

A Guide to Renting with Elders Nicoll & Ireland

Getting Your Services Connected.

When you move in, it is your responsibility to get your services connected.

For your information, the following services contact numbers are:

- **Electricity (Country Energy)** **132 356**
- **Telephone (Telstra)** **132 200**
- **Gas (AGL)** **131 245**

You will also need to inform any other services of your change of address (eg. Insurance Company, Registration Office, Centre-Link etc.)

It is important to notify our office of your new postal address (if you have arranged a new post box), and your new home phone number.

Water Charges



You are responsible for payment of water usage as per charges set by Bathurst Regional Council under the “user pay” system.

Pay TV



Please call our office if you wish to have Pay TV installed at the premises.

If Pay TV is already installed, you do not need permission to have this service connected. This service can be connected by calling **132 432**.

Attaching Fixtures and Fittings



You need to get permission first before fixtures or fittings be attached to the premises. This includes items like dryer brackets, basket-ball boards and picture hooks. Please also do not use blue-tac on any painted walls, as this stains and damages the paint over time.

Paying Your Rent



Unfortunately we are unable to receive cash rent payments into our branches. Therefore rent must be paid via “direct debit” from your nominated bank account. Unless other arrangements have been approved by the Property Manager.

Rental Payments



It is of utmost importance that your rent be paid on time, every time. We must be notified if you know that your rent will be late. If you get more than 14 days behind in your rent, you will be issued with a “Breach of Tenancy” Notice. This will require you to get your rent up to date and back in advance within 7 days.

If rent arrears persist, this may prevent a further lease renewal, and you will be required to vacate the premises. If rent arrears are not amended when a breach of tenancy is served, it may result in physical eviction from the premises.

Insurance



It is your responsibility to make sure that your contents are insured for their full replacement value (new value). Insurance also covers you for things like spoiled refrigerated or frozen goods should your fridge or freezer break down. Therefore it makes good sense to have yourself covered. Elders Insurance provides you with an excellent cover with competitive rates. You may contact us for details of your local Elders Insurer.

Availability of the Property Manager



Should you wish to speak personally in the office with your Property Manager, it is important to **make an appointment**. If you come into the office without an appointment, you may find the property manager out of the office, or busy with other customers. Making a time means that we are able to attend to your query properly, giving it quality time.

Maintenance



Repairs always need to be documented. The easiest way for this is to log on to our web page and fill in the relevant form under ‘*Locate a Rental*’. Should you have an emergency situation after hours, please call our office and on the recorded message will be an after hours on call number.

Parking of your Vehicle



If you live in a block of units, please park your vehicle in the space provided. Please ensure any visitors park their vehicle at the roadside unless visitors car parks are allocated.

At a house, please never park vehicles on lawns or gardens, and ensure an oil drip tray is used should your vehicle drip oil. Please do not allow unregistered vehicles to be stored at the premises.

Visitors



You are allowed to have visitors at any time. If you live in a block of units, it is important that you do not allow your visitors to make any noise when they walk from the roadside to your unit, and vice versa. Many a complaint is received from neighbours regarding this type of noise.

Noise



You are allowed to make as much noise as you like...as long as only you can hear it! Loud noise and music which can be heard by neighbours is not only a nuisance, but an interference to their right to peace and quiet.

Therefore, we will not tolerate this if we receive a complaint. You will be given an initial warning first, however if the problem persists, you may be asked to leave the premises.

Keeping of Pets



You are not permitted to keep pets at the premises, unless they have been approved prior to your tenancy. This applies to pets to be kept temporarily at the premises as well. At no time can a pet be allowed inside the premises.

Grounds, Gardens and Lawns



You are requested to keep the grounds as you found them. Please ensure that the lawns are regularly watered and maintained, and the gardens watered and kept free of weeds and leaf build-up. Please do not allow a build-up of any rubbish.

Vacating of the Premises



Should you wish to leave the premises at the **end of your lease**, you need to give our office at least 14 days notice prior (in writing). This gives us time to advertise to secure a new tenant.

If you are on a **non-fixed term lease**, you need to give 21 days notice in writing to break the agreement.

If you wish to **break a fixed term lease**, you will need again to provide your notice in writing. You will be responsible for the following:

- Rent until a new tenant moves in
- Re-letting fee and advertising costs
- The grounds must still be maintained and watered until a new tenant is secured.



Subletting to other Tenants.

You are not permitted to rent the premises to other tenants without formal landlord approval. Should you wish to sublet, or transfer the tenancy, applications must be filled in prior to anyone moving into the premises.

Refunding the Bond



At the end of your tenancy, your bond will be refunded provided the following conditions are met.

- The premises passes a final inspection
- Any outstanding costs are paid (water consumption/break lease fees etc.)
- All rent is paid to the agreed date

National Database



Please be aware that if monies are left outstanding over and above the value of the bond, you will be required to settle this within 7 days. Failure to do so will result in the matter being taken to the **Residential Tenancies Tribunal** for an order of payment. This will be taken to the Small Claims Court if unpaid (further legal costs will be added to the debt). At this stage, your name will be added to a **National Database** recording your details and the monies outstanding. This will jeopardise your future renting as agents always refer to this database before accepting applications.

Vacating the Premises



Once you have confirmed you are vacating, we will confirm this in writing, along with a final inspection guide. **You will need to make the time to read this carefully.**

Please contact the office one week prior to vacating so that a final inspection time can be booked.

Please also ensure that your mail is forwarded to you accordingly. This can be arranged at your local Post Office. If we receive un-forwarded mail, it may be sent back **“Return to Sender”**

Please forward your forwarding phone number and address to our office as soon as you are aware of these details.

Please call us should you have any queries.