



# Tenant Handbook

*Everything you need to know*

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## General Information

This handbook has been prepared to help you with all aspects of your tenancy and provide you with all the necessary information required for your tenancy with National Housing Group.

This handbook will come in handy during your tenancy, so keep this handbook somewhere safe for future reference.

### Agency Details

AGENCY NAME	National Housing Group
ADDRESS	303/12 Century Circuit, Baulkham Hills NSW 2153
PHONE NUMBER	02 9091 0160
FAX NUMBER	02 8078 4328
EMAIL ADDRESS	housing@nationalhousinggroup.com.au
WEB ADDRESS	www.nationalhousinggroup.com.au

### How Do You Contact Us?



#### Email

This is the first point for all contact to National Housing Group. Please send an email to [housing@nationalhousinggroup.com.au](mailto:housing@nationalhousinggroup.com.au). Your email will be responded to via return email or phone call.



#### Phone

Please phone us on 02 9091 0160 for emergencies only. If after hours, please leave a detailed message and we will respond as soon as possible.

### Office Hours



#### Our office hours are as follows:

MONDAY to FRIDAY

9.00am to 5.00pm (AEST)

# Your Tenancy

## Property Handover



### Appointment Time

Please be on time for your handover appointment. We usually have many appointments in the one day, so if you are late it may require us to reschedule your appointment to the next available timeslot.

Please allow around 30min for your appointment as we require time to explain all your tenancy details as well as sign documentation.



### All Persons to be Present

All persons named on the lease must be present at the property handover to sign all the documentation.



### Upfront Bond and Rent

Your upfront 2 weeks rent and bond must be paid prior to your appointment time (usually 2-3 days before so that cleared funds are in our account). Your property manager will provide you with the correct bank account details in a welcome email.

## Moving Into Your Property



### Organising Utilities

You as the tenant are responsible for organising utilities for your new rental property. This includes opening and payment of electricity, gas and telephone / internet accounts. In some instances there may be a connection fee.

While National Housing Group cannot make the arrangements for you, we can assist by organising *Direct Connect* to contact you and assist you with your connections. Their service is free of charge and is designed to take care of the hassles for you.



### Condition Report

At the beginning of your tenancy, we will undertake a property inspection report. Please ensure that this is returned to our office within 14 days of the tenancy start date. We will use this at the end of your tenancy for a comparison.

## Living In Your Property



### Keys

Keys to the property are provided to you at the start of your tenancy and a photocopy of the keys given to you will be kept in your tenant file.

In the event that you lock yourself out of the property, you will be required to make your own arrangements with a Locksmith to regain entry into the dwelling and agree to pay all costs associated with this.



### Quarterly Inspections

We will conduct an inspection of the property every 3 months. The purpose of this is to provide a report to the owner to demonstrate that you are maintaining the property as well as to identify any maintenance issues.

Refer to **Rent Reviews**

**We undertake** rent reviews at lease renewal time. The rents are adjusted



### Pets

We understand that pets can be an important part of any home and are welcome in most of our homes. It is important that you state on your application the number and types of pets that you have so we can get approval from the body corporate / owners prior to moving in. If you decide to get a pet during your tenancy you must also request this in writing to us to gain approval.

Please note that you will be responsible for any damage caused by your pets including infestation of fleas or ticks, additional cleaning to remove pet hair, cleaning to carpets, repair of damage to walls, curtains and screen floors and any damage to the landscaping.



### Parking of Vehicles

No vehicle may be parked on the lawns or gardens or any other area not created for vehicle parking. It is the tenant's responsibility to repair any damage done when parking cars in such areas.

Any oil stains in the garage or on driveways are the tenant's responsibility to remove before vacating. It is recommended that you purchase a drip tray to avoid any damage.



### Insurance

We advise that all tenants obtain their own contents insurance as you will not be covered under the Landlord Insurance Policies. You will not be covered if your goods are damaged or destroyed by circumstances affecting the owner's property. This can include burglary, fire, storm damage, power outages etc. The owner / agent will not be liable for any damage caused to your possessions.



### General Maintenance

All general maintenance and repairs should be forwarded to our office via email only. When requesting maintenance, please provide as much information as you can of the maintenance and repairs that are required. It also assists if you include photos of the area requiring repair or maintenance.



### Emergency Repairs

If you have emergency repairs, please contact our office via phone as soon as possible. Emergency repairs include the following:

- Burst water services
- Gas leaks
- Blocked or broken toilet
- Serious roof Leak
- Electrical fault
- Flooding / rainwater inundation
- Hot water service failure
- Serious storm, fire or impact damage



### Lawns and Gardens

If your property has lawns and/or gardens these must be maintained. This includes watering, weeding and shrub trimming and mowing and edging of lawns.



### Disturbance to Neighbours

You must not cause any disturbance or annoyance to your neighbours. This includes loud parties, barking dogs, and privacy.

## Moving Out Of Your Property



### Moving Out

When you intend to leave your property (both during and at the end of a lease), you must give at least 21 days notice in writing.



### Breaking a Fixed Term Lease Agreement

When you intend to leave the property during a fixed term lease agreement, you must give us 21 days notice in writing. Please refer to **Attachment 2** for a Notice to Vacate form which will need to be completed and send back to us at the end of any tenancy.

In the case of breaking a fixed term lease agreement the following costs will be incurred.

- Rent – you will be required to continue to pay rent until an approved tenant is found or the lease ends (whichever occurs first).
- Reletting Fees – you will be charged a reletting fee for us to relet the property. This fee is dependent on how much of the lease is remaining.
- Should the premises be vacant before a new tenant is secured, you will be responsible for water and maintaining the lawns and gardens.



Handy tips to know when moving out



Vacating

# Rent and Lease Information

## Rental Arrears

We have a zero tolerance policy for late rent payments. If you think that you will be late paying your rent, you must contact us by email at least 3 days in advance to inform us that your rent will be late.

We try to accommodate any out of the ordinary situations that result in late rental payments however there is a procedure that we follow regardless of the reason. This is to ensure effective management of arrears and the landlord's investment is protected.

The procedure is as follows:

- 3 days late: SMS reminder
- 8 days late: Letter is sent to the tenant to advise of the breach. The landlord is also advised.
- 15 days late: Termination notice is issued. If payment is not received within a certain timeframe the tenant will be required to vacate the property.

## Rent Reviews

We undertake rent reviews at lease renewal time. The rents are adjusted according to the market conditions.

## Lease Renewals

The renewal of your lease is based on your rental payment history as well as the property condition. If the landlord is happy that the rent is paid and the property is kept clean and undamaged they are likely to renew your lease. We will send you an invitation to renew your lease. It is important that you let us know if you either accept or decline the offer in writing as soon as possible.



# Attachment 1 Cleaning Checklist

In order for us to adequately check the premises for maintenance during Inspections it is imperative that the property be presented in a clean and tidy manner. We suggest you follow this Guide in preparation of your Routine Inspection to avoid re-inspection of the property.

## Outside

Item	Complete
Lawns to be mowed.	
Weeds to be removed from lawn and garden beds.	
Screens to be brushed off and all dust and cobwebs removed.	
Verandahs/Patio, Garage/Carport, Driveway and Paving to be swept.	
Weeds to be removed from paving.	
Cobwebs to be removed from eaves, carports and sheds.	
Where pets are kept on the property, all animal droppings to be removed.	

## Inside

Item	Complete
Carpets to be vacuumed (steam cleaned if necessary)	
All hard floors to be swept and washed. Close attention to be paid to dirt and grime build up in the grouting of tiles.	
Bathroom floor, vanity, basin, bath and shower to be cleaned. All soap scum to be removed and dust removed for exhaust fans. Any dirty grout to be scrubbed.	
Bathroom glass to be cleaned (shower screens, mirrors etc.)	
Toilet (including the seat and pedestal) should be cleaned.	
Windows to be cleaned (both inside and out). Fly screens to be brushed.	
Dust/vacuum window runners, sills, tracks and skirting boards. Remove any mould build up from window sills, tracks and frames.	
Oven, oven glass, shelves, grill, drip trays and hot plates to be cleaned. Oven surrounds and control panel also to be cleaned.	
Exhaust fan and range hood covers to be cleaned throughout including air conditioning vents, filters and covers.	
All kitchen bench tops and cupboard doors to be cleaned and any dirty marks removed.	
Kitchen and laundry sinks to be cleaned.	
Light fittings to be dusted and bugs removed, with insect spots washed off if necessary.	
Ceiling fan blades to be cleaned (if applicable)	
Hand marks to be removed from walls, doors and around light switches.	

## Attachment 2 Notice to Vacate

Property Address: .....

Tenant Name/s: .....

### End of Lease

I/We hereby give notice that I/we will not be renewing the lease agreement and will vacate the above property on the date entered allowing 21 days notice

Vacate Date: .....

### Ending a Fixed Term Agreement

I/We hereby give notice to vacate the above property on the date entered allowing 21 days notice or notice agreed by both parties. I/we understand that rent will need to be paid until an approved tenant takes possession and re-letting and advertising fees will be charged. Any outstanding invoices will also need to be paid.

Vacate Date: .....

### Tenant Details – Forwarding Address and Acknowledgment

Tenant Name .....

Email: .....

Mobile: .....

Forwarding Address: .....

Signature .....

Tenant Name .....

Email: .....

Mobile: .....

Forwarding Address: .....

Signature .....