



TENANCY HANDBOOK



TENANTS GUIDE TO RENTING PROPERTY

7 Helen Street
(PO Box 685)
Mount Gambier
SA 5290

lease@completerealestate.net.au



WELCOME TO COMPLETE REAL ESTATE



As your Property Management team, we understand that we are your main source of information and assistance to renting. We aspire to continue delivering a higher standard of service to our tenants and landlords alike.

Our responsibility to you as the tenant is to;

- Provide a positive experience
- Maintain professional behaviour
- Respect your right to privacy
- Prompt and courteous communications
- Manage the property competently and efficiently
- Liaise with landlords and creditors to arrange maintenance to be undertaken promptly and professionally.

YOUR PROPERTY MANAGERS



Kim Heaver
Property Manager



Suze Justice
Property Manager



Ryan Larsen
Property Manager

PROPERTY MANAGEMENT SUPPORT



Hannah Thompson
Leasing Officer



Brianna McBain
Rental Team Leader



Sophie Fairchild
Administration Officer

COMPLETE MANAGEMENT



Residential Tenancy Agreement

A Residential Tenancy is the legally binding agreement between the landlord and tenant, which is governed by the Residential Tenancies Act of 1995. If you have any queries regarding the Tenancy Agreement, please speak to your Property Manager or you can call Consumer and Business Services Tenancies Advice Line on 13 18 82 during business hours. Consumer and Business Services brochure will be on your portal for viewing.

Rent Payment Options

A number of payment options are available for making your regular rent payments. You will be provided with a unique reference code at the signing of your tenancy, which is to be used at all times when making payments.

Payment Options Available;

- Electronic funds transfer (EFT)
- Cash deposit directly to CBA
- Office: exact cash amount only is accepted at the office
- Direct Debit; contact our office for a Direct Debit Form
- Centrepay deductions directly from Centrelink benefit payments;

contact our office for a Centrepay Deduction Authority Form

or contact Centrelink directly to arrange deductions by using our Centrepay Reference number 555 077 668B

Water Reimbursement Payment Options

Your obligation of reimbursing water usage and/or supply during your tenancy will be detailed in your tenancy agreement. We will issue an invoice based on your obligations to recover the costs already paid to SA Water by the Landlord.

You will also receive a copy of the SA Water bill for your reference - attached to the Complete Real Estate invoice. Pay to Complete Real Estate, not SA water.

Payment options available;

- Electronic funds transfer (EFT)
- Cash deposit directly to CBA
- Office: exact cash amount only is accepted at the office

Remember to use your unique reference code when making a water payment.

Rent and Water Arrears

A history of rent and/or water arrears will affect upcoming lease renewal opportunities or future renting capabilities.

We hold a zero tolerance policy towards rent and water arrears. If your rent is not paid by the due date, we will contact you immediately to arrange payment; you have signed a legal agreement committing that the rent is to be paid on time for the length of your lease.

Payments for water reimbursement invoices are expected to be paid by the due date of the invoice. Making small regular payments to be held on your account for upcoming water bills is accepted. You can do this by paying an additional \$15-\$30 per week on top of your rent.

If you are experiencing financial difficulty and cannot make your rent or water payment by the due date, please contact us immediately. We can offer payment plans and/or refer you to financial counselling services.

TENANT PORTAL

Online Tenant Portal

An invitation to access your online portal will be emailed to you prior to your tenancy commencement date. The online portal is available to view on the web or via an app and offers 24/7 access to property information, inspection reports, tenancy ledgers, payment due dates, maintenance jobs and other important documents relating to your tenancy.

The online portal also includes a communication feature to email your Property Manager directly to report maintenance or other general enquiries about your tenancy.

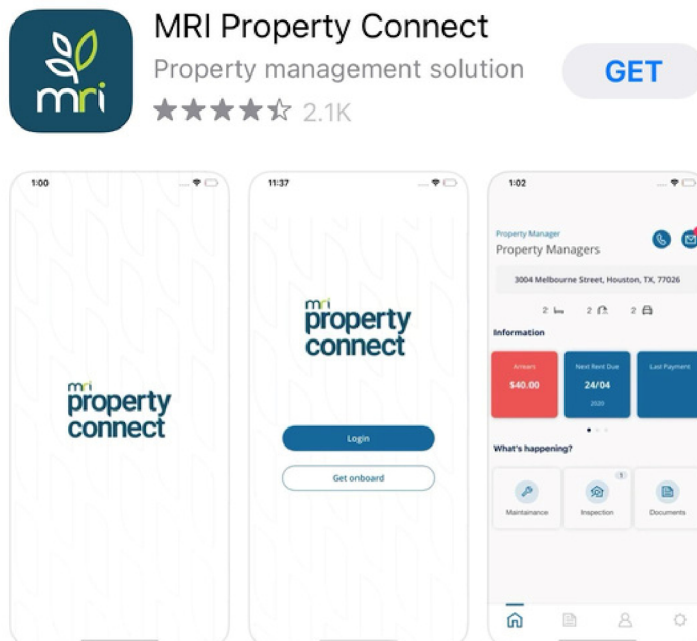
What is the Tenant Portal?

Your tenant portal is unique to you as a tenant and is accessible via the web or a downloadable app. You will receive an invitation to set up your tenant portal prior to your lease commencement date. Within the portal you will be able to access all your tenancy documents, report maintenance requests, contact your Property Manager, see all your account information (including where you are paid up to with your rent, invoices owing) and all your lease details (including lease start and end date)

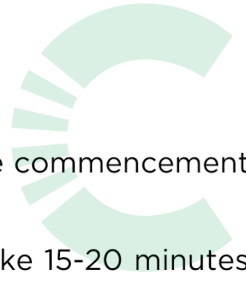
How to Access Portal

You can access your Tenant Portal via our website; login page found along the top right corner or by downloading the MRI Property Connect app on your Android or Apple device (see below image).

When logging in for the first time, you will need to create a unique password for your portal access. If at some stage you forget your password, please click on the Forgot Password option on the log in screen and follow the prompts.



ROUTINE INSPECTION PROCESS



Time Frame

Your first routine inspection will take place between 6 – 8 weeks after your lease commencement date. Thereafter routine inspections take place every 12 weeks.

Inspections are conducted between 9am-11am Monday - Friday and generally take 15-20 minutes to conduct, depending on size of the property and any required maintenance to be reported. You do not need to be present at the routine inspection. We will not reschedule an inspection if you wish to be present and cannot attend.

Notifications

You are required to be given 7 to 14 days notice of when your routine inspection is to be conducted. You will receive 3 SMS notifications for each routine inspection; 14, 7 and 1 day prior. You will also receive 1 email reminder 13 days prior to your inspection date.

Re-scheduling

Please note that routine inspections are planned well in advance and it is not easy for your Property Manager to re-schedule without conflicting with other bookings.

However, if you're feeling unwell or you are isolating, please notify us and we will re-schedule your routine inspection.

Getting Ready

To ensure routine inspections do not interrupt your day, your Property Manager can use the spare key to access your property so you are not required to stay home.

We recommend you download the routine inspection checklist from your tenant portal to confirm the requirements and cleaning standards for your routine inspections.

Pets

Dogs in particular must be restrained or removed from the property during the inspection time frame for ALL inspections. If re-inspection is required due to unsecure dogs, a \$55 re-inspection fee will be charged.

As a tenant, you will be responsible for pest control (internal and external areas of the home) when required throughout your tenancy, specifically at the end of your tenancy.

Inspection Report

Your Property Manager will leave a card on the kitchen counter for confirmation that they have attended your property for the inspection. A link to view your written routine inspection report will be viewable via an email link within 24-48 hours after your inspection.

It is important that you read all comments of your routine inspection and rectify any areas of concern before the next routine inspection. Your Property Manager may need to arrange a re-inspection if the routine does not meet the inspection requirements or cleaning standards.

Consistent areas of concern on inspection reports will affect upcoming lease renewal opportunities.

Ingoing Condition Report

Prior to a lease commencement, an ingoing inspection is conducted to report on the ingoing condition of the property. This includes all rooms, fittings, fixtures and outside areas with a detailed catalogue of images for office use. You will receive a Drop Box link to all images kept on file.

Importantly, this report is used when vacating the property to ensure it is left in an acceptable condition. The catalogue of images is also referred to for comparison and/or evidence for any dispute that may arise.

Routine Condition Report

Routine inspections are conducted throughout the tenancy to ensure you are maintaining the property at a high standard and to check if any maintenance and/or repairs are required. During the inspection, a dedicated inspection phone is used to take photos of any areas that require attention from a landlord or tenant. A report is then compiled and uploaded to both the tenants and landlords online portal. You will receive an SMS advising when the report is available for you to view. An example Routine Condition Report is included within this document which shows how this is presented to you.

Outgoing Condition Report

An outgoing inspection is scheduled for the last day of tenancy. Your Property Manager will maintain close communication with you in the lead up to your vacate date and offer a smooth pre-vacate service.

Lease Renewals

Our office will make contact with you 12 weeks prior to the lease end date to confirm if you are wishing to renew your tenancy for a further period or if you will be vacating at your lease end date.

Should you wish to renew your lease, we will need to discuss your renewal period being either 6 or 12 months with your landlord.

There may be the inclusion of a rental increase as part of the lease renewal agreement. Rent can only be increased every 12 months. It comes down to landlord approval for lease renewal terms and any increases.

Important to respond to any communication from our office in regards to your lease renewal.

When discussing your lease renewal with your landlord, we take into consideration your rental payments, the standard of your routine inspections and your communication with us throughout the tenancy. Keeping on top of these things will help to protect your tenancy.

MAINTENANCE PROCESS

It is extremely important to report maintenance as soon as any damage occurs at the property.

All maintenance is to be reported to us in writing. This allows us to keep record of the maintenance history for the property and assists us with relaying the issue to both the landlord for approval and the tradesperson for works.

Maintenance can be reported via scanning the QR code on your maintenance magnet, which is provided at the property at the commencement of your tenancy. Scan the QR code with your mobile phone or tablet and follow the prompts.

If the matter occurs after office hours and is deemed an emergency please contact 08 8725 5290 and follow the prompts. If the matter is not an emergency and is something that can wait until the next business day, please report the maintenance via the QR code and this will be actioned during office hours.

How to Report

Our maintenance software, Bricks+Agent Maintenance Plus, allows you to report maintenance with ease. A Maintenance QR Code magnet will be provided at the property which you can scan with your phone and follow the prompts to submit your maintenance request. You can also email your maintenance request to maintenance@bricksandagent.com or SMS to 0480 019 119. Alternatively, you can use the chat box on our website to report your maintenance request.

How it Works

Once we receive your written maintenance request, your Property Manager will seek approval from your landlord to engage a qualified trade who can attend the property and rectify the issue. The tradesperson will contact you direct to schedule a time to attend and arrange access to the property. To ensure you are kept updated, a status update will be emailed to you at each step of your request.

Unless reporting emergency maintenance, we cannot act on your maintenance request without the approval of the landlord first.

What is Emergency Maintenance

What counts as an EMERGENCY maintenance request? Any maintenance or incident that is an EMERGENCY can be assessed as one that..."directly endangers a person or the rental property itself, and not addressing the matter promptly will result in damage to the property or could cause injury to a person."

OR any fault or damage that makes the rented premises unsafe or unsecure.

It is important to note that items such as DRIPPING TAPS or NO HOT WATER SUPPLY are important matters, but whilst inconvenient, they do not qualify as URGENT or EMERGENCY related items and will be managed within the normal timely manner during business hours.

After Hours Emergency

Our afterhours maintenance service is available for emergencies only. If needing immediate assistance with an emergency maintenance issue, please contact the office which will re-direct you to the maintenance message bank. Leave a detailed message with your name, your property address, your contact number and detail of the issue at hand. A Property Manager will get back to you ASAP.

Gas Leak

Turn the gas supply OFF at mains to avoid further damage or safety concerns.
Call our office on 8725 5290 and follow prompts to speak with our afterhours service.

Leak or Burst Pipe:

Isolate your mains water supply (or the hot water unit) to avoid property damage and reduce water waste. Make sure you report the issue as normal and if you believe the matter requires a plumber to attend urgently then contact our office and follow the prompts to speak with our afterhours service.

Call our office on 8725 5290 and follow prompts to speak with our afterhours service.

No Hot Water

Not all Hot Water Service issues are considered an emergency (but all are inconvenient). IF you are just experiencing a lack of hot water, then at this stage you only need to lodge a request.

Electrical Power Failure or Safety Issue

Check fuse box to isolate the power to the property and ensure it is not a supply related issue caused by an outage in your area.

SA Power networks maybe conducting works in your area, or have an issue they are aware of that is impacting customers in your location.

Visit their website: sapowernetworks.com.au for information.

Check all appliances for any faulty items.

Current Power Outages

Call our office on 8725 5290 and follow prompts to speak with our afterhours service or visit SA Power Networks website: sapowernetworks.com.au for information on current outages in your area.

Other Emergencies

Call 000 in case of Fire, Break-in/property vandalism or damage or in need of ambulance assistance

***Any faults/issues found to be caused by tenant directly or by negligence will be at the cost of the tenant.**

No Smoking Policy

Due to health regulations there is to be no smoking inside your rental property at any time. If your Property Manager detects the smell of smoke or can see evidence of smoking inside, you will be immediately issued with a Form 2; Breach of Agreement – Notice of Termination.

Carpet Cleaning

As a new tenant, you expect the house to be in a clean and tidy condition at the beginning of your tenancy and this is exactly how we expect properties to be returned at the end of the tenancy. Therefore, a receipt is required on vacating to show the carpets have been professionally cleaned. We will offer our recommendation in regards to carpet cleaners towards the end of your tenancy.

Water Softener

If your property has a water softener, it will be your responsibility to ensure this is maintained during your tenancy. A fact sheet on how to maintain a water softener and identify if a water softener is not functioning correctly will be available on your online portal.

A bag of water softener salt is provided at the commencement of your tenancy for use when required.

If you are unsure on how to maintain the water softener at your property, please ask your Property Manager for assistance.

Household Mould

Due to the climate conditions in the South East region, most homes in and around Mount Gambier are susceptible to mould during the colder months of the year. A fact sheet on how mould can be prevented and controlled will be available on your online portal to assist you with keeping the property mould free during your tenancy.

Pets

All pets residing at your property are to have prior approval from the landlord. Not all landlords will allow for pet/s to reside at the property. Should approval be given, a Pet Agreement is to be signed; noting the details of the pet/s at the property.

Should the pet/s damage any property; it is a tenants responsibility to rectify this damage. Tenants are to undertake periodical flea bombing at the property, to ensure it is clean from any fleas and insects.

VACATING PROCESS



Break-lease

If you need to break your lease (end your lease before the lease end date), we require written notice of your newly intended vacate date. After notifying your landlord, we will re-advertise your property in order to seek a new tenant as soon as possible.

As per legislation, you will be responsible to continue paying rent until the day before a new tenancy commences. You may also be charged a Break-lease Advertising Fee and a Break-lease Letting Fee.

The Break-lease Advertising fee is calculated based on your new vacate date and will be invoiced at the end of your tenancy.

The Break-lease Letting fee is calculated based on the date before the new tenancy will commence and will be invoiced once the new tenancy is secured.

Your cooperation with allowing us to hold property show through's would be greatly appreciated, as this will assist us to seek a new tenant and cease your rental obligations in a timely manner.

In a Break-lease situation, you are still responsible for the condition of the property until the next tenancy commences.

End of Lease

When the time comes to end your lease at the property, your Property Manager will schedule a Pre-Vacate Inspection 2 - 4 weeks prior to your lease end date. This inspection will be conducted at your property, but is not a routine inspection.

At this inspection, your Property Manager will run through the end of lease process, provide you with a copy of your ingoing inspection report, a bond refund form, cleaning checklist and a list of recommended cleaning/gardening services. This provides you with the opportunity to ask any questions regarding the vacating process and requirements.

Once you have returned your keys to our office and your outgoing inspection has been completed, your Property Manager will give you a call to finalise the tenancy and process your bond refund.

Bond Refund

Complete Real Estate do not hold your bond, it is held with Consumer & Business Services - Bonds SA. Once your outgoing final inspection is completed and all outstanding rent and invoices are paid, we will initiate the bond refund process. Bonds SA will email you to confirm your refund details so please follow the prompts. After you have completed the request from Bonds SA, your bond monies can take up to 48 hours to reach your account. If this does not happen please contact Consumer & Business Services - Bonds SA on 131 882.

Re-letting Property

We understand that moving can be stressful. We will work closely with you during this time to arrange for potential new tenants to attend a show through in order to re-let the property. We try to minimise the show through to once only, however depending on the outcome of the show through, an additional show through may need to be arranged.

Potential tenants understand that you are in the process of vacating the property and will be focused on the layout and size of the home to ensure it works for them.

GET IN TOUCH



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08 8725 5290
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