



**WARWICK
WILLIAMS**

Real Estate Agents, Property Managers and Advisors

TENANT INFORMATION HANDBOOK



Warwick Williams Real Estate

200 Victoria Road, Drummoyne NSW 2047

wwre.com.au

Tel: 02 9719 8288 Fax: 02 9819 6692

Office hours: Monday to Friday 8:45am to 6pm

Saturday 8:45am to 4pm



EMERGENCY AFTER HOURS MOBILE 0433 680 039

Warwick Williams Real Estate provides an after hours number for emergencies only. Please note this is provided as a courtesy only and is not a 24 hour service. Should you be unable to reach us on the mobile, please call the appropriate trades as listed on the back page of your lease agreement.



OTHER INFORMATION

- If living in an apartment please ensure to abide by the building Owners Corporation By-laws – these will either be provided to you or displayed in the foyer of the building.
- It is a courtesy, and a requirement in most apartments, to notify the Owner's Corporation when moving furniture or large items in or out of the building by placing a letter/note in the mailbox marked 'Secretary of Owner's Corporation'.
- It is advisable that all tenants read the 'Renting Guide' provided and the 'Tenancy Agreement' to understand all the obligations and laws.

Remember if you are not sure about something please contact your property manager or tenancy information services (*refer contacts on back page*).

INSURANCE

- It is crucial you have your own tenant content insurance.
- It is important to note that should your goods be damaged or destroyed by circumstances affecting the owners property then your goods and possessions are not covered by the owners insurancee.

CONDITION REPORT

- 2 Copies of the Condition Report are issued to the tenant at the start of the lease.
- The tenant is required to return a completed and signed copy to the agent within 7 days and keep a copy.

RENTAL PAYMENTS

- Rent must always be paid on time, IN FULL by the date designated on your lease.
- We **DO NOT ACCEPT** cash.
- Reference numbers must be used when transferring funds into our account.

Rental Payments can be made by:

- Periodical Payments
- Internet Banking
- Rental Rewards
- Personal Cheque
- Bank cheques or money orders
- Credit Card [Please note a surcharge applies]

RENTAL ARREARS

- Rent arrears are checked daily.
- If the tenant is in arrears the tenant is contacted either by post, telephone, sms or email
- If the tenant becomes 14 days in arrears a Termination Notice will be issued on the 15th day giving 14 days notice to vacate
- If rent remains unpaid and the tenant has not vacated, an application to the CTTT will be made for vacant possession
- In certain circumstances tenants are recorded with a registered tenant database.

SMOKE ALARMS

The tenant agrees not to remove or interfere with the operation of all smoke alarms. It is the tenant's responsibility to replace the batteries whenever necessary during the term of the tenancy. If the tenant is physically unable to change the batteries or there is something wrong with the smoke alarm you must notify your property manager immediately.



IF YOU LOCK YOURSELF OUT

During business hours - you are able to pick up the office set of keys to gain access to your property (please note we may not have copies in the office as this is not a legal requirement). Always call the office beforehand and make sure the keys are available. After hours – you will be required to call a locksmith at your cost.



ROUTINE INSPECTION

We will conduct a routine inspection at the property up to 4 times a year. The main purpose is to provide a report to the owner that you are maintaining the property and also to check for any repairs and make any recommendations to the owner. Also note the inspection may involve taking photos of any repairs required and a photo of grounds – front and rear. It is a policy of our office that no photos are taken of tenant possessions.

NOISE/DISRUPTION

It is important to note the utmost care must be taken to ensure you do not infringe on disrupting your neighbours with noise. Loud music, parties or otherwise can disrupt a neighbour's right to peace and the quiet enjoyment of their residence.

Particular care must be taken with respect to noise due to the close proximity of other properties. Many units share common walls.

This also includes your obligation to ensure your visitors are not disrupting neighbours when walking to and from your premises.

ACCESS TO THE PROPERTY

Reason for Access	Notice Required
In an emergency for urgent repairs	None
To do repairs and maintenance	2 days or as agreed
To install a smoke alarm	2 days or as agreed
To inspect the premises	7 days (not more than four times a year)
To show the premises to prospective buyers	Reasonable or as organised with tenant
To show the premises to prospective tenants	Reasonable or as organised with tenant
If the landlord has good reason to believe the premises are abandoned	None
If the tenant gives permission	None
Consumer, Trader and Tenancy Tribunal Order	As specified on the Order

WALL HOOKS

- Do not place any hooks on the walls without prior written authorisation.
- If you wish to install picture hooks:-
 - Provide written request to the property manager detailing quantity and location required.
 - Permission will then be sought from the owner.
 - Once received – tenant will be advised in writing.
- No fixtures & fittings to be installed on/in the property without prior written authority.

PETS

Pets are not permitted in any property without prior written authority.

MAIL

- If you receive mail that does not belong to you – either:
 - Return to sender (write RTS on the envelope and place in your nearest post box).
 OR
 - If addressed to the owner of the premises drop it in to our office for on-forwarding.



REPAIRS AND MAINTENANCE

- All repairs must be notified in writing, either:
 - (a) Complete a repair form (available from our office and website).
 - (b) Send an email, fax or letter
- Provide as much detail as possible
- Advise who the tradesperson is to contact for access and if spare keys can be used.
- You will be contacted by the tradesperson or your property manager for access.
- If spare keys can be used – please confirm with the property manager that a spare set is available to your property on the day required
- If you have made an appointment with the tradesperson and you are not in attendance – the tradesperson may charge the tenant a service call fee.
- Certain repairs may require quotes for landlord approval.
- If the repair is due to misuse or damage by the tenant or their visitors – the tenant will bar the cost.

- **In case of an emergency please call the office 9719 8288, or 0433 680 039 if after business hours. Please see the Residential Tenancy Agreement for what constitutes an emergency repair (life threatening or threatening to the property).**

BREAKING YOUR LEASE AGREEMENT

- Notice is required in writing signed by all parties on the tenancy agreement.
- Tenant is responsible for the following:
 - (a) **To continue to pay rent until the day the new tenant moves in or until end of lease (whichever occurs first).**
 - (b) **To pay all advertising costs, currently \$55 per month**
 - (c) **To pay re-letting fee (one week rent+10%)**
 - (d) **To pay lease fee (\$18.00)**
 - (e) **To pay the difference between the current rent and the new rent for the rest of the fixed term if the premises are re-let at a lower rent.**
- The new tenancy agreement can only be signed when property has become vacant.
- In the event of the new tenant not proceeding, the current tenant will be responsible to continue to pay rent until the day a new tenant moves in or the current tenancy agreement ends.

Tips:

- Tenants may also assist in re-letting the property.
- A Tenancy Application Form is to be checked and approved by the property manager.
- Tenants should provide easy access to the property for showing prospective applicants.
 - (a) a form provided by us noting authorisation of changes.
 - (b) Dept of Fair Trading 'change of tenancy form' – this notifies the Bond Board of the changes. This must be signed by all parties.

USEFUL CONTACTS

Connections:

AGL (gas).....	13 12 45
Energy Australia (electricity).....	13 15 35
Telstra (telephone).....	13 22 00
State Emergency Services	97478022
Warwick Williams R/E after hours.....	0433 680 039

Tenancy information services:

Department of Fair Trading.....	13 32 20
Rental Bond Enquiries.....	9377 9000
Tenancy Enquiries	9377 9100
Tenants Advice & Advocacy Service.....	9559 2899
Tribunal (CTTT).....	1300 135 399

Other:

Public Transport Timetables	131 500
Burwood Police	9745 1333

Councils:

City of Canada Bay	9911 6555
Ashfield.....	9716 1800
Burwood.....	9911 9911
Lane Cove	9911 3555
Leichhardt.....	9367 9222
Marrickville.....	9335 2222
City of Ryde.....	9952 8222

Websites:

www.fairtrading.nsw.gov.au
www.tenants.org.au