



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 schedule an appointment.

Weekdays: 10:00 am – 5:00 pm

Address:

24 Dickerson Way,
Redwood Park SA 5097

Contact Information:

Phone: 08 8251 6022

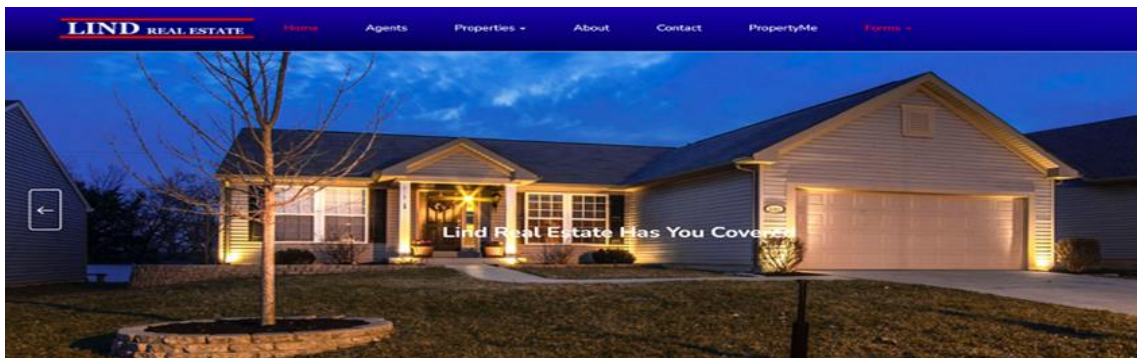
Mobile:

Damian Lind: 041 7732 271

Steve Lind: 041 2711 270

Email: Lindrealestate@email.propertyme.com

Website: www.lindrealestate.net



Our website contains everything you need to contact us, including forms and other information relevant to your tenancy. You can access the Tenant Portal, view available properties, and find other useful resources. Feel free to visit our website at any time:

www.lindrealestate.net



PROPERTYME TENANT PORTAL/ MOBILE APP

Invitation and Registration: You will receive a formal email invitation to register for the PropertyMe Tenant Portal, a recommended platform for streamlined access to your property-related information.

Access Details:

- Tenant Portal Access Website: <https://my.propertyme.com> (Please bookmark this link for convenient 24/7 access)
- Alternatively, you can access the portal via the dedicated tab on our official website.

Mobile Applications:

- PropertyMe Tenant Mobile App: Available for both Apple and Android devices, offering seamless functionality and accessibility.
- InspectMe: A specialized Tenant Mobile App designed for remote inspections, ensuring efficient communication and management.

Functionality: Upon connection, tenants gain access to a range of features including:

- Comprehensive property and lease information.
- Visibility into upcoming rent and bill due dates.
- Convenient logging and tracking of maintenance requests.
- Direct messaging capability for instant communication.
- Easy retrieval and downloading of rent receipts.
- Visibility into forthcoming events such as inspections and lease renewals.
- Access to download tenant history records and other pertinent documents.

Requirements: To establish connectivity, tenants are required to:

- Provide their designated real estate agent with a valid email address.
- Ensure ongoing access to the associated email account for seamless interaction with the platform.

PropertyMe Overview: PropertyMe serves as the gateway to property information for tenants, seamlessly integrating with the PropertyMe management software utilized by our organization.

This robust portal and mobile application ecosystem are designed to enhance communication efficiency and accessibility, ultimately contributing to a more streamlined and transparent tenant experience.

MAINTENANCE



REQUESTS

All repair requests must be authorized through our office. Please adhere to the following procedures for submitting maintenance requests:

1. Online Tenant Portal:

Access the PropertyMe online tenant portal and navigate to the "New Maintenance" tab at the top of the page. Follow the prompts to submit your request.

2. Tenant Mobile App:

Download the PropertyMe Tenant App on your Apple or Android device. Utilize the app to submit maintenance requests conveniently.

3. Email Submission:

Send maintenance requests via email to Lindrealestate@email.propertyme.com. Please provide detailed information about the issue, and attaching a photo of the repair required would be greatly appreciated.

4. Urgent Repairs:

For urgent repairs, you may contact our office or mobiles directly by phone.

Important Note:

Any maintenance or damages found to be caused by the tenant or not deemed to be faulty will result in the associated costs being passed on to the tenant for payment.

After-Hours Emergencies

For urgent matters such as burst water pipes or electrical breakdowns outside of office hours, please contact us immediately at the following mobile numbers:

- **Damian: 041 7732 271 OR Steve: 041 2711 270**

If your call is not answered, please leave a message, or send a text, and we will return your call as soon as possible.

Important Note: If our tradespeople attend and determine that the call was not of an urgent nature, the after-hours service fee will be payable by the tenant.

Please be aware that no responsibility for payments of accounts or reimbursement will be accepted for repairs that are authorized by the tenant, including emergencies, under any circumstances.



RENT RECEIPTING

If you have provided an email address, you will automatically receive receipts via email once your payment has been received. However, if you do not have an email address on file, we regret to inform you that receipts cannot be issued. In such cases, you will need to track your payments independently. We will make efforts to send SMS notifications of your payments whenever feasible.

RENTAL PAYMENTS

Please ensure that all rent payments are made to us by the "Due Date." Rent payment is considered made when it is credited to the Trust bank account. It's important for tenants to consider any potential delays in crediting the bank account, which can sometimes take up to 3 days depending on the payment method.

If payments are received on the due date, they will register as one day in arrears since they are made after the start of the day.

RENTAL PAYMENT METHODS OFFERED:

1. **DEPOSIT BOOK:** Cash payments can be made using a deposit book at any Commonwealth Bank branch. A deposit book will be issued to you, and each book has a unique agent number to identify your rent payment.
2. **INTERNET TRANSFER:** You can make online payments from your bank account into our company trust account. Please ensure to include your Property Address in the Description field of the transfer, so we can identify your rent payment correctly.

Banking Details:

- **Account Name: Lind Real Estate Trust Account**
- **BSB: (Please contact us)**
- **Account Number: (Please contact us)**
- **Description /Reference: (Example) 24 Dickerson Way (please do not include anything else in this field)**
- **Remitter Name: Your Full Name**

DEPOSIT PAYMENTS (EXTRA'S)

You now have the option to make extra payments at any time ahead of any invoices or rent arrears that may become due. These additional payments can be held in a deposit account against your name on the rental property. Once you have accumulated sufficient funds, they can then be forwarded to cover the appropriate debt.

To make these deposit payments, simply include 'DEP' at the end of your property address in the Description/Reference section when making an internet transfer to the trust account.

Example: Amount: \$20.00 / Description: 24 Dickerson Way DEP / Remitter name: (Your Name)

SA WATER PAYMENTS

Please review your tenancy agreement to determine whether you, as the tenant, are responsible for any or all water charges at your rental property. (Refer to the Special Conditions clause in your agreement.)

Payment for water charges must be made within 14 days of the invoice date. Failure to do so constitutes a breach of your tenancy agreement, and termination could be pursued as a consequence.

Payment Method: Please note that the following payment method is only applicable for internet banking transfers. If you typically pay rent via bank book deposit, you will need to submit a separate payment slip for the water charges.

Instructions for Payment: Payments for water charges must be made into the Trust account as a separate transaction from your regular rent payment. To ensure proper identification of the payment, please include the following description in the transaction details:

Example: Amount Payable: \$140.00 / **Description:** 24 Dickerson Way SAW / **Remitter name:** Your Full Name

Important information: Please DO NOT include the amount for water charged with your rent payment. If combined, we will not be legally able to separate the amount, and it will be considered part of your rent payment.



RENT/ WATER ARREARS

At Lind Real Estate, we recognize that unforeseen circumstances may occasionally lead to delayed rent payments. While we strive to accommodate genuine and exceptional situations resulting in late payments, it's imperative to uphold a ZERO TOLERANCE RENT ARREARS/WATER ARREARS procedure.

If you anticipate falling into arrears and are unable to meet your rent or water payment obligations, we urge you to contact our office immediately to discuss your situation.

The following outlines the ZERO TOLERANCE RENT/WATER ARREARS POLICY applicable to 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 5- Notice to tenant to remedy breach (Formal)

Failure to adhere to the terms of your tenancy agreement and this policy may result in termination or non-renewal of your tenancy at the end of the agreed term. This could significantly impact on your ability to secure future rental accommodation, as it will be recorded permanently with us

ROUTINE INSPECTION

Inspections are scheduled approximately every 3-4 months (max 4 times a year) typically around the beginning, middle, and end of the year. You will receive notice 7-28 days before the inspection date, along with a specified time within a two-hour window frame, allowing ample time for preparation.

During these inspections, please pay close attention to the following areas:

- Ensure exhaust fans are clean and dust-free.
- Wash floors and wipe marks on walls/light switches.
- Clean oven/stove tops.
- Maintain lawns by mowing and cutting edges.
- Weed garden areas and remove rubbish.
- Vacuum carpets and consider steam cleaning if necessary.
- Maintain the overall premises in a neat and tidy state.

Focusing on these areas will contribute to a favorable inspection report and reduce the need for rescheduling. Additionally, please ensure regular watering of gardens and lawns, particularly during summertime, to prevent them from dying off. It is your responsibility to maintain these areas as per your tenancy agreement.

Photographs are also taken at each inspection to show the landlord the overall condition of the property and any maintenance issues.

Please note that routine inspections are geographically zoned and cannot be changed unless for a valid reason.

Important: Inspection reports are for the owners' reference and are not left behind after the inspection. Any areas requiring attention will be communicated via email or letter.

Failure to maintain the premises in a reasonable clean and tidy condition may result in more frequent inspections, 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 expiry date, the outgoing tenant will be responsible for a portion of Letting & Advertising Fees incurred, depending on the remaining term length. Additionally, the outgoing tenant is responsible for all rental payments up until the property is re-let.

Your intention to vacate MUST be communicated in writing, including a definitive move-out date, and sent to our office via mail or email at the earliest possible time. This allows us to initiate advertising for a new tenant and arrange viewings promptly.

For more information and access to an official break lease form, please visit our website or refer to www.sa.gov.au.

END OF LEASE AGREEMENT TERMINATION

- **Fixed-term Lease Agreement:**

If you, the tenant, are planning on terminating at the end of a fixed lease (Not Renewing), you must provide us with written notice at least 28 days before the expiry lease date, by using a **Form 17 (Notice of termination by tenant at end of fixed tenancy)**, which can be downloaded from the www.sa.gov.au website or found on our website. Please forward the completed form to us via mail or email.

- **Periodic Lease:**

If you wish to end your periodic tenancy, you may do so by giving 21 days' notice in writing by using a **Form 16 (Notice of termination by tenant for periodic lease)**. Which can be downloaded from the www.sa.gov.au website or found on our website. Please forward the completed form to us via mail or email.

END OF LEASE VIEWINGS/OPEN INSPECTIONS

Open inspections of the property will be conducted 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), entry is permitted for the purpose of showing the premises to prospective tenants. This will occur at a reasonable time and on a reasonable number of occasions during the 28 days preceding the end of the agreement, after giving reasonable notice to the tenant. On average, there may be 1-2 viewings per week.

Please endeavor to keep the premises in a clean and tidy condition as best as possible. While we understand that packing and some untidiness may occur during this time, prospective tenants should still be able to view the property and get a good idea of its condition.

VACATING PREMISES/ EXIT CLEANS/ CARPET CLEANING

When you receive your letter regarding a final inspection time, you will also receive a checklist of areas to pay attention to. This checklist, available for download on our website, will help ensure that you cover all areas of cleaning. We understand that moving can be a stressful time, and things can easily be overlooked in this department. Following the checklist and handing it back to us at the final inspection will streamline the process. Be sure to also check your original ingoing condition report for reference.

Some tenants may prefer to hire a professional cleaner for an Exit Clean. These services typically provide a comprehensive clean from ceiling to floor. Ensuring a thorough cleaning of the property will help expedite the return of your bond. There are several reputable companies in the metro area that offer such services.

Please Note: We strongly advise against using self-hire machines for carpet steam cleaning, as they can often cause more harm than good. Instead, we recommend the following reputable professional for top-to-bottom and carpet cleaning & of course you can use any company you wish.

- **Gleam Services**

Phone: (08) 712 77488

Email: gleamcleaning@live.com.au

Facebook: www.facebook.com/gleam.cleaning7

NBN (NATIONAL BROADBAND NETWORK) INSTALLATION

When your area is ready for connection to the NBN and you wish to have it installed in the property, you must first contact our office to seek permission from the landlord before any installation takes place.

There are various types of NBN installations, including Hybrid Fibre Coaxial (HFC), Fibre to the Premises (FTTP), Fixed Wireless, or Fibre to the Node (FTTN), among others. You will need to inquire with your provider to determine which type of connection your property will receive and inform us, accordingly, including the location within the property.

Please note:

- Installations should not be allowed in wet areas such as laundries or bathrooms.
- If the property has a black NBN box, it must remain at the property as it becomes part of the ancillaries and must not be removed.

ABUSIVE / AGGRESSIVE BEHAVIOR

Please be advised that any form of abusive or aggressive behavior will not be tolerated by this office under any circumstances. Such behavior will result in appropriate action being taken, including documentation of the incident and, if necessary, reporting to the appropriate authorities.

It is important to note that incidents of abusive or aggressive behavior may be recorded on your permanent record, which could adversely affect your chances of lease renewals or approval for future rentals.

CONTACT DETAILS

Please ensure to notify our office of any changes to your contact numbers or email details within 7 days.

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 being locked out, a 'Call Out' fee of \$65.00 will be charged to the tenant for this service. Please note that this service is offered only if we are available at the time, and it is available after hours. If we are not available, you will need to call a locksmith at your own expense.

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 all keys are returned. If any keys are not returned, the tenant will be responsible for the cost of replacing all locks.

PICTURE HOOKS

Unless there are hooks already installed on the wall for use, picture hooks of any kind must not be used on the walls without prior authorization from the owner. This prohibition also extends to the use of bluetac or sticky tape on any surfaces, as over time, they can damage the paint/ surfaces. Any modification authorized by the landlords will have to be returned to original state professionally at the end of the tenancy.

PETS

If you are considering getting a pet during your tenancy or replacing an existing one that may have passed. You must seek permission from the owner first each time by completing an application form, set out by CBS. You can request a copy of the form from us. If permission is granted, there is a Pet Agreement that must be signed to proceed and conditions that must be agreed upon & complied with.

ELECTRICITY / GAS / PHONE / INTERNET

It is your responsibility to have gas, electricity, phone, and internet services connected in your name.

FOLLOWING POINTS, YOU AGREE TO DURING YOUR TENANCY

During your tenancy, you agree to adhere to the following points:

- Maintain the garden to a high standard: water lawns, trim shrubs and hedges, cut lawn edges regularly, and remove all paper and rubbish regularly. Weed paved areas.
- Remove all hard rubbish and bottles regularly.
- Remove oil stains from paved areas/driveways and use drip trays where possible.
- Refrain from parking any vehicles on lawn areas and only park in designated spaces.
- Regularly clean the oven, griller, hotplates, and range hoods.
- Spot clean walls and carpets regularly.
- Avoid placing furniture/lounges directly against walls to prevent damage to paintwork.
- Steam clean carpets at least once a year during the tenancy, or more frequently if required.
- Wash down walls with sugar soap every 6 months, especially in heavy traffic areas like hallways, living areas, and bedrooms, to prevent stains from permanently embedding in paintwork.
- Keep exhaust fans clean of dust buildup regularly.
- Obtain permission from the office before hanging pictures if there are no provisions (no nails to be put into walls). Refrain from placing stickers, posters, or blue-tac on walls/ceilings as it can damage walls and peel paintwork.
- Notify the office immediately of any issues with smoke alarms.
- Clean air vents and air-conditioning filters every 3 months (minimum).
- Wash windows inside and out every 6 months, including the tracking.
- Regularly wash netting curtains to keep them clean.
- Report any damage immediately to our office.

Finally, we hope you will enjoy living in your new home and look forward to working with you as a valued tenant. Please keep this information handy as it may be useful to you during your tenancy with LIND REAL ESTATE.



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