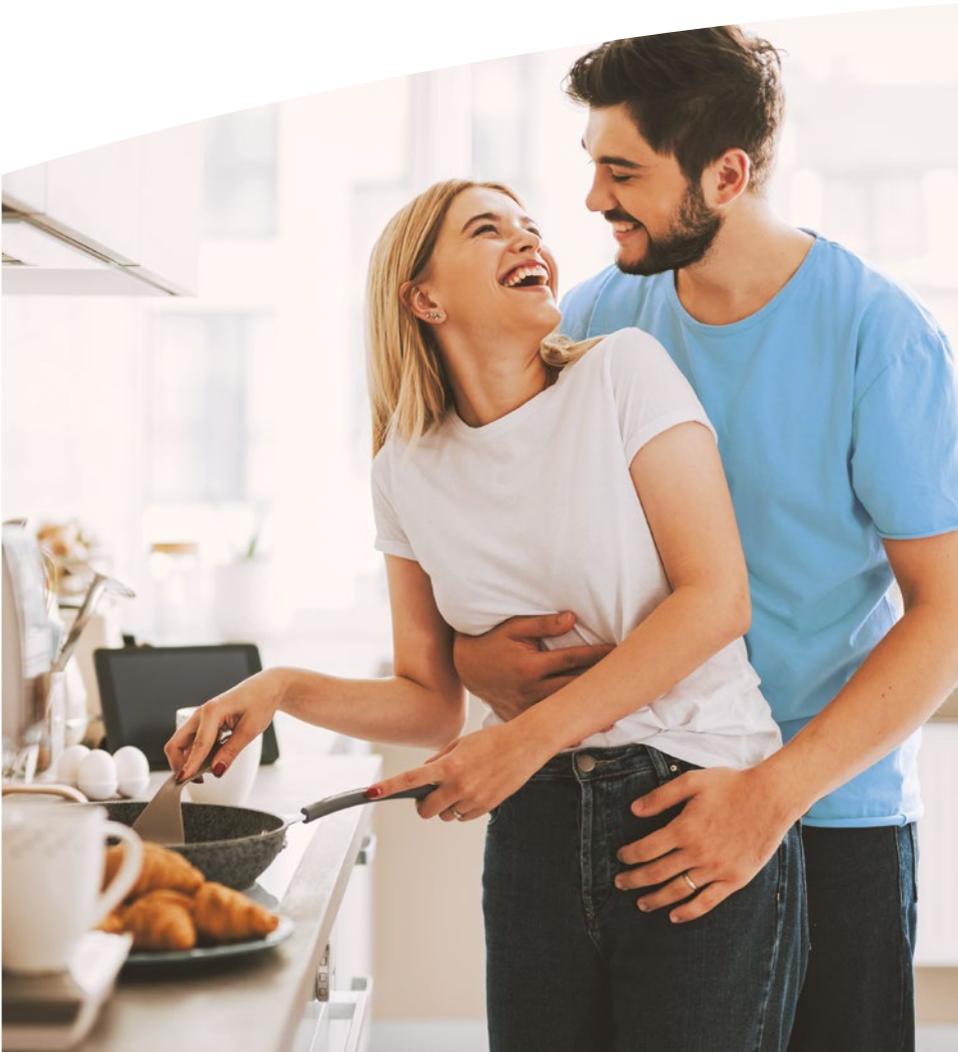


Harcourts

WELCOME TO RENTING WITH HARCOURTS





Welcome to your new home

Please read this carefully and keep in a safe place for future reference.

For Australian emergency services (fire, police, ambulance) please dial 000.

In the event that urgent or life threatening maintenance arises at the property such as wiring burning or the hot water cylinder bursting, please:

Electrical: switch off power at mains.

Water leaks: turn off water at mains.

We ask that you always try to contact your Property Manager first, however if it is after-hours and/or you cannot contact the Property Manager, please contact your designated emergency tradespeople directly.

It is important that you know that should the issue not be deemed an emergency, you may be responsible for the cost. An emergency repair is something that is likely to cause injury or which makes the property unsafe or insecure. (For example burst water service, serious leak, serious electrical fault).

This guide is intended for general information purposes only. The content does not take your personal circumstances into account. You should obtain independent legal and financial advice before undertaking any transaction involving real estate.

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Welcome to Renting with Harcourts - v1.0 (NSW, ACT, QLD, SA, WA, TAS, NT)

TENANT GUIDELINES FOR YOUR NEW HOME

Paying rent

It is your legal responsibility to pay your rent in advance. Please ensure that your payments reach us on the due date. Rent should be paid by the method stated on your tenancy agreement. If you have any problems with your rent payments please notify your Property Manager at the earliest possible time. If you fall into arrears, we will be obligated to follow the procedures outlined in the Residential Tenancies Act or equivalent state legislation to collect the rent on behalf of the Landlord.

Paying bond

The rental bond is requested as financial protection should there be a breach in the tenancy agreement. Your rental bond will be lodged with the relevant state government's bond authority. The bond is held as security against any property damage, undue wear and tear or in the event there is money owing at the end of tenancy. Once it is established that all conditions of the tenancy have been met, the bond will be refunded promptly.

The amount of bond payable is specified in the tenancy agreement. All tenants are responsible to ensure rent is paid in full and on time and that the property sustains no damage. If damage does occur and rent is not paid, a claim may be made against the bond held. Please note that your liability is not limited to the bond amount held.

Inventory/pre-inspection

A property condition report is used to determine the condition of the property at the commencement of your tenancy. It also ensures that you are not held responsible for damage at the expiry of your tenancy which may have been there prior to your occupation. If there is anything that the Property Manager has missed, you should note these on the report and

include photos where possible. Please then sign and return the document to your Property Manager within your state legislated time frame. The document will be filed with your Tenancy Agreement and used as evidence of the property condition at the commencement of the tenancy.

Occupancy

Only the people (and the number of people) included on your tenancy agreement are permitted to reside at the property on a permanent basis. Should a Tenant wish to move in or out, you are required to contact us in writing immediately. Please note, a new Tenant will need to be approved through the application process prior to moving in.

Routine inspections

Inspections will be made at regular intervals during your tenancy to highlight the condition of the property to the Owner. We are required under the guidelines of the Residential Tenancies Act or equivalent State legislation to provide you with notice of an upcoming inspection. This notice will specify the date that the Property Manager will enter your premises to conduct the inspection.

Unfortunately due to time constraints, it is not always possible to alter the inspection date. You don't have to be present, but are most welcome to be there so we can discuss any problems or aspects of your tenancy that require attention.

Please note, photos may be taken during the inspection to highlight the condition to the Owner. Please ensure any pets you may have are secured.

Insurance

The Landlord is responsible for insuring the property, however the Landlord is not responsible for any damage to any Tenants' possessions.

It is highly recommended that the Tenants take out their own Contents Insurance Policy to cover their personal possessions. Landlord Insurance DOES NOT cover the personal belongings of a Tenant.

Please advise your Property Manager immediately if there is damage caused to the property that may result in an insurance claim.

Utilities bills

It is your responsibility unless advised otherwise to have the utilities (gas, electricity, telephone, internet) connected in your name upon entering the property and to finalise these accounts when vacating the premises. If in accordance with your Tenancy Agreement you are responsible for water charges, you will be invoiced accordingly.

Repairs & maintenance

Please contact your Property Manager in writing to request any non-urgent repairs or maintenance. Your Property Manager will organise a tradesperson to attend at a mutually agreed time so that you can provide access, or with your permission, provide the tradesperson with a key to your property.

Should you as the Tenant elect to employ a Tradesperson without first obtaining permission from the Landlord, you may be responsible for the payment of this account.

Emergency repairs

Listed within this guide you will find details of what to do in case of emergency. If there is a problem, we ask that you always try to contact your Property Manager first, however if it is after-hours and you cannot contact the Property Manager, you are permitted to contact our emergency contractors directly. It's important that you know that should the issue not be deemed an emergency, you may be responsible for the account.

An emergency repair is something that is likely to cause injury, undue inconvenience, or which makes the property unsafe or insecure (eg. burst water service, serious leak, serious electrical fault).

Damage to the premises

The Tenant shall ensure that all care is taken to avoid damage to the premises by the Tenants themselves or their guests. You are required to advise your Property Manager of any damage to the premises as soon as you become aware of it.

Making changes to the property

As per your Tenancy Agreement, you must not make any changes or minor alterations to the property without the written consent of the Landlord. Please contact your Property Manager to discuss the process for requesting to make any minor changes.

Animals

If you are permitted under your agreement to keep a pet at the property, please ensure that you regularly collect and dispose of any faeces. Any damage to the property caused by the pet must be rectified by the Tenant.

Gardens

It is a requirement of your Tenancy Agreement that you as the Tenant are responsible for regular watering, weeding and mowing of your outdoor areas, unless otherwise provided for in the Tenancy Agreement.

Car parking

We ask that you and your visitors park only in the designated areas. Please ensure cars are not parked on grass verges or lawns. In the case of units or flats the body corporate rules pertaining to vehicles as set for the complex must be adhered to. Oil stains: drip trays are to be kept on the garage floor to protect it from oil stains. Should stains occur, the Tenant will be liable for any costs associated in cleaning this area.

Smoke alarms

It is a requirement of the Residential Tenancies Act or equivalent state legislation that a Tenant does not interfere with any means of escape from fire. This includes tampering with smoke detectors. Should you note that a smoke alarm is not working, please immediately notify the Property Manager. Please never remove smoke alarms or the batteries. Tenants are responsible for replacing batteries during the tenancy.

Pools & spas

If there is a pool/spa at the property, you must not leave the fence ajar, nor store/leave objects around the pool/spa which could be climbed upon. For more information, please see the conditions in your Tenancy Agreement and contact your Property Manager.

Breaking a fixed term agreement

Your Tenancy Agreement is a legally binding contract. There is no obligation for the Landlord to release a Tenant early from a fixed term agreement. If your situation changes, please contact your Property Manager to discuss the options that may be available to you.

Leaving the property

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/Notice to Vacate', they will contact you and advise requirements for handing over vacant possession. Once vacant possession is established (that is, all keys have been returned) a bond/final inspection can be completed.

Please note: The bond will only be returned once it has been established that all rent is paid as required, the property has been returned in a reasonable condition as per the entry condition report (excluding fair wear and tear) and all applicable invoices have been paid. You may incur additional charges, such as daily rent, until the keys have been returned to the agency.

Your bond refund

Once any outstanding issues have been addressed and when the Tenant and Landlord/agent agree that the bond should be paid out, your Property Manager will process the refund using the Bond Authority online portal.

Change of contact details

Please ensure you notify us immediately of any change to your contact details including home, mobile and business phone numbers and email address.

As per the Tenancy Agreement, we may issue you with formal notices via email, therefore it's crucial you keep us updated should your details change.

Privacy

We will hold your details on file in line with the Privacy Act. You can be assured that your information will not be given to a third party unless otherwise stated by yourself.

Rights & responsibilities

If you have any concerns during your tenancy, please contact your Property Manager in the first instance.

MOULD AND MILDEW: CAUSES, CONTROL & PREVENTION

About mould

From time to time, some householders raise the question of mould and mildew in a household or residential rental accommodation. The following information has been prepared from available technical and other literature. Three conditions have to be present for the growth of mould: mould spores, a surface with a sufficient food source to maintain life, and a source of moisture.

Mould spores are in the air everywhere, and it is impossible to rid a house of them. There is nearly always a source of food; cooking fumes, and even dust can be sufficient. These conditions are invariably present in all households.

There remains the third condition, and that is moisture within a household that comes directly or indirectly from the people who live in it. Washing, cooking and drying operations are obvious sources of moisture, but moisture also comes from the inhabitants themselves.

Control

- Ensure there is ventilation in all rooms at all times. Keep internal doors open.
- Vent the clothes dryers directly outside where possible.

- Use an extraction fan in the shower, where fitted.
- Do not put damp clothes or shoes in a wardrobe.
- Clean wallpaper with a damp cloth and household bleach (1 part bleach and 4 parts water). Test a small hidden patch first to make sure the bleach does not affect the colour. If it does, try a fungicide from a paint shop.
- Never paint over mildew.
- Gloss-painted surfaces can be wiped down with household bleach as above. Matt finish paint can be wiped down with fungicide.
- Do not use abrasive cleaners.
- The removal and containment of mould and mildew is the Tenant's responsibility. However if there is a persistent mould problem, please contact your Property Manager.

Prevention

To prevent moisture build-up from the interior of the accommodation, it is desirable to have a balance between adequate heating and ventilation.

Ventilation can be achieved by leaving windows open a centimetre or two depending on the outside air movement and the amount of cross ventilation.

The rule is, ventilate little and often, rather than in short vigorous bursts.

Window glass is a good guide, if it starts to show more than a minimum of condensation, the windows should be opened a little further.

Remember, increase ventilation so that the moisture generated is not retained within the household. This may require a bit of willpower during the winter months, when every instinct calls for the house to be sealed against escaping heat, but if you fail to follow these basic rules, you are going to see mould.

A guide to the average amount of moisture generated per day:

Clothes drying	 5L	Dish washing	 1L
Showering	 1.5L	Cooking	 3L
Per person	 up to 4L	Clothes washing	 0.5L

SEPTIC SYSTEMS

All septic systems are a living process. They rely on bacteria to break down and digest the effluent, so a healthy septic has lots of healthy bacteria. If you use incorrect cleaning products, you will reduce or completely destroy the bacteria in your system. This will result in:

- Strong odours;
- Untreated effluent pooling on the ground's surface, creating a possible health hazard;
- Shorten the life of any pump associated with your system.

Remember

Every drain in and around your home is connected to the septic system and all products used will end up in the same place regardless of which drain you utilise! Read the labels on the cleaning products as any product that will harm you will harm the bacteria in your septic system.

Soakage system

In the case of a soakage system, complete shut down of the soakage trench causes effluent to back up to the house and very costly replacements.

Cleaners that should never be used in any type of septic system (in order of most harmful):

- Napisan
- Milton Sterilizing Solution
- Any antibacterial solution (Pine-o-Clean, Spray & Wipe, Dettol)
- Exit mould or anything else remotely similar
- Ajax powders or any chlorine based product
- Blue toilet products – any brand
- Paints and thinners
- Sanitary items, plastic, cigarette butts etc.

MAINTENANCE

Air conditioners & heat pumps

It is important that you clean your air conditioner/heat pump filter on a three-monthly basis. This ensures that your air conditioner/heat pump will continue to perform in peak condition and to maintain pure air quality for the occupants of the property.

Synthetic filter (only)

To clean your filter, remove it from the air conditioner and clean with mild detergent and lukewarm water. Ensure that you thoroughly rinse and dry the filter before replacing it in the unit. If the filter is not synthetic, please contact our office for further information and cleaning instructions.

Plumbing

It is extremely important that you do not pour fats/oils and other food scraps down the drains. Over a long period of time this will cause problems with the drains and septic system. It will result in an inconvenience to you with drains backing up and not draining away properly. It is also detrimental to the environment.

Do not flush sanitary products, disposable nappies or nappy wipes down the toilet. These items do not break down and cause obstructions in the drainage system. If these items are flushed and cause a blockage, you will be held responsible for the cost of the repair.

Hot water services

How to recognise abnormal operation of your hot water service:

• Pressure and temperature relief valve running

It is normal for these valves to allow a small quantity of water to escape during the heating cycle when

the unit expands and contracts. The amount of discharge will depend on hot water usage. As a guide, if it discharges more than 20 litres of water in 24 hours, please contact your Property Manager.

• No hot water

Check that a hot water outlet is not open e.g. the shower is running or tap left on. Carefully review your family's water consumption. Have you used all the hot water? Did you wash in hot water? If you are quite sure that you could not have consumed all the hot water, check your meter box. Has the isolation switch tripped? Most hot water services have a heating element and a thermostat. If you have not consumed your hot water, it is possible that the element or thermostat is faulty and requires replacement. Please contact our office and we will arrange for a plumber to attend to the replacement/repair of your hot water service.

Oven not working

Check that you have not accidentally put the automatic timer on. If the oven is on automatic then generally you will have no power to the oven and one or two stove elements will not be working. Turn the automatic setting off and the oven should work – if not then contact your Property Manager.

Lights or power points not working

No power to the property, no lights or no power points working? Firstly check the meter box. In most cases the problem will be that a fuse or safety switch has tripped. This usually happens if you have a faulty appliance or if you have too many appliances switched on at the same time.

Take special note of any switches that are in the off position. You will need to turn all switches to the off position, leave them off for a few minutes and then turn them all on again. Turn each appliance on, one at a time. If the safety switch trips when you turn on the toaster or kettle etc, then it is likely that particular appliance is faulty or has just become faulty. Keep in mind that it can sometimes be the fridge or other major appliances that have recently become faulty.

In an old home, you may have the old style fuses that should not be fixed by the Tenants. If an electrician is called to the property and the fault is with one of your appliances or simply to reset the Safety Switch, then you will be charged for the service fee.

Bathroom or kitchen sink blocked

Try using some Draino to clear the blockage. You could also try pouring boiling water down the sink to free up old soap or hair or try the same with the kitchen sink to remove old food from the kitchen waste. Ensure that no foreign objects have found their way into the pipes or waste disposal. Items that can cause problems are: disposable nappies; sanitary napkins; and teaspoons. Blockages caused by foreign objects are the Tenant's responsibility.

Keys and locks

If you've locked yourself out, you are responsible for gaining access to the property and will need to call a locksmith. All lost keys are the responsibility of the Tenant. If a lock has to be re-keyed, you must supply your Property Manager with a key.

Garage remote control not working

Check the battery in the remote as this is the most common cause. Otherwise, check that the combination in the remote is the same as the combination on the panel in the garage. This is not always possible depending on the type of remote. If there has been a power outage you will be unable to open the automatic door unless you activate the manual release mechanism. This may need re-setting once the power has been restored in order to re-activate the automatic process. Check that the lever in the garage (generally next to the control box) is on auto. If it is on manual, the remote control will not work. However, you should be able to manually operate the garage door.



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