

## **IMPORTANT INFORMATION FOR TENANTS**

### **Maintenance**

If there is any immediate maintenance issues that require attention, please complete a maintenance request form found on our website and submit it with your Condition Report or email it to [msteans@finepointrealestate.com.au](mailto:msteans@finepointrealestate.com.au).

All non-urgent maintenance must be reported to our office in writing, as per the maintenance request forms supplied in the tenant welcome pack or available on our website please send via email to [msteans@finepointrealestate.com.au](mailto:msteans@finepointrealestate.com.au)

### **Non-urgent repairs include:**

- Broken door handles, toilet roll holders, clothes lines etc.
- Minor repair and general maintenance items.
- Cosmetic or other general repairs arising from general wear and tear.

After hours, **in cases of emergency (urgent repairs only)** you may contact 0425 44 00 75; If you cannot reach director Michelle Steans and your matter is urgent, we recommend that you use the following Trades People:

**Electrical:**                      **Ready Test GO**  
Andrew Debooy  
Phone: 0407644620  
Email: [adebooy@bigpond.net.au](mailto:adebooy@bigpond.net.au)

**Plumbing & Gas:**              **Precision Plumbing**  
Phone: 03 5278 4697 / 0402 341 967  
Email: [afield@precisionplumbing.net.au](mailto:afield@precisionplumbing.net.au)

### **Urgent repairs include**

- Breakdown in utilities. Eg. Electricity, gas or water (where this is not your providers responsibility)
- Breakdown of essential appliances such as heating, hot water services or cooking appliances
- Blockages of toilets and other waste water services
- Internal leaks and burst water mains

### **Arrears & Late Payments**

We take late rental payments and arrears very seriously. We enforce a zero tolerance policy for rental arrears. Should you experience difficulty paying you rent, please contact your Property Manager as soon as possible to arrange a payment plan. If you rent falls 14 days in arrears, your Property Manager will provide you with a 14 day Notice to Vacate accompanied by an Application to the Victoria Civil & Administrative Tribunal (VCAT).

### **Change of Tenant or Additional Tenants**

If during your tenancy agreement there is a change of tenant or additional tenant at the premises, a tenancy application form must be completed and processed by our office. This application by the new or additional tenant is subject to approval from the landlord.

A Bond Transfer Form will need to be completed as this ensures the current tenants are the correct registered signatories to the Bond. Payment of Bond money between tenants is the sole responsibility of the changing tenants and will not be facilitated by our office.



### **Smoke Free Policy**

We respect your right to smoke, this is your choice! However, we wish to outline our policy to advise that you are not permitted to smoke in the rental property. Cigarette smoke will damage the property over time and will lead to the discolouration of internal surfaces, walls, carpets and window furnishings. It will be the responsibility of the tenant to have any of this type of damage rectified. This can include the repainting of walls and ceiling and professional cleaning of carpets and window furnishings... this is not cheap!

### **Pet Policy**

You are not permitted to keep any pets at the property unless you have approval to keep pets prior to the signing of your new Tenancy Agreement. If you have the landlord's approval to keep pets at the property, we draw your attention to the Pet Clause within your Tenancy Agreement.

If you do not have prior approval and wish to keep a pet at the property at any time during your tenancy, **you must submit a request in writing**. Your request must be approved by the landlord and a Tenancy Agreement clause amendment will need to be signed by you **prior to the pet being allowed at the property**. Any pet damage caused throughout the course of your tenancy will be your responsibility to rectify. Please be aware that pet damage can be costly to fix and often repairs can run into hundreds of dollars!

### **Gardens**

If a gardener is not provided by the landlord, I draw your attention to the provisions of your Tenancy Agreement to maintain the gardens and lawns. Please contact your property manager if you are experiencing difficulty with regular garden and lawn maintenance.

Failure to maintain your gardens and lawns adequately will result in a Garden Breach being issued and cost associated with garden clean up being reimbursed from you as the tenant.

### **Property Keys**

In the event that you lock yourself out of your property you may use the office key during the business hours of 9am – 5:30pm. Outside of these hours you are responsible for arranging a locksmith at your own cost.

### **General Cleaning**

For the next 12 months this property is your home. Please take care to keep the property in the same tidy and clean condition that it was presented to you in. Should you need help doing this we recommend:

#### **Cleaning: Drago – Australian Customised Cleaning Services**

Phone: 0417 379 181

#### **Handyman: Dean Richens**

Phone: 0428 006 766

#### **Gardening: Linton Miles**

Phone: 0412 074 345