



## HELPFUL HINTS FOR TENANTS

### BEFORE YOU CALL – REGARDING URGENT REPAIRS

When you take possession of your rental property please ensure you are familiar with the location of your water meter, your power meter and the gas meter.

#### I have no power - what should I do?

- Have you checked the power is turned on at the mains switch?
- Ensure the safety switch has not turned off in the meter box. A faulty appliance or a power overload can sometimes trigger this switch.
- If you have just moved in; have you arranged the connection of your power with a service provider?
- Have you paid your power account to avoid disconnection?
- Is there an issue in your neighbourhood? Check if the neighbours have power, is the street lights on?

#### I have no gas – What should I do?

- Is the gas turned on at the main meter? - “ON” is when the red handle on the main is running parallel with the gas line.
- If you have just moved in; have you arranged connection of the gas with a service provider?
- Have you paid your gas account to avoid disconnection?
- Is there an issue in your neighbourhood? Check if the neighbours have power, is the street lights on?

#### I have no hot water – what should I do?

- Determine if the hot water service is gas or electric?
- If the appliance is gas check that the pilot light is on.
- If the pilot light is out follow the instructions (normally noted on unit) to re-light
- If a tradesperson is sent out to light a pilot light you will be liable for this cost
- If it is electric please check the meter box to ensure the hot water switch is ON.

#### I have no heating – What should I do?

- Determine if the heating gas or electric?
- If it is gas ensure the pilot light is on
- If the pilot light is on follow appliance instructions (Noted on the unit) to re-light
- If it is electric please check the meter box to ensure the hot water switch is ON.
- If a tradesperson is sent out to light the pilot light you may be liable for this cost

#### I cannot lock / unlock my door – What Should I do?

- Does the key turn in the lock?
- Have you tried to move the key around in the lock to loosen (small movements from side to side and down)? Locks can sometimes stiffen and require lubrication.
- If you have broken the key in the lock you will be liable for the cost of the repair – this includes garage doors.
- If the main entry door to the property cannot be secure immediate repair will be required



## MAINTENANCE DEPARTMENT

Our Maintenance Department is open from 9:00am to 5:30pm Monday to Friday

Urgent Maintenance please contact Mobile number: 0425 440 075

**REPORTING MAINTENANCE:** ALL Maintenance must be reported in writing to  
msteans@finepointrealestate.com.au

Please complete a maintenance form & return to email address above/ PO BOX 10, Corio VIC 3214.

To enable prompt attention to your maintenance it is suggested that you allow our tradespeople access with a spare key.

**PLEASE ONLY CONTACT VIA MOBILE N.O. ABOVE IF YOU HAVE URGENT MAINTENANCE!**

You are not authorised to organise maintenance without approval from your landlord or agent.

### AFTER HOURS MAINTENANCE DEPARTMENT

If you have **URGENT MAINTENANCE** issues that need to be reported after office hours, please phone

#### REPAIRS

The Residential Tenancies Act 1997 requires that all tenants are provided with a statement detailing whether the agent can carry out urgent repairs on behalf of the landlord, and if so, up to what amount. The monetary limit for **urgent repairs** that can now be directly organised by the agent has been increased to \$1,800.00.

**Tenants Please Note:** You must call Michelle on Mob: 0425 440 075 for authorization / landlord authorization of the any repair/urgent repair. If you are unable to reach Michelle, you may then Call/Contact any of Fine Point Real Estate's Tradesman listed on the Elite Tradesman List directly yourself. Tradesman on the Elite Tradesman list will determine the urgency and safety of the repair via Fine Point Real Estates Trades and Maintenance Pack guidelines & Industry regulations.

(Tradesman please refer to Fine Point Tradesman pack regarding urgent repairs when a tenant calls you direct)

#### EXAMPLES OF URGENT MAINTENANCES TO CONTACT MICHELLE IMMEDIATELY:

- A burst Hot water service
- A blocked or broken toilet cistern
- A serious leak or flooding to the property
- A gas leak
- A dangerous electrical fault
- Serious storm or fire damage
- A failure or breakdown of the gas, electricity or water supply
- Any fault or malicious damage to the property that makes the property unsafe (Please obtain a police report for Insurance purposes and for your own protection)
- An appliance, fitting or fixture which is not working properly and cause substantial amount of water to be wasted
- A serious fault in a lift or staircase in the rented premises.

**PLEASE DO NOT CHANGE LIGHT GLOBES OR CLEAN FITTINGS ABOVE 6 FEET**



## **RENT**

If for any reason you are experiencing difficulty in paying your rent please contact Michelle on Mobile: 0425 440 075 as soon as possible so we can make possible arrangements to assist. We cannot help if we do not know there is a problem.

## **OUTGOINGS**

Tenants are responsible for the payment of outgoings such as telephone, gas, electricity and water volume. The accounts are billed and sent directly to the tenant. The landlord is responsible for the service charges and connection applicable to water rates only.

## **ROUTINE INSPECTIONS**

It is a requirement of this office that routine inspections are conducted initially after 3 & 6 months of the lease commencement date and every six months for the duration of the lease. Our office will send written notification of a day and time that the routine inspection will occur. If a tenant is unavailable at the notified time, we will use our spare key to enter the premises.

## **VACATING A PROPERTY**

When the time comes to vacate a property, the tenant is required to give 28 days' notice in writing to this office once the lease agreement has expired. "Notice of intent to vacate" are available on our website and can be email or posted.

## **BREAKING OF YOUR LEASE**

If for any reason a tenants circumstances change and the lease agreement needs to be terminated prior to its expiration, please advise our office immediately to avoid a break lease fee, the earlier we know of your intention the earlier we can advertise and re-tenant the property. Rent is payable up until the property has been re-leased or the lease agreement expires, whichever is earlier, Notification in writing is always required should a tenant need to vacate the property.

## **FINAL INSPECTION**

A final vacating inspection (Bond inspection) is carried out as soon as the keys have been returned to our office. The property manager will inspect the property using the original condition report to ensure that the property has been left in a satisfactory condition. If there are matters that have not been completed the tenant will be given the opportunity to rectify these issues. Our office can organise to have issues rectified and the accounts can be deducted from the tenants bond with consent from the tenant

**Please take the time to read the "Renting a Home Booklet" also on our website. This will advise you of your rights, duties and responsibilities as a tenant and those of the landlord.**