

Tenant Information



MOVING IN AND OUT

If living in an apartment please ensure to abide by the Owners Corporation By-laws – these will either be provided to you or displayed in the foyer of the building.

It is advisable that all tenants read the 'New Tenant Checklist' and their 'Residential Tenancy Agreement' to understand all the obligations and laws. Remember if you are not sure about something please contact your Property Manager.

INSURANCE

Should your possessions be damaged or destroyed by an incident affecting the landlord's property, your contents are not covered by landlord insurance.

Warwick Williams Real Estate strongly recommend all tenants take out Renter's Insurance. These policies cover tenant possessions and relocation costs should an incident occur at the property. Many policies also offer legal liability which protects tenants, should an accident occur which is later found to be their fault. Warwick Williams Real Estate can recommend:

AON - [Click here](#)

EBM - [Click here](#)

CONDITION REPORT

The Condition Report is issued to you at the start of the Lease. You are required to return the completed and signed copy to the agent within 7 days. Photos should be provided to your Property Manager electronically.

RENTAL PAYMENTS & ARREARS

Rental Payments are made by BPay using the reference number you were provided with at approval. Rent must be paid on time and IN FULL on or before the due date.

WE DO NOT ACCEPT CASH.

Always contact your Property Manager if you are unable to pay on time.

If you are more than 15 days in arrears you will be issued a termination notice giving 14 days notice to vacate the property. Simultaneously, an application to NCAT can be made for vacant possession. In certain circumstances defaulting tenants can be recorded on a registered database.

REPAIRS AND MAINTENANCE

All repairs must be notified in writing, either:

Complete a repair form [Click Here](#)

Send an email, fax or letter addressed to your Property Manager. Please provide as much detail as possible and advise who the tradesperson should contact for access or if spare keys can be used. If you have made an appointment with the tradesperson and you are not in attendance, the tradesperson may charge you a service call fee. If the repair is due to misuse or damage by the tenant or their visitors, you may be required to pay the invoice.

In the case of an emergency please call the office on 97198288 or after hours 0433 680 039.

EMERGENCY AFTER HOURS MOBILE

Warwick Williams Real Estate provides an after hours number for emergencies. This is not a 24 hour emergency service. Should you be unable to reach us on the mobile please refer to your lease agreement to call the appropriate tradesperson. Please see your Residential Tenancy Agreement for what constitutes an emergency repair (ie life threatening or threatening to the property). A list of our after hours emergency trades can be found here [Click here](#)

SAFETY

Smoke Alarms

As a tenant you must agree not to remove or interfere with the operation of the smoke alarms. It is the tenant's responsibility to replace batteries during the tenancy. If you are physically unable to change the batteries, or if there is a fault with the smoke alarm, please notify your Property Manager immediately.

Blinds & Curtain Cords

Unsecured blind and curtain cords can pose a significant safety risk to young children and can lead to strangulation. There are simple steps you can take to keep children safe from these hazards. We recommend all tenants familiarise themselves with the guidelines by Product Safety Australia [Click here](#)

Window & Balcony Safety

Children can fall out of a window which is open more than 12.5cm, even if a flyscreen is fitted. An increasing number of children are admitted to hospital each year as a result of falling from windows and balconies. Please **download** and read the Kids Don't Fly Brochure which provides parents and carers with tips on some simple ways to increase window and balcony safety around the home.

MAINTAINING YOUR HOME

Cleaning & Damage

Your Lease requires that the property be regularly maintained and cleaned. It is therefore not sufficient to leave detailed cleaning until the date you vacate:

- Bathroom tiles, grout and shower screens/tracks should be kept clear of mould and soap scum build up. Toilets should be regularly cleaned so that staining does not occur.
- The oven, grill, hot plates and range hood should be cleaned regularly so that no build up of grease occurs.
- The growth of mould is a common problem in many homes today, however it can be easily controlled through regular housekeeping. It is important to frequently open windows and doors to ventilate the property. This helps to remove moisture from the air and keep relative humidity levels low. Please ensure that you use an exhaust fan or open a window during and after showering to help prevent a build-up of steam. Sometimes it may be necessary to remove condensation by wiping with a dry cloth (on windows etc). Should you believe there is a problem with mould at the property please contact your Property Manager for advice.
- Marks and stains on carpets must be removed immediately before serious and permanent damage occurs. If necessary, a professional carpet cleaner should be engaged and Warwick Williams Real Estate can happily recommend preferred trades.

Any problems at the property or damage such as accidental breakage should be reported to your Property Manager immediately.

Garden Maintenance

As per the Lease Agreement, garden and lawn maintenance is a tenant responsibility (where applicable). It is important that gardens and lawns be regularly maintained including weeding and watering. Please note it is not sufficient to maintain the garden in the final weeks of the Lease as deterioration takes many months to recuperate. Maintenance must be carried out on a week to week basis. Should you require specific instructions on how to care for plants/lawns, or should you be concerned about plants dying, please contact our office urgently. Warwick Williams Real Estate can recommend a regular gardener should you require assistance.

ROUTINE INSPECTION

We conduct routine inspections 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, to check for any repairs and make any recommendations to the owner. Our inspections involve taking a short video, highlighting the condition of the property, which is then sent to the landlord.

NOISE/DISRUPTION

The utmost care must be taken to ensure you do not disrupt your neighbours with noise. Loud music, parties or otherwise can impose on a neighbour's right to peaceful enjoyment of their residence. In units, particular care must be taken with respect to noise due to the close proximity of other properties. Many units share common walls. You also have an obligation to ensure your visitors are not disturbing neighbours when walking to and from your premises.

WALL HOOKS

Do not place any hooks, television brackets or other fixtures on the walls without prior written authorisation.

If you wish to install fixtures within your home:

- Provide written request to the Property Manager detailing quantity and location required.
- Permission will then be sought from the owner.
- Once received, you will be advised in writing. Keep a copy for your records.

PETS

Pets and animals are not permitted in any property without prior written authority from Warwick Williams Real Estate.

Carpet cleaning and pest spraying are required at the conclusion of your tenancy if an animal has been kept for any period of time.

Most strata buildings have policies about keeping animals. In most cases, written consent is required from the Owners Corporation.

IF YOU LOCK YOURSELF OUT

During business hours you may be able to collect our office set of keys to gain access to the property. Please contact our office to check if we hold keys for your property and ensure they are available. After hours, you are required to call a locksmith at your own cost.

MAIL

If you receive mail for the owner, please drop it in to our office for redirection. Owner details can be found on the front page of your lease if you are unsure. Other mail can be returned to sender by writing RTS across the envelope and dropping it to your nearest post box. Please do not hold on to mail for extended periods of time.

BREAKING YOUR LEASE AGREEMENT

Notice is required in writing and must be signed by all parties listed on the Tenancy Agreement. By breaking the lease early, you are responsible to pay the following Break Fee:

6 weeks rent if you move out in the first half of the fixed term.

4 weeks rent if you move out in the second half of the fixed term.

Your bond must not be used to pay the break fee.

CHANGE OF TENANCY

Should a change of tenancy occur please inform your Property Manager in writing immediately and provide our office with a copy of the correspondence between the tenants agreeing to the changes. You will be required to sign:

- A new Residential Tenancy Agreement.
- An Office of Fair Trading "change of shared tenancy" form.

Please note your Property Manager cannot enter into issues between tenants, however we can assist with advice.

VACATING

Notice to vacate must be provided in writing by post, fax or emailed document. Your letter must be signed by all parties on the lease and include the following:

- Tenants name
- Property address
- Vacate date

The following notice is required:

- If the fixed term Tenancy Agreement is due to expire, 14 days notice up to and including the expiry date.
- If the lease has expired and you are on a "Continuing Agreement" a minimum of 21 days notice.
- If you wish to vacate prior to the lease expiry date refer to 'Breaking Your Lease Agreement'.

Note: It is the tenant's responsibility to ensure the notice has been received by the Agent.

Your Property Manager will contact you regarding our vacating procedure and will advise the amount of rent outstanding.

Access is required to show the premises to prospective tenants.

If you have overpaid rent, the excess will be refunded to you upon vacating.

Rent is payable until all keys are returned to our office.

Please ensure you redirect your mail and disconnect utilities.



Warwick Williams Real Estate

Tel: 02 9719 8288 Fax: 02 9819 6692
After Hours Emergency: 0433 680 039
Email: contact@wwre.com.au

Office Hours

Monday to Friday 8.30am to 6pm
Saturday 8.45am to 4pm

200 Victoria Road, Drummoyne NSW 2047

wwre.com.au

