to us at final inspection will help the process along as well as checking your original ingoing condition report

Some tenants may want to get a professional cleaner in for a Rental Exit Clean. Their services will usually do a complete clean from ceiling to floor. Making sure you do a proper clean of the properties will help with not holding up your bond. There are a number of companies around the metro area in which you can engage their services.

OUR WEBSITE

We have on our website everything you will need to contact us, including forms and information you might need during your tenancy, other properties that become available, feel free to check it out at any time.

www.lindrealestate.net

FOLLOWING POINTS, YOU AGREE TO DURING YOUR TENANCY

- The garden should be maintained to a high standard- lawns watered, shrubs & hedges trimmed, lawn edges cut on a regular basic and all paper and rubbish to be removed regularly. Paved areas to be weeded.
- All hard rubbish and bottles to be removed regularly.
- All oil stains to be removed from paved areas/ driveway (please use drip tray where possible)
- Refrain from parking any vehicles on lawn area's, and only on designated spaces.
- Oven, griller & hotplates to be cleaned regularly & range hoods.
- Walls & carpets to be spot cleaned regularly.
- Do not place your furniture/ lounges directly against walls as it will rub damage paintwork.
- Carpets to be steamed cleaned at least once a year during tenancy, or more regularly if required.
- For heavy traffic areas such as hallways/ living area/ bedroom suggest washing down walls with sugar soap at least every 6 months to stop stains permanently imbedding in paintwork
- Keep Exhaust fans clean of any dust build up regularly.
- Should you wish to hang pictures and there are no provisions, Contact the office first for permission. (no nails to be put into walls) Also please refrain from allowing stickers or posters to be placed on walls/ ceilings or blue-tac as this can still damage walls & peel paintwork off.
- Any issues with smoke alarms to notify the office immediately.
- Please clean any air vents, air-conditioning filters every 3 months (minimum)
- Wash windows inside & out every 6 months, including the tracking.
- Wash any netting curtains regularly to keep clean.
- Report any damages immediately to our office.

And lastly enjoy your new home.....

Please retain the above information and keep somewhere handy as it may be of use to you in the future, whilst you are leasing a home through LIND REAL ESTATE



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www.lindrealestate.net