

RESIDENTIAL RENTER GUIDELINES

Ver.4.0/0423

The following information is provided for your assistance when moving into your new home.

1. Services

The Renter's responsibility is to arrange and pay for the connection, disconnection, and use of services to the premises let, which is separately metered for these services. We have listed providers who may offer you different benefits and innovative retail products and services, so it is worth browsing around to see which retail best meets your needs. You must contact the service provider to have the accounts transferred to your name.

One-Stop-Solution Connection

ConnectNow 1300 554 323

www.connectnow.com.au

Electricity & Gas*

Energy Australia 133 466

www.energyaustralia.com.au

Origin 131 260

www.originenergy.com.au

Win Connect 1300 448 862

www.winconnect.com.au

AGL 131 245

www.agl.com.au

**Electricity companies require the Renter to call them 2 (two) days before making the electrical connection, or higher fees will be incurred for same-day, emergency, or weekend connections.*

Telephone & Internet Services

Telstra 132 200

www.telstra.com.au

Optus 1300 301 937

www.optus.com.au

TPG 13 14 23

www.tpg.com.au

iiNet 13 19 17

www.iinet.com.au

Water

Yarra Valley Water 1300 853 811

www.yvw.com.au

South East Water 131 851

www.southeastwater.com.au

Greater Western Water 134 499

www.gww.com.au

Barwon Water (Regional) 1300 656 007

www.barwonwater.vic.gov.au

2. Occupancy

Only the person or persons initially included in the Rental application approved by Rental Provider and their dependent children are allowed to reside at the property permanently as on your Residential Rental Agreement.



Headquarters

791 Bourke Street
Docklands, VIC 3008
P 1300 884 168

South Yarra Office

25 Malcolm Street
South Yarra, VIC 3141
P 1300 884 168

Oakleigh Office

19 Station Street
Oakleigh, VIC 3166
P 03 9017 5881

Altona Office

114-116 Queen Street
Altona, VIC 3018
P 03 9398 8400

Melbourne Office

Suite 411/434 St Kilda Road
Melbourne, VIC 3004
P 03 9676 9411

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3. Entry Condition Report

The *Entry Condition Report* is as important as your *Residential Rental Agreement*; it establishes the property's condition at the commencement of your tenancy. The report will be used to compare at the end of your tenancy, excluding fair wear and tear as the basis on which your bond will be refunded.

4. Information and brochures

We suggest that you keep the copy of your *Residential Rental Agreement*, *Entry Condition Report* and the *Renting a home: A guide for renters* together in this *Welcome Letter* during the term of your tenancy. Reference to these documents will assist you throughout your tenancy.

5. Rent

Xynergy Realty provides BPAY service to Renter. BPAY payment from your cheque or savings accounts can be made through your financial institution's phone or internet banking service.

Details of your BPAY biller code and customer reference number will be provided at the start of your tenancy. As BPAY Payments may take up to 48 hours to clear, please allow time for this processing period to ensure that your rent is paid by the due date.

For your convenience, phone and internet banking services allow you to schedule recurring weekly, fortnightly or monthly rental payments in advance.

Please note: we **DO NOT ACCEPT CASH** in the office for security reasons.

Alternatively, rent payment via credit card may be made through the *Rental Rewards* payment system, which may incur additional service charges.

If, for any reason, you are experiencing difficulty in meeting your rent commitment, please get in touch with our office immediately.

Xynergy Realty has **ZERO TOLERANCE** towards **ARREARS**. We have a strict policy on rent payment where all renters are obliged to pay their monthly rent via **the BPAY** system or any agreed payment method. If the rent becomes arrear, the following actions will be taken:

- 1 to 2 days in arrears: Text message or Phone call.
- 3 days in arrears: First Notice Letter.
- 7 days in arrears: Second Notice Letter.
- 10 days in arrears: Final Notice Letter.
- 15+ days in arrears: Notice to vacate the premises let.

Please notice that shall the BPAY failed due to any reason, you must contact our office **IMMEDIATELY**.

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6. Change of Contact Details

Renter must notify us immediately if there are any changes of contact details, i.e. email or phone number as approved on the Residential Rental Agreement and Residential Rental Application by writing.

7. Change of Employment

The Renter should notify us immediately if there are any changes in employment conditions and business phone number as on the Residential Rental Application that could incur any foreseeable potential financial hardship due to the changes.

8. Safety Related Activities

The premises let has been inspected for the Smoke Alarms Safety, Electrical Safety and Gas Safety inspections as provided on the Rental Disclosure Statement.

The Building Code of Australia requires that the location of smoke detectors is correct, that the detectors are not past their expiry date, and that a detailed *Inspection and Compliance Report* is kept.

9. Keys and Remote Controls

Your tenancy does not conclude until all keys and any remote controls to the premises let are returned to the office in person during business hours, and that rent on the premises let is payable until all keys and any remote controls are delivered.

If at any time during your tenancy you change any of the locks, the *Residential Tenancies Act 1997* provides that you must supply us with the keys.

10. Lock-outs

If you lock yourself out of your property and have no other access, please advise our office or your Property Manager. If we have a spare set of keys, you may collect these by *producing a photo ID* and a *\$150 deposit* that will be refunded if the keys are returned the same day. If the keys are not returned on the same day, the \$150 deposit is *forfeited*. ***If it is after hour, you will have to contact a locksmith at your own cost.***

11. Repairs

We have an experienced team of tradesmen capable of handling the vast majority of repairs that are required. As soon as an issue occurs, please contact us immediately by submitting a *Maintenance Repair Request Form* in this *Renter Guidelines* or available on our website or by submitting a *Maintenance Repair Request Form* through email to your Property Manager.

For all the *urgent repairs*, please refer to the Urgent Repair section below.

If the premises let is vacant for a while during your tenancy, please advise your Property Manager if any emergency arises.

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12. Urgent Repair

In the event that urgent repair is required, please advise your Property Manager. For more information about urgent repair and contacts, please refer to the *Emergency Contact* sheet on your Welcome Letter.

Please refer below for the definition of Urgent Repairs under Consumer Affairs Victoria: <https://www.consumer.vic.gov.au/housing/renting/repairs-alterations-safety-and-pets/repairs/repairs-in-rental-properties>

13. Ending a Tenancy

After your lease has expired and you wish to vacate, the *Residential Tenancies Act 1997* states that **28 days of written notice** (please refer to Consumer Affairs Victoria information) must be given, and rent must be paid until you have returned all keys and remote controls to our office in person.

If you want to vacate at the end date of your lease, **28 days prior, written notice** must be given. If the keys and remote controls are returned after **11.00 a.m.** on the day of vacating, the rent will be charged for that day. Please note that rent is due until notice has expired or all keys with remote controls are returned, whichever is the later.

If you wish to break your lease, you will be required to pay rent in full on the property until another Renter releases it and to reimburse the Rental Provider for letting fee or re-letting fee and all other fees, which are:

Pro-rata Letting Fee or Re-letting Fee, Advertising Fee, National Tenancy Database Check Fee, Rent Shortfall Gap, and Administration Fee – as incurred

14. Change of Renter

The Rental Provider has approved your tenancy, and the *Residential Rental Agreement* is in your name. You are responsible for meeting all of the requirements and conditions of the Agreement unless it is assigned to another person(s) or cancelled by mutual consent.

Suppose any changes of the current Renter with/without the existing Renter, a new application for tenancy must be completed and approved by the Rental Provider before any change can occur. Until the full process has been completed and approved, the current Renter will be fully responsible according to the Residential Rental Agreement.

There's an administration fee of \$275 for the change of moved-out Renter before the process of change of the tenancy regardless of the outcomes of the change of the tenancy application.

15. Exit Cleaning

Upon the Renter vacating the premises, it is understood that the Renter must commission a professional carpet cleaning company and, at its expense, steam-cleaned or dry-cleaned all carpets (including blinds if applicable) if the premises let has been professionally cleaned before the Renter moved in.

For the Renter who has approved pet, the Renter must commission a fumigated, flea bombed, and or deodorised the premises let to the condition before the Renter moves in.

16. Contents Insurance

The Renter acknowledges that his/her personal belongings are not covered by the Rental Provider insurance, hence the Renter will not make claims for loss or damage of the personal belongings against the Rental Provider. It is recommended that the Renter should take out content insurance to adequately cover their possessions. The Renter is not required to take out any insurance.

17. Cleanliness and Mould Issue

The Renter is responsible to maintain and keep the premises let in a reasonably clean condition during the period of tenancy.

If the Renter has ensured that the premises let is adequately ventilated and mould is still growing, the Renter should raise the issue with the Rental Provider and/or the Agent. Please refer to the *Mould Information Sheet* for further information.

18. Noise Control

The Renter shall adhere to the Environmental Protection Authority (EPA) – Noise Control Guidelines which states; noise from any fixed domestic plant must not be audible within a habitable room of any other residence (regardless of whether any door or window giving access to the room is open) during prohibited hours prescribed by the Environment Protection (Residential Noise) Regulations 2008.

The following prohibited hours apply to air conditioners, swimming pool and spa pumps, ducted heating system and the like on Monday to Friday from 10.00 p.m. to 7.00 a.m. and on weekends and public holidays from 10.00 p.m. to 9.00 a.m. For further information please visit www.epa.vic.gov.au/noise.

19. Garden

Where the premises let includes a garden, the Renter agree to maintain all lawn and garden areas in satisfactory condition. This involves mowing lawns, watering, pruning and weeding regularly. If they are not maintained, the Rental Provider will have the right to employ a gardener to maintain the premises with all of the cost being born to the Renter.

20. Car Parking

Please park cars only in designated areas. Do not park vehicles on nature strips, lawns, and common areas or in a manner to obstruct access.

21. Rubbish

Rubbish must be placed in the bins provided. The Council will not collect rubbish placed in boxes or bags. This may cause health problems such as mice and rats.

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22. Communication

The essence of a successful and hassle-free tenancy is effective communication between the Renter, the Agent and the Rental Provider.

The Renter consents to the electronic service of notices and other documents in accordance with the requirements of the *Electronic Transactions (Victoria) Act 2000* as stated on the Residential Rental Agreement.

Renter's major responsibilities are to keep the premises let in good order and pay the rent on time. The Rental Provider must ensure that the premises let is maintained in good order and that the Renter has peaceful enjoyment of the property. As your Agent, we must be advised immediately of any problems that might affect either party's requirements.

We are here to assist you in making your tenancy as comfortable as possible. Please direct any queries you may have to the Property Management Department.

We look forward to your cooperation in these areas and a long and mutually happy association.