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## Welcome

Hello and welcome to Charles L. King First National,

Congratulations on your tenancy approval. You have been accepted because we are confident that, like all of our tenants, you will be able to pay the rent on time and maintain the property to a high standard.

We have created this eBook to assist you throughout your tenancy, and also to assist with being transparent of our expectations during your time as a tenant with us. This eBook contains documents relating to your tenancy along with useful information, documents and fact sheets.

These items are being provided to you as copies for your records. You may wish to save this email for future reference.

If you have any questions please contact your Property Manager or phone (03) 5482 2111 to speak with anyone from the Property Management Team.

Kind Regards

The CLK Property Management Team

## Meet the team

Charles L. King First National offers a complete property management service, backed by the marketing, systems and professional training offered by a large nationally recognised brand.



### **Debbie Angove – Property Manager**

**E:** [deb@clk.com.au](mailto:deb@clk.com.au) **T:** 03 5481 1704

Debbie brings a caring and professional edge to the fast-paced world of property managing, always striving to meet the needs of both our landlords and tenants. In her spare time Deb loves to play tennis, and water skiing during the summer months on the beautiful Murray River with her husband Brett and two children. She also enjoys walking and time down at the beach.



**Hannah Simpson – Property Manager**

**E:** [clkrentals@clk.com.au](mailto:clkrentals@clk.com.au) **T:** 03 5481 1702

Hannah grew up in Echuca Moama and is a peoples person with excellent communication and personable skills, thanks to her previous hospitality training and experience. Hospitality fostered a love of interacting and communicating with people and also taught Hannah to think on her feet, which is a beneficial skill here at CLK where no two days are ever the same.



**Sam Moxon – Property Manager**

**E:** [pm@clk.com.au](mailto:pm@clk.com.au) **T:** 03 5481 1717

Samantha Moxon brings a strong passion for property management and customer service to the Charles L King and Co Property Management team, as well as more than 11 years in the industry, working with highly reputable, national companies.



**Sarah Eddy – Assistant Property Manager**

**E:** [rentals@clk.com.au](mailto:rentals@clk.com.au) **T:** 03 5481 1703

Sarah brings both organisational skills and top-class customer relations to her role in property management. She has been an integral part of the team since 2011 and brings a wealth of property management and sales admin experience to her role.

## Signing the Lease

The lease is a legally binding document. We will take you through the lease step by step and explain each section to you before you sign. We will also provide you with a copy of a detailed inspection report that notes the condition of the property at the start of your tenancy. When you move on we will take the same report back to your property as a reference and check the home has been left in the same condition as it was at the beginning of your tenancy and that no damage has been done.

## Paying Rent

### **ZERO Tolerance Policy for late rental payments:**

Our Policy is.....

3 Days Late – sms message

5-7 Days Late – sms & phone call

7-12 Days Late – phone call or personal visit

15-16 Days Late – Termination Notice Issued

At Charles L King First National we pride ourselves on our Zero Tolerance Policy for late rental payments. If you believe that you may be late with a rent payment, you must notify us as soon as possible to ensure there is ample time for the Landlord to make alternative arrangements with their mortgage payments. We will try our best to work with you, not against you and find the best solution so that late rent payments will not occur in the future.

If you are continually in arrears, this will affect whether your tenancy will be renewed. You will then be required to vacate the property and will be given an unfavorable reference in regards to rental payments.

In extreme cases, details of the tenancy are lodged on a National Tenancy Data Base. This will affect future applications on rental properties not only in your local area but in the rest of Australia wide and New Zealand.

### **Paying by Direct Debit:**

We encourage all of our Tenants to pay their rent by Ezi Debit, this can be set-up by filling out the forms given to you at the Sign-Up. This is a stress free way for yourself and our office to ensure that rent is paid on time every time.

If you would like to postpone or cancel your Ezi Debit it is essential that you notify us 48hrs prior to your Ezi Debit being processed. If a Ezi Debit is returned due to no funds available, there will be a \$15 fee debited from your account

### **Paying in Office**

This option is unavailable, as we are a Cashless office.

### **Paying by Internet Transfer:**

For those tenants that do not wish to pay their rent by Direct Debit, then we suggest paying by Internet Transfer. At Sign-up you will be provided with a Payment Information slip with our account details and your reference details for all transfers. This must be used as your reference when paying so that your

funds will allocated to your rental due.

### **Calendar Monthly Payments:**

Should you pay your rent by Calendar Month, it is important to understand that the term "Calendar Month" does not refer to 4 weeks or 28 days, but the same date each month.

To calculate this correctly we do the following:

1. Weekly rent divided by 7 days = Daily rent
2. Daily rent x 365 days = Yearly rent
3. Yearly divided by 12 months = Calendar Monthly rent

This calculates 12 equal Calendar Monthly payments, which will be due on the same date rather than the same day (i.e. 12th of every month not every 4th Thursday)

### **Rent in Advance**

When paying calendar monthly rent we require all Tenants to remain in advance at all times. Eg. Pay one month's rent in advance or before the due date.



# Connecting Utilities

## Making the Move Easy

### Getting Connected:

It is a tenant responsibility to ensure your power, gas, phone, internet, etc. have been connected into your name. You will not be required to get your water supply connected, as this remains in the Owner's name and will be invoiced to you through us. **The Utilities will not allow us to get you connected.** Charles L. King First National can arrange [Direct Connect to connect your utilities](#). **Direct Connect is a free utility connection service: 1300 664 715**

### Power and Gas:

Origin 13 24 61

Energy Australia 13 34 66

Powercor 13 24 12

Essential Energy 13 20 80

### Changing Address:

Ensure that you let financial organisations, road departments and other important bodies know of your change of address.

To redirect your mail, either visit any Post Office or visit [www.auspost.com.au](http://www.auspost.com.au)

### Contact Details:

Once your new contact details are available like a landline phone number and postal address, (if different from your residential rental property address) please email these details to us on [rentals@clk.com.au](mailto:rentals@clk.com.au)

### Keys:

Should you wish to copy keys it is important that you return these as well as the keys given to you at the beginning of the tenancy start.

### Payment and Lodgment of Your Bond:

Your bond will be lodged with our state bond authority and you can expect confirmation from them indicating your lodgment number. NSW Bond payments are made direct to NSW Fair Trading by the tenant.

### Property Condition Report:

Please ensure that you return your signed copy of your Property Condition Report with any amendments,

to us within **7 days (NSW), 3 days (Victoria) of the tenancy start date**. If this is not returned please be aware that the original copy will be used for end of tenancy comparison, regardless of whether you agree to original report or not.

**It is crucial that you affect your own tenant contents insurance:**

It is important to note that should your goods be damaged or destroyed by circumstances affecting the owner's property (fire, storm damage, power outages or even robbery etc.) then your goods and possessions are not insured by the owner.

**The following are examples where the Owner's Insurance will not cover your goods and possessions.**

- An electrical fault in the building starts a fire and the property is destroyed.
- You are away on holidays and the power cuts out due to an electrical fault in the building and you return home to find your fridge and freezer goods spoiled.
- A storm blows a tree onto the house and in the event, your belongings are damaged.

In all cases above, quality tenant contents insurance should cover your goods for these given examples. Please check with your insurer however for the cover they can provide you. You need to ensure that all your goods are adequately insured and the owner/ agent will not be liable for damaged or destroyed tenant possessions.



## Repairs

All maintenance must be put in writing and forwarded by email or logged through the Console tenant app.

After hours, phone **5482 2111** to report only **URGENT** maintenance matters. Please provide as much information as possible of the repairs needed as well as access authorisation for the repairs to be completed.

Maintenance Request Forms are included in this folder and are also available from reception or online at [www.clk.com.au](http://www.clk.com.au). Please do not under any circumstances carry out patch painting; it is not acceptable.

**Emergency items are generally those that could cause injury to the tenant or damage to the property, and may include:**

- Water pipes have broken or burst
- Blocked or broken toilet (if a second toilet is not available)
- Serious roof leak or gas leak
- Dangerous electrical fault, dangerous power point, loose live wire etc.
- Flooding, rainwater inundation inside the property, or serious flood damage
- Serious storm, fire or impact damage (i.e. impact by a motor vehicle)
- Failure or breakdown of the gas, electricity or water supply to the premises
- Failure or breakdown of an essential service or appliance on the premises for water or cooking
- Hot water service failure on a weekend, or long weekend (this would not be considered an afterhours emergency if this occurs on a week night)
- Fault or damage that makes premises unsafe or insecure
- Fault likely to injure a person, cause damage or extreme inconvenience It is important to know if the repair is an emergency or general repair. Getting this wrong may be costly to the tenant if the repair is conducted after hours

## Routine Inspections

**Routine Inspections and Photos** Your first inspection will be conducted 3 months after your Tenancy Commencement, then every 6 months there- after. The main purpose of our inspections is to ensure that the property is being properly maintained and to make the Owner aware of any maintenance and/or repairs.

When a Routine Inspection is due, you will be posted an Inspection Notice, giving no less than 7 days and no more than 30 days.

Photos – the inspection will involve taking photos at the routine inspection inside and outside the property and any repairs required.

**Please see below routine inspection checklist:**

[Click Here- Routine Inspection Checklist](#)

### **Routine Inspection Guide Inside Property:**

- ? Carpets visible and vacuumed
- ? Tiles, linoleum, wood visible, swept and mopped
- ? Windows and screens clean
- ? All kitchen and bathroom surfaces visible and clean
- ? Oven, stovetop, range hood clean
- ? Exhaust fans clean and dust free
- ? Basin, bath and shower clean, free of soap scum and calcium

### **Outside Property:**

- ? Lawns mowed, edged and free of weeds
- ? Gardens free of weeds, plants healthy
- ? Rubbish and lawn clippings removed
- ? Garage, carport clean and free of oil stains
- ? Store room accessible and clean

? Swimming pool and spa clean

**Pets:**

?All pet droppings removed

? Dogs are restrained for inspection

## What you need to know

### Rent Review

#### Rent Reviews:

Rent Reviews take place at the time of a Lease Renewal, where the rent may be increased to meet the market conditions. Please also note that a Rent Review may occur during a 12 month fixed term lease, but must be indicated with a clause in the Tenancy Agreement terms and conditions

### Lease Renewals

#### Lease Renewals:

Provided that your rent has been paid on time, the property has been maintained and undamaged, and the owner has agreed to a lease renewal, then you can expect an invitation to renew. Once received it is important to advise us in writing of your intentions. Please return the lease renewal from ASAP

### Landlord Mail and Contact

#### Landlord Mail and Contact:

Should you receive any mail addressed to the Landlord (this is on your tenancy agreement) please forward this mail to our office as soon as possible.

### Property Damage

#### Property Damage:

If the property has been damaged you are obligated to advise us immediately. Any property damage caused by you, your family, friends or any person invited by you onto the property, must be repaired at your cost by one of our approved contractors.

### Noise & Disruption

#### Noise & Disruption:

It is important to ensure that the utmost care is taken at all times not to disturb your neighbours. Parties, loud music etc. may disrupt their right to peace and a quiet enjoyment. In the case of units, apartments and duplexes, particular care must be taken due to the close proximity of other properties. A complaint from a neighbour can result in a Breach of Agreement being sent, a notice from the Shire, or a possible visit from a member of the Police force.

### Misplaced Keys

#### Misplaced Keys:

If you have misplaced your keys or locked them inside during business hours you may come to our office and obtain our office set of keys. Please be advised you may be asked for ID.

If this occurs after hours you will need to arrange a locksmith to assist you, which is a cost payable by you Important – Most modern flyscreens can only be removed from the inside of the property. Attempting to remove these to gain access will result in damage which will need to be repaired. This will be at your cost, which may finish being more expensive than a locksmith. **Rods Locks - 0407 059 444**

**Smoking****Smoking:**

All properties have a strict “No Smoking Inside” policy. If tenants smoke inside the property they will be responsible for specialized cleaning and deodorizing the property. In severe cases this may even result in the property being re-painted.

**Smoke Alarms****Smoke Alarms:**

Should you believe that the smoke alarms are not working please advise us immediately. It is advisable for you to carry out a test of any smoke alarms from time to time. Our office also engages Detector Inspector to inspect and service the smoke alarms (applicable to certain properties only)

**Air Conditioners****Air Conditioners:**

Air conditioner filters and intake vents must be cleaned regularly. This is to ensure that the unit functions properly. If the unit breaks down or begins to function incorrectly, and the cause is lack of cleanliness you may be held responsible.

**Heaters & Fire Places****Heaters & Fire Places:**

Please ensure that no flammable objects are placed in front or nearby any heaters.

**Pots Plants & Aquariums****Pots Plants & Aquariums:**

Please ensure that no pot plants are placed on any flooring inside the property. Doing so may result in damage caused by moisture and the weight of the pot. This also applies to Aquariums. You also run the risk of severe water damage if the aquarium collapses. It is important to have approval from the Landlord before placing an aquarium in your home.

**Painting, Hooks and Fixtures****Painting, Hooks and Fixtures:**

It is important to know that under no circumstances are you permitted to paint any part of the property, or install any hooks or other fixtures. All of the above must be put in writing and approved by the Landlord, and in most cases (if approved) will be carried out by approved contractors. If you choose to do so without permission, the removal will be carried out at your cost.

**Termites****Termites:**

Termites can quickly and silently eat through a property and cause severe damage. It is important to advise us of any termite activity as soon as possible. Signs can include wood becoming brittle or sounding hollow (doorways, skirting boards, beams etc.). Mud deposits, paint blistering, plaster crumbling. Wood lying around, wood furniture and even dripping outdoor taps can be attractive to termites.

**Cracks & House Movement****Cracks & House Movement:**

Please advise us if any cracks to walls and ceilings appear, or any present cracks become worse. Please report these in writing or point these out at your routine inspection.

**Sub-letting****Sub-letting:**

You are NOT permitted to sub-let the property, e.g. "renting a room". If you have someone you would like to have reside in the property they must complete an application from, supply ID and then be approved by the Landlord. If you choose to sub-let without permission you may receive a Breach Notice.



## Use of Property

### Use of Property:

The property is for residential use only and can only be used as a place of dwelling. The property cannot be used for commercial, industrial or illegal purposes. Also please be aware you may breach local council zoning laws

## Strata Titles/ Body Corporate/ By-Laws

### Strata Titles/ Body Corporate/ By-Laws:

If you are renting a Strata Titled/ Body Corporate property, which may include a unit, apartment, townhouse or duplex, there are several points you need to be aware of.

**Parking** – Only parking bays assigned to you can be used by yourself or your visitors, other residents bays cannot be used. In some cases visitors are not permitted to park anywhere on the property.

**Noise & Disturbance** – Excessive noise, inappropriate or offensive behavior that causes a nuisance or disturbance to other residents is not permitted under the by- laws. You must also be properly clothed when on common property.

**Visitors** – It is your responsibility to ensure that your visitors obey all by-laws. This includes noise made when walking to their cars and to your property.

## Common Property

**Common Property** – within the complex there will be areas assigned as common property. There are several standard by-laws that relate to common property that you need to be aware of.

- If you wish to transport furniture or park a vehicle for the purpose of transporting furniture, you need to have permission from the strata/body corporate. In some cases permission may not be granted.

- You cannot use any part of common property to plant/maintain your own garden.

- You must not obstruct any person's legitimate and lawful use of common property.

- No child under your supervision is permitted to play on common property, or in dangerous areas (visitor parking).

## Vacating the Property

### Notice in Writing

#### **Notice in Writing:**

When you intend to vacate a property, in all circumstances we require notice in writing.

# Ending a Fixed Term

## Ending a Fixed Term:

If you are leaving at the end of a tenancy, we require at least 21 days (NSW) 28 days (VIC) notice in writing. A Notice of Termination by Tenant may be obtained from our office. The notice may also be emailed to your property manager. If you choose to put it in writing and post, the notice will begin from the day we receive it, not from the day it was posted.

**Please see form: VACATING NOTICE**

# Ending a Periodic Term

## Ending a Periodic Term:

If you are on a Periodic Lease, we require no less than 21 days (NSW) 28 days (VIC) notice in writing, the Notice of Termination by Tenant form can be used

# Breaking a Fixed Term VIC

## **Breaking a Fixed Term VIC:**

Should you wish to break your tenancy, we require your notice in writing, under no circumstances will verbal notice be accepted. A Break Lease Request Form is available from our office.

In the case of breaking your lease there will be costs incurred, which will include;

- Rent until an approved tenant takes possession, or the lease expires (whichever comes first)
- Re-letting fees, this is payable to Charles L King First National – equivalent to one weeks rent plus GST.
- Advertising costs to re-let the premises \$100, rental properties are generally advertised in the local paper, online and our window display.

**Please see form: BREAK LEASE NOTICE VIC**

# Breaking a Fixed Term NSW

## **Breaking a Fixed Term NSW:**

In the case of breaking your lease the following applies;

- If you have been in the tenancy for less than 25% of the fixed term = 4 weeks rent
- If you have been in the tenancy for more than 25% but less than 50% of the fixed term = 3 weeks rent
- If you have been in the tenancy for more than 50% but less than 75% of the fixed term = 2 weeks rent
- If you have been in the tenancy for more than 75% = 1 weeks rent

**Please see form: BREAK LEASE NOTICE NSW**

# Outstanding Rent

## **Outstanding Rent:**

Please note it is against the Tenancy Legislation to withhold paying rent at the end of the tenancy with the intention of it being deducted from the bond. Your rent must be paid in full on your vacate date.

# Change of Tenancy

## **Change of Tenancy:**

Change of Tenancy Form is to be completed and signed by ALL parties and returned to the office. As per section 31.14.2 in the lease agreement there then be an invoice sent for \$250.00. This is charged as a change of renter fee that will be required to be paid prior to the new lease being drawn.

The bond will be transferred electronically through the RTBA. We will need to know who's name the bond will be transferred into. Refund of the bond monies to the vacating person will need to be sorted out between you all along with any items that may differ from the original condition of the property as per the condition report.

In updating the tenancy we are required to have application forms for all people residing at the property weather they are on the lease agreement as tenants or approved occupants at the property.

**Please see form: REQUEST TO CHANGE SHARED TENANCY**



# Cleaning

## Cleaning:

We suggest using the “Getting the Property Ready for Vacating” guide at the end of this handbook. Cleaning one property and moving into another can be very stressful and tiring, causing tenants to miss things when cleaning, which happens to the best of us. We encourage you to employ a cleaner, to have this done professionally, to reduce the possibility of having to go back to the property.

**Austclean: 0499 720 284**

# Carpet Cleaning

## **Carpet Cleaning:**

It is a part of your tenancy agreement to have all carpets professionally cleaned on vacating. The use of "do it yourself" machines is not accepted. A receipt must be provided when you return the keys to our office.

**Austens Carpet Care: 0428 642 976 or Austclean: 0499 720 28**

# Final Inspection

Final Inspection:

Once the property has been vacated and you have returned all keys to our office, only then will we conduct our Final Inspection. We will contact you with a list of extra cleaning or repairs are required, giving you 48 hours for you return to the property and attend to the issues speedy.

# Getting Your Bond Back

## Getting Your Bond Back:

At the end of your tenancy, you will no doubt want your bond refunded as soon as possible. To ensure the return of your bond please ensure the following:

- All rent until your vacate date is paid, all invoices such as water, damages, fees are paid
- Property is cleaned, carpets professionally cleaned, flea fumigation complete (if applicable) and receipts provided
- All keys and remotes are returned, none being left at the property

# Monies & Damamages

## **Outstanding Monies and Damages:**

It is important to know that if you vacate with outstanding monies and/or damages, your name may be added to the National Tenancy Database, where your details may remain for up to 5 years. This also may apply if you are evicted from the property

[Vacating Notice](#)

[Breaking Fixed Term VIC](#)

[Breaking Fixed Term NSW](#)

[Change of Tenancy](#)

## Your Home -Inside

# Carpet Cleaning

### **Carpet Cleaning:**

We suggest having all carpets professionally cleaned on a 12-24 month basis, the best time is after winter or at the end of a wet period. We do not approve of the "do it yourself" hire machines. These machines lack the ability to adequately withdraw soapy water the machine sprays into the carpet. It is a part of your tenancy agreement that the carpets are cleaned professionally on vacate and a receipt provided to the office when you return your keys.

# Ventilation

## **Ventilation:**

Please ensure that all rooms are properly ventilated to avoid problems with condensation causing mould and possible health problems, after carpet cleaning.



# Wet Areas

## Wet Areas:

**Shower Screens** – any cracks to shower screens must be reported to our office immediately. Wired shower screens can crack under thermal expansion (constant hot/cold temperatures) whereas toughened glass usually only cracks from impact.

**Blocked Sinks & Drains** – should a drain or sink be blocked you must first try a cleaning product such as Drano. If this does not work, please report the issue to the office in writing and we will have a contractor attend the property. If the blockage is caused by foreign objects from the tenant then any costs will be charged to you.

**Taps Leaking** – please report any taps leaking as soon as possible. If leaks are not repaired they can cause extensive damage, and the tenant can be held responsible if it has not been reported. If you notice any paint bubbling or peeling, this can be caused by a broken or leaking pipe internally.

**Toilet Leaks** – water running into the bowl from the cistern is usually caused by a worn cistern washer and needs to be repaired. This leak especially can inflate your water bill, therefore should be reported as soon as possible. A leak may also occur at the tap behind the toilet. Hot Water System – should you notice the hot water system leaking from the valve or from the base of the unit please advise as soon as possible, a leak at the base of the unit may indicate that it has rusted and may need to be replaced.

**Loose Tiles** – if any tiles become loose in the bathroom, toilet or laundry, it is important to report these as soon as possible. If water gets behind tiles, it can cause extensive damage.

# Kitchen

## Kitchen:

**Chopping Boards** – please ensure chopping boards are used at all times, and never cut directly onto the bench tops. Any marks or damage will be the tenants responsibility and can run into the hundreds of dollars to repair or replace.

**Oven & Stove Top** – please ensure that stove tops and ovens are kept free of food, grease and oils. Such residue can become burnt on and carbonised making it extremely difficult to remove. Please also ensure that care is taken when cleaning stove tops and oven by not using an abrasive product or scourer as this can cause damage. Take special care and follow product instructions as many of them can be harmful to those using them.

**Range Hoods & Exhausts** – all exhaust fans must be cleaned on a regular basis to ensure that they work properly. Please be careful when removing these, if you believe that it is unsafe, perhaps because of a high ceiling, please contact the office. In addition, range hoods should be kept free of food, grime, fats and oils as these can be extremely hard to removed if left.

**Cupboards & Drawers** – please be aware light coloured melamine can be stained very easily. Cupboards and drawers should be wiped over on a regular basis.

**Dishwashers** – dishwashers must be cleaned on a regular basis, and any food scraps removed to ensure the unit operates properly. If the unit requires maintenance or repairs because of lack of care, the tenant may be held responsible

## Your Home -Outside

# Water Restrictions

### **Water Restrictions:**

It is important for you to be aware of any water restrictions that may be in place. When possible our office will try to supply you with current restrictions.

To keep up to date visit:

NSW: [www.murrayriver.nsw.gov.au/Our-Services/Water-and-sewer/Water-restrictions](http://www.murrayriver.nsw.gov.au/Our-Services/Water-and-sewer/Water-restrictions)

VIC: [www.coliban.com.au/echuca](http://www.coliban.com.au/echuca)

# Watering Systems

## **Watering Systems:**

Please ensure all watering systems are working correctly, and are checked regularly throughout the tenancy. Watering systems can only be used if restrictions allow.

# Watering Gardens and Lawn

## **Watering Gardens and Lawns:**

Although watering your gardens and lawns must be done within watering restrictions, we insist that watering is conducted to the maximum allowed. Do not stop watering your lawn completely unless there is a total water ban.

# Lawn & Garden Maintenance

## **Lawn & Garden Maintenance:**

Lawns must be regularly mowed, edged and neatly maintained. If you would like to have the lawn mowing done professionally, we would be happy to recommend a trusted contractor. All weeding of lawns, gardens, paths and paving is the responsibility of the tenant. Trimming, and general care of all plants is also the tenant's responsibility. If any plants are dead or dying and require replacing, this may be at the tenants cost.

# Parking

## **Parking:**

No vehicles are permitted to be parked on any lawns, gardens and nature strips at anytime. Damage to lawns and landscaping can be costly to repair and will be the tenants responsibility.

# Rubbish

**Rubbish:**

No rubbish is to be stored at the property for long period of time.



# Oil Drillage

## Oil Drillage:

Drips trays must be placed under any vehicle that may be leaking oil. If oil seeps into any surface, it can be extremely hard to remove and may need to be done professionally, which will be at the cost of the tenant.

# Pools & Spas

## Pools & Spas:

UNDER NO CIRCUMSTANCES IS THE TENANT TO ACQUIRE, INSTALL OR ERECT A PORTABLE POOL AND /OR SPA ON THE PREMISES. If the Property has an existing pool and/or spa, it is the Tenants responsibility to ensure the gate is not kept open and that they notify us immediately if the gate ceases to be self closing. The Tenant must ensure there are **no objects that would allow a person to gain access to the pool,** other than via the pool gate.

All cleaning and maintenance, unless stated in the lease agreement, is the responsibility of the tenant. This includes pool chemicals and any equipment needed to help maintain the pool or spa. All equipment, accessories and furniture supplied to the tenant must me maintained and stored in a secure area away from the weather

# Pets

## **Pets:**

No pets are permitted to be kept at the property unless written approval from the Landlord. Should you be permitted to have a pet, it must be kept outdoors at all times unless stated otherwise.

1. Yard must be kept free of animal faeces
2. Any rubbish or damage must be removed or repaired immediately
3. The property must be Flea Fumigated and receipt provided and end of tenancy
4. No pets other than those approved can be kept at the property, including "pet sitting"
5. Any offspring of the pet must be removed from the property within 45 days
6. You must prevent your pet from disturbing neighbours
7. You must abide by all local, city or state laws, licensing regulations and health requirements including vaccinations

# Vacating Checklist

## Final Inspection Guide to Tenant Cleaning – Bond Saver!

To avoid cleaning charges and unnecessary deductions from your bond, it would be in your best interest to ensure that the following items are attended to, before returning the keys/vacating the property.

## Kitchen

### Kitchen:

- ? The oven and griller are to be cleaned including racks. Drip trays to be cleaned of all grease
- ? Range hood to be cleaned including the filters (where applicable)
- ? All cupboards to be cleaned inside and out (don't forget the tops of the cupboards!)
- ? Sink taps and disposal unit (if applicable) to be cleaned and polished
- ? Walls and tiled areas to be free from grease
- ? All benches and floors to be cleaned and free from grease
- ? The dishwasher is to be left clean. Clean out filters and run dishwasher through one cycle. Wipe over internal door and remove debris from bottom drainer (if applicable)
- ? Refrigerator to be defrosted and all surfaces to be cleaned, including shelves and crisper drawers, switch appliance off at wall and leave door ajar (if applicable)

# General All Rooms

## General – All Rooms:

- ? All exhaust fans throughout the property to be cleaned
- ? Air vents to be dusted
- ? Venetians to be washed thoroughly (if applicable)
- ? Fly screens to be removed carefully and hosed or brushed to remove dirt/dust (if applicable)
- ? Windows and windowsills to be cleaned thoroughly
- ? Doors and door frames to be left clean and undamaged
- ? Marks to be removed from walls with sugar soap
- ? Cobwebs to be removed from ceiling cornices & walls
- ? All light fittings to be cleaned and free from insects
- ? All floors and skirting boards to be washed
- ? All ceiling fans throughout to be free from dust (if applicable)
- ? Clean all mirrors throughout including wardrobe door mirrors (if applicable)
- ? All vertical strings to be attached and secure
- ? TV Booster (if applicable) to remain at property

# Outside Areas

## Outside Areas:

- ? Lawns to be mowed and edges trimmed within 2 days of vacating (if applicable)
- ? (DO NOT dump grass clippings or tree off cuts in garden beds or behind sheds)
- ? Flower beds and pebble areas to be weeded (if applicable)
- ? No rubbish to be left in the gardens or around the property (if applicable)
- ? All garbage bins to be emptied and washed cleaned
- ? Driveways, carports, garages and any concrete areas to be free from oil and grease stains
- ? Garage floor area to be swept and cobwebs removed
- ? Cobwebs to be removed from outside eaves, awning & ceilings (where applicable)
- ? Pool and spa to be cleaned, vacuumed and at the correct pH factor (if applicable)
- ? Pool equipment to be in accordance with the in-going inventory and must be stored in the garage at time of vacating

# Bathroom

## **Bathroom:**

- ? Shower recess to be scrubbed
- ? Grouting to be free of all soap residue or mildew
- ? Shower curtain (if applicable) to be replaced and shower screen to be cleaned
- ? All plugholes are to be clean and free from debris
- ? Mirrors to be wiped over
- ? All drawers and cupboards to be cleaned and wiped out
- ? Toilet to be cleaned thoroughly, including bowl, seat & cistern
- ? Exhaust fan cover to be washed and cleaned and light fitting to be cleaned

# Laundry

## Laundry:

- ? Washing machine and clothes dryer filter to be cleaned out
- ? Clean under laundry tub and clean plughole and free from debris
- ? Cupboards to be cleaned thoroughly inside and out



# Carpets

## **Carpets:**

? Carpets are to be professionally cleaned and a carpet receipt produced to our office with the return of the keys. Please note: If you choose not to use our offices' recommended carpet cleaner you could be liable to have the carpets re-cleaned should they not meet our standard of cleanliness.

Recommended Cleaners:

**Austens Carpet Care 0428 642 976 Austclean 0499 720 284**

Damage Damage that occurs due to the tenants neglect will be rectified at the tenants cost.

# IMPORTANT NOTE

## IMPORTANT NOTE:

? DISCONNECT THE POWER / ELECTRICITY/GAS

? DISCONNECT THE TELEPHONE

? REDIRECT MAIL ADDRESS

## Emergency Phone Numbers

## Emergency Phone Numbers

POLICE/FIRE/AMBULANCE 000

Echuca Police Station 03 5483 1500

Moama Police Station 03 5482 0099

Echuca Hospital 03 5485 5000

SES Echuca 03 5480 2293

SES Moama 03 5481 4900

Flood & Storm Emergencies 132 500

Coliban Water 1300 363 200

Campaspe Shire 1300 666 535

Murray River Council 1300 087 004

## Disclaimer

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