



TENANT HANDBOOK



TENANT INFORMATION HANDBOOK

PLEASE READ CAREFULLY & KEEP SAFE TO REFER TO IN FUTURE

OFFICE DETAILS

OFFICE HOURS:	By APPOINTMENT ONLY. Please call or email us to make an appointment weekday 9:00am– 5:00pm
ADDRESS:	24 DICKERSON WAY, REDWOOD PARK SA 5097
PHONE:	08 8251 6022
MOBILE:	Damian Lind: 041 7732 271 / Steve Lind: 041 2711 270
Emails:	Lindrealestate@email.propertyme.com
WEBSITE:	www.lindrealestate.net

PROPERTYME TENANT PORTAL/ MOBILE APP

You will receive an email invitation, to be able to sign up and register for the portal, which is highly recommended.



Tenant Portal Access Website: <https://my.propertyme.com> (save link to log into 24/7) or can enter via the tab access on our website.

PropertyMe: Tenant mobile App via your Apple/ Android phone with the same capabilities

InspectMe: Tenant mobile App for when Remote Inspections are required

PropertyMe gives you access to your property information if you're a Tenant. It connects to PropertyMe management software used by our company.

Required to connect:

- you have provided your Real Estate agent an email address
- you have access to this email account

What will the tenants be able to do?

- View property and lease information
- See when your rent and bills are next due
- Log and track the status of any maintenance requests
- Send us a message at any time
- View and download rent receipts
- See upcoming events like inspections and lease renewals
- Download your tenant history record
- Download other documents uploaded to your file.

MAINTENANCE

ALL REPAIRS TO BE AUTHORISED THROUGH THIS OFFICE.

To submit maintenance requests:

- Via the PropertyMe online tenant portal under “New Maintenance” tab at the top of page.
- Via the PropertyMe Tenant App, download in Apple/ Android phones.
- Emailed to: Lindrealestate@email.propertyme.com
- If you can also attach a photo of the repair required would be greatly appreciated.
- If urgent repair can be phoned directly.

Please note: Any maintenance/ damages that require repairs found to be caused by the tenant or not found to be faulty, will have the account passed on to be paid by the tenant.

AFTER HOURS EMERGENCIES

Damian: 041 7732 271 or Steve: 041 2711 270

Such as burst water pipes or electrical breakdowns, please call the above mobiles (If unanswered leave a message or text and we will call back asap)

Should our tradespeople be called out and report that such a call was “**NOT**” of an urgent nature, the after-hours service fee **will be payable by the tenant.**

No responsibility for payments of accounts/or reimbursement will be accepted for repairs which are authorised by the tenant including in emergencies under any circumstances.

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.

3-4	Days in Arrears	-	Reminder Email
4-10	Days in Arrears	-	Reminder Email
10+	Days in Arrears	-	SMS Reminder/ Email
15+	Days in Arrears	-	FORM 2- Notice to remedy breach (Formal)

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.

RENT RECEIPTS

If you have provided an email address you will be emailed receipts once payment has been received. If you do not have email unfortunately receipts can not be issued, and you will have to track your own payments and will however try and send SMS of your payments when possible.

RENT PAYMENTS

Please make sure all rent payments are made to us: **By the "Due Date"**. Payment of rent will be taken to have been made when it is credited to the Trust bank account. Tenants must take into consideration any delays in crediting the bank account caused by the method of payments can be up to 3 days at times. If payments are received on the due date, it will come up as a day's arrear as you have paid after the day as started.

Rental Payment methods offered:

1. **DEPOSIT BOOK:** This is for **CASH** payments and can be deposited into any **Commonwealth Bank Branch** only. 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:** Online banking from your account into the company trust account. Please make sure with your transfer that your **Property Address** is quoted in Description field. So, to identify that you have paid your rent.

Banking Details are as follows:

- **ACCOUNT NAME:** Lind Real Estate Trust Account
- **BSB:** (please contact us)
- **ACC:** (please contact us)
- **Description / Reference:** (example) 24 Dickerson Way (please do not put anything else in this field)
- **Remitter Name:** Your Full Name

SA 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 of invoice date.

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

Please note: the following method of payment will only be able to be used with internet banking transfer. If you pay rent via bank book deposit, you will need to deposit a separate payment slip for the amount.

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

Example:

Amount Payable: \$140.00 / **Description:** 24 Dickerson Way SAW / **Remitter name:** Damian Lind

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 DEPOSIT PAYMENTS

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**' at the end of your property address in the Description / Reference section which can only be done via internet transfer to the trust account...

Example:

Amount: \$20.00 / **Description:** 24 Dickerson Way DEP / **Remitter name:** Damian Lind

ROUTINE INSPECTIONS

Inspections will be conducted approx. every 3-4 months around the beginning/ middle and end of the year. You will receive notice 7-14 days before the date & a time within two-hour window frame. 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/ grass regularly especially during summertime and not letting them die off. It is your responsibility to maintain this under your agreement. Routine Inspections are geographically zoned and cannot be changed unless for a valid reason.

Please note: Inspection reports are for owners and are not left behind. Any areas that require addressing will follow via email/ letter.

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 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 depending on term length, including all rental payments up until the property is re-let. Your intention to vacate **MUST** be in writing with a definitive move out date and sent to our office via mail / email at the earliest possible time, so we are able to start advertising for a new tenant and arranging viewings. (More information can be found at (www.sa.gov.au) & an officially break lease form can be sent out to complete or found on our website.

END OF LEASE TERMINATION

Fixed term Lease Agreement: If you the tenant are planning on 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 (www.sa.gov.au) website or can be found on 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/ OPEN INSPECTIONS

Open Inspections of the property will be performed during the last 28 Days of the tenancy to secure a new tenant.

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. On average it maybe 1-2 shows per week.

(Please keep the premises in a clean and tidy condition as best possible, so we can best present the property, we do understand that packing, so untidiness etc usually happens during this time. Prospective tenants just need to be able to view to get a good idea on the property.)

NBN (NATIONAL BROADBAND NETWORK) INSTALLATION

Once your area is ready for connection and you wish to have the NBN installed in the property. You are firstly to contact our office to seek permission from the landlord before any installation takes place,

As there are a few different types of installations, such as: (Hybrid Fibre Coaxial (HFC) / Fibre to the Premises (FTTP) / Fixed Wireless or Fibre to the Node (FTTN) etc. You will need to enquire with your provider to which your property will receive so you can inform us and the location within the property. We can then best provide the information you will need to move forward with an internal installation. Please note: Installations should not be allowed in any wet areas, such as Laundries/ Bathrooms.

If the property has a black NBN box this always remains at the property, as becomes part of the ancillaries, and must not be removed.

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 lease renewals or 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

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 only if we are available at the time). After Hours only when available otherwise you will have to call a locksmith at your own cost.

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.

PICTURE HOOKS

Unless there are hooks already on the wall to use. Picture hooks of any kind must not be used on the walls unless first authorised by the owner. This includes the use of bluetac/ sticky tape on any surfaces as over a period will take of the paint.

PETS

If you're considering a pet during your tenancy or replacing an existing one that may have passed. You **MUST** seek permission from the owner each time. If granted there is a legal Pet Agreement that must be signed to proceed.

ELECTRICITY / GAS / PHONE / INTERNET

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

CONTACT DETAILS

- **Please notify our office or any change of Contact numbers/ Email details within 7 days.**

VACATING PREMISES/ EXIT CLEANS/ CARPET CLEANING

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

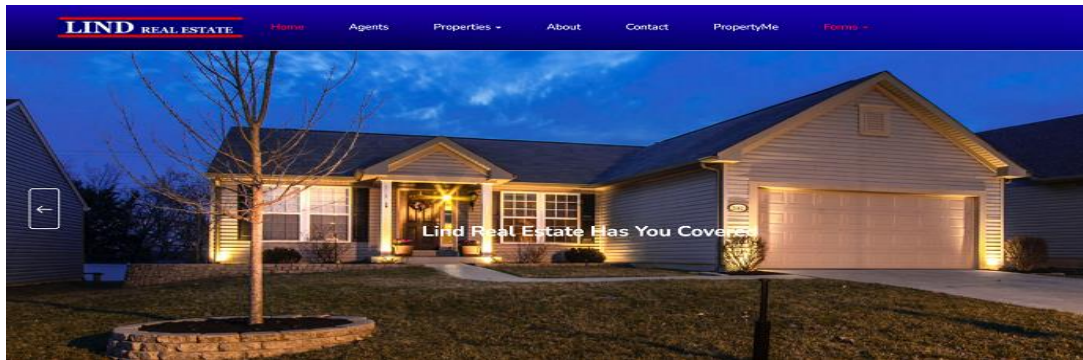
Some tenants may want to get a professional cleaner in for a Exit Clean. Their services will usually do a complete clean from ceiling to floor. Making sure you do a proper clean of the properties will help with not holding up your bond. There are several companies around the metro area in which you can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

PLEASE DO NOT USE SELF HIRE MACHINES. Carpet steam cleaning. They do tend to do more damage than good but use a reputable professional. We use and recommend:

- **Gleam Services** - Phone: (08) 712 77488
- **Email:** gleamcleaning@live.com.au
- **Facebook:** www.facebook.com/gleam.cleaning7

OUR WEBSITE

We have on our website everything you will need to contact us. Including forms & other information you might need during your tenancy such as: Tenant Portal access link/ Other properties that become available etc. 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 areas, 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.

Lastly, we hope you will enjoy living in your new home and look forward to working with you as a valued tenant.

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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