

Information Guide.

Understanding Your Tenancy.



During Tenancy

- The tenant/s agree to arrange for the transfer of the electricity into his/her name at the beginning of the tenancy and to arrange for the cancellation at the end of the tenancy leaving three (3) business days in which to have the Exit Condition Inspection carried out.
- The tenant/s understand that it is a fundamental term of the agreement that rent is to remain paid up to date, or in advance, **at all times**. "Staying, then Paying" will not be tolerated.
- The tenant/s understand and acknowledge that all rental payments must be **paid in full**. (For example, If the rent is \$500 per week, rental payments of \$500, \$1000, \$1500 will be accepted). Part payments will not be accepted.
- The tenant understands that during routine inspections, general internal and external photographs of the property will be taken as part of the overall condition report passed on to the owner in written and photographic form.
- The tenant acknowledges that should the lease state that the tenant pays for all water usage, the tenant will be invoiced on receipt of the nominated account being supplied by the owner of the property and the tenant will have one (1) month from the invoiced date to pay for said usage.
- The tenant acknowledges that they are responsible for all lawn maintenance, unless otherwise advised in writing. Removal of lawn clippings is the responsibility of the tenant and must not be placed on the garden beds.
- If during the tenancy a pet is kept at the premises and there is any damage caused it is the responsibility of the tenant to rectify this damage whether it be to the building, fixtures or yard.

Ending a Tenancy

- The tenant/s understand and agree that should the lease be broken before the lease end date, the penalty of one (1) weeks rent + GST, advertising costs and any other fees usually incurred by the owner to cover the cost of re-leasing the property, will be payable by the tenant/s. It is also the tenant/s obligation to pay rent until the day prior to the new tenant/s lease commencement or the expiry of existing lease (whichever comes first). Keys must be returned to the office 3 days prior to new tenancy commencing to allow time for the Exit Condition Report to be carried out. Receipts for professional carpet cleaning, and flea and pest control (if pets were kept at the property), must also be provided prior to the new tenants moving in. The tenant is also responsible for the continued up keep of the property either internally and/or externally until the Exit Report is carried out.
- If a member of a Joint tenancy vacates at any time, any new tenant/s must complete an application form and be accepted by the Landlord and Simply Rentals PRIOR to moving into the property. Bond monies must be transferred into the remaining tenant/s names. Please arrange for the collection of these forms from our office. Failure to do so will result in the Bond Refund going to the originals named on the Bond Lodgment, regardless of any arrangement made between tenant/s.

Arrears Policy.

It is the policy of this office that all rent is paid before, or by the due date.

Under the Residential Tenancies Act you are required to pay your rent by the date noted on the schedule in your lease and it must always be paid in advance. Should you have any difficulties in paying your rent please notify us as soon as possible so that we can be of assistance to you in resolving the problem.

However, this office does have a strict policy on the payment and collection of rent and you will receive a number and variety of reminders which you should not ignore. **Please Note:** This office is not responsible for notifying tenants when they are in arrears. It is the responsibility of the tenant to ensure they are always paid to date. If you are unsure of your paid-to date, please contact the office immediately to confirm.

The reminder notices and frequency are listed below:

In Brief:

1-3 Days - Text message and/or Email as well as a phone call.



4-7 Days - Phone call & letter requesting immediate payment. Daily follow up with tenant.



8-18 Days - Form 11 Issued with daily follow up with tenants requesting payment.



19+ - Eviction process has begun. Daily follow up with tenants to ensure the process goes smoothly.

I/We the tenant/s have read through the above conditions of the Information Guide, regarding the 'Understanding Your Tenancy' and 'Arrears Policy' and as such I/we understand and accept, in full, this policy, and all above guidelines and obligations relating to the property;

Tenant 1: _____

Tenant 2: _____

Tenant 3: _____

Tenant 4: _____

Agent: _____

Date: _____

Smoke Alarm Information.

Tenant's obligations for smoke alarms during the tenancy

■ Testing Alarms

At least once every 12 months and according to the manufacturer's instructions.

■ Replacing Batteries in Alarms

When batteries are flat or nearly flat.

■ Cleaning Smoke Alarms

At least once every 12 months (for tenancies 12 months or longer).

■ Advising Lessor of any Failing Smoke Alarms

As soon as possible when an alarm fails or is about to fail and/or needs replacing for a reason other than batteries failing.

■ NOT Interfering with Smoke Alarms

At NO time can a tenant remove or relocate the smoke alarm or do anything to interfere with the alarm's warning sound, and at NO time can the tenant remove the batteries unless they are replacing them.

I/We the tenant/shave read through the above conditions and agree to abide by the following guide lines with regards to smoke alarms installed at the property.

Tenant 1: _____

Tenant 2: _____

Tenant 3: _____

Tenant 4: _____

Agent: _____

Date: _____