Welcome to renting with Harcourts.
What you can expect from Harcourts’ Property Management service.
Welcome to your new home.

Please read this carefully and keep in a safe place for future reference.

Harcourts Central
A Member of the Harcourts Group
2/459 Nepean Highway
Frankston, Vic, 3199
central@harcourts.com.au

Office hours
Monday to Friday: <9.00am – 5.00pm>

Nicola Mackinnon
P 1300 50 3000
M 0406 721 606
E nicola.mackinnon@harcourts.com.au

If there are any problems or repairs that require attention please phone T: 1300 50 3000

Any calls to our office outside of normal business hours will be directed to our message service. Messages are checked regularly with the appropriate action taken.
Nicola Mackinnon
An experienced Property Manager within your community, providing expertise in her field. Nicola’s high standards, dedication and commitment will deliver the results you want.

Nicola’s career started within prestigious hotels and venues in the UK & Melbourne before moving into Property Management, her experience as a senior manager in Hospitality & Real Estate provides you with the assurance of putting your investment in capable hands.

With over 20 years of experience at a management level, Nicola’s thoroughness, attention to detail and problem solving skills makes her number 1 in her field.

Contact:

P  1300 50 3000
E  nicola.mackinnon@harcourts.com.au

Introducing your Property Manager.

www.harcourts.com.au
For Australian Emergency Services (Fire, Police, Ambulance) please dial 000

In the event that URGENT or LIFE THREATENING maintenance arises at the property (such as wiring burning or hot water cylinder bursting) please;

**Electrical:** Switch off power at mains.

**Water Leaks:** Turn off water at mains.

We ask that you always try to contact your Property Manager first, however if it is after hours and/or you cannot contact the Property Manager, you are permitted to contact an emergency contractor directly.

It is important that you know that should the issue not be deemed an emergency, you may be responsible for the account. An emergency repair is something that is likely to cause injury or which makes the property unsafe or insecure. (For example burst water service, serious leak, serious electrical fault).

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Monday to Friday: <9.00am – 5.00pm>

**Contact number**
P  1300 50 3000
M  0406 721 606

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Guidelines for tenants.

Paying bond
The bond acts as a security that you will meet the terms of your tenancy agreement. If you fail to keep the property clean, cause damage or are in rent arrears, your Landlord can claim some or all of the bond when the tenancy ends. In the event that the property is well maintained and all of your financial commitments have been met the bond will be promptly refunded after you vacate. The amount of the bond is specified in the Tenancy Agreement document.

Paying rent
It is your legal responsibility to pay your rent to the Landlord in advance. Harcourts Property Management will not physically collect your rent. Your rental must be paid by the methods outlined by your Property Manager on the day of signing your lease agreement. If you have any problems with your rent payments please notify your Property Manager prior to your rental due date. If you fall into arrears, we will be obligated to follow the procedures outlined in the Residential Tenancies Act to collect the rent on behalf of our Landlord. Rental arrears will not be tolerated.

Inventory / pre-inspection
Upon commencement of the tenancy you will be provided with a property condition report. This is used to determine the condition of the property at the commencement of the tenancy and to ensure that it is returned to us in the same condition. It also ensures that you are not held responsible for damage at the expiry of your tenancy which may have been there prior to your occupation. You have three business days in which to make additional comments and to return the signed document to our office. All tenants must sign the condition report. The document will be filed with your Tenancy Agreement and used as evidence of the properties condition at the commencement of the tenancy compared to the condition after you have vacated.

Routine inspections
Inspections will be made at regular intervals during your tenancy. You will be provided with written notice of all routine inspections. This communication will specify a time when the inspection will be carried out. Unfortunately due to time constraints, it is not usually possible to alter the inspection time. You don’t have to be present, but are most welcome to be there so we can discuss any issues or concerns that you may have in relation to your tenancy. To provide a full report to our landlords we will take photos & videos if requested. The first inspection will be 3 months after your lease starts and then 6 monthly after this.

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Insurance

The Landlord is responsible for insuring the property. Please note that the Landlord is not responsible for any damage caused to your own personal contents. Please arrange your own contents insurance for the duration of your tenancy.

Letting & assignment

It is a requirement of your tenancy that you seek written permission from the Landlord if you wish for another person to move into the property. Any additional occupant will be required to complete an application form which will be processed, references checked and then presented to the Landlord so that they can consider the suitability of the additional occupant. If the Landlord does consent to you sub-letting, you as the primary tenant will be responsible to ensure that all rental is paid on time and that there is no damage is caused to the property.

Repairs & maintenance issues

It is important when you notice a maintenance issue that you inform our office as soon as possible, in writing. Jobs requiring attention by tradespeople firstly require permission from the Landlord. Once the Landlord’s approval has been obtained, a work order is forwarded directly to the specific tradesperson, who will then be in direct contact with you to arrange a convenient time to address the approved maintenance. Please be aware that works carried out on the property by any person not approved under a work order from a Harcourts office may result in your liability to pay the account.

Change of contact details

Please ensure that you notify us immediately of any change to your business, home, mobile or email address. This is to ensure that we can contact you should the need arise.

Vacation of premises

When you decide to vacate the property you are required to give 28 days notice in writing. Your notice may be mailed, emailed, faxed or hand delivered to our office, however the 28 days notice will commence from the time it is received and not the date it is sent. It is the tenants responsibility to ensure that the notice is received by the Landlord and or his/her agent.

Breaking a lease

Your tenancy agreement is a legally binding contract and thus there is a process that needs to be followed in order to terminate the agreement. In the first instance, please contact your Property Manager to inform them of your intention. They will forward you a ‘break lease form’ and details of your obligations. Please note, the office cannot begin to advertise your property for lease until the ‘break lease’ form has been executed and returned. In accordance with the Residential Tenancy Act, you will be required to pay all costs incurred as outlined in your break lease form and detailed in your lease agreement. You are still required to give a minimum of 28 days notice in writing, even in a break lease situation.

Utilities bills

It is your responsibility unless advised otherwise to have the utilities (gas, electricity, telephone, pay TV, internet) connected in your name. You must have all accounts finalised when you vacate.

Gardens

It is a requirement of your tenancy that you maintain the garden on an ongoing basis. This includes but is not limited to mowing, weeding, trimming, pruning and keeping paths free from debris. It is also your responsibility to remove all debris produced through the general gardening at the property.
Animals

If you are permitted under your agreement to keep a pet at the property please ensure that you regularly collect and dispose of any faeces. Any damage to the property caused by the pet must be rectified by the tenant.

Leaving the property

Contact your Property Manager to discuss your legal requirements with regards to ending your tenancy. Once the Property Manager has received your ‘Notice of Intention to Vacate,’ they will contact you and advise requirements for handing over vacant possession. Once vacant possession is established (that is, all keys have been returned) a bond/final inspection can be completed. Please note: a Property Manager cannot complete a bond/final inspection until vacant possession has been established and rent will be payable until all keys are returned. The bond will only be returned once all financial commitments have been met, all keys returned and the property returned in its original condition (fair wear and tear will be considered).

Damage to the premises

The tenant shall ensure that all care is taken to avoid damage to the premises by the tenants themselves or their guests. You are required to give notice to the Landlord of any damage to the premises as soon as you become aware of it.

Painting / decorating / renovating

Should you wish to make any changes to the property including decoration you must obtain written permission from the Landlord before any work commences. If consent is given, costs, colours and products used will need to be approved by the Landlord.

Car parking

Tenants are to park only in the designated areas. Please ensure cars are not parked on grass verges or lawns. Cars that are not registered or running are not to be parked on the premises. In the case of units or flats the strata company or owners' corporation rules pertaining to vehicles as set for the complex must be adhered to. Oil stains: drip trays are to be kept on the garage floor to protect it from oil stains. Should damage occur the tenant will promptly attend to degreasing.

Emergency repairs

Listed within this guide, you will find details of approved contacts for emergency repairs. We ask that you always try to contact your Property Manager first, however if it is after hours and you cannot contact the Property Manager, you are permitted to contact the emergency contractors directly. The legislation is specific about what constitutes an emergency repair and it's important that you know that should the issue not be deemed an emergency, you will be responsible for the account. An emergency repair is something that is likely to cause injury, undue inconvenience, or which makes the property unsafe or insecure. E.g: burst water service, broken toilet (where there is no other toilet), serious leak, serious electrical fault.

Your bond refund

Once any outstanding issues have been addressed and when the tenant and Landlord/agent agree that the bond should be refunded, the bond refund form will need to be completed and signed by both parties. This document is then forwarded to the Bond Authority requesting the release of all bond monies held against the tenancy.
Mould and mildew.

About mould
From time to time some householders raise the question of mould and mildew in a household or residential rental accommodation. The following information has been prepared from available technical and other literature.

Three conditions have to be present for the growth of mould; mould spores, a surface with sufficient food source to maintain life and a source of moisture.

Mould spores are in the air everywhere. Any thought of excluding them from a household can be forgotten. There is nearly always a source of foodstuff, cooking fumes, or even dust can be sufficient. These conditions are invariably present in all households.

There remains the third condition, and that is moisture within a household that comes directly or indirectly from the people who live in it. Washing, cooking and drying operations are obvious sources of moisture but moisture also comes from the inhabitants themselves.

A guide to the average amount of moisture generated per day:

- Clothes drying: 5 litres
- Per person: up to 4 litres
- Cooking: 3 litres
- Showering: 1.5 Litres
- Dishwashing: 1 litre
- Clothes washing: 0.5 Litres

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Mould and mildew.  
Its causes and prevention.

Prevention

To prevent moisture build-up from the interior of accommodation, it is desirable to have a balance between adequate heating and ventilation. The interior temperature should ideally be maintained between about 18° to 22° for comfort, with about 1 and a half air volume changes per hour with more in bathrooms and kitchens. This air movement will keep the relative humidity at a manageable level. This ventilation can be achieved by leaving windows open a centimetre or two depending on the outside air movement and the amount of cross ventilation.

The rule is, ventilate little and often, rather than in short vigorous bursts. Window glass is a good guide, if it starts to show more than a minimum of condensation, the windows should be open a little further.

Remember, increase ventilation so that the moisture generated is not retained within the household. This may require a bit of willpower during the winter months, when every instinct calls for the house to be sealed against escaping heat, but if you fail to follow these basic rules, you are going to get mould.

Control

• Ensure there is ventilation in all rooms at all times. Keep internal doors open.
• Vent clothes dryers directly outside where possible.
• Use an extraction fan in the shower.
• Cupboard heaters can help in wardrobes if mildew is likely to occur.
• Do not put damp clothes or shoes in a wardrobe.
• Insulate ceilings of existing homes and ensure new homes are insulated as required by the building codes.
• Clean wallpaper with a damp cloth and household bleach (1 part bleach and 4 parts water). Test a small hidden patch first to make sure the bleach does not affect the colour. If it does, try a fungicide from a paint shop.
• Never paint over mildew. Gloss-painted surfaces can be wiped down with household bleach as above. Matt finish paint can be wiped down with fungicide.
• Do not use abrasive cleaners.
• The removal and containment of mould and mildew is the tenant’s responsibility.
All septic systems are a living process. They rely on bacteria to break down and digest the effluent, so a healthy septic has lots of healthy bacteria. If you use strong cleaning products such as the ones listed below, you will reduce or completely destroy the bacteria in your system.

This will result in:

- Strong odours;
- Untreated effluent pooling on the grounds surface;
- Creating a possible health hazard for you and others;
- Shorten the life of any pump associated with your system.

In the case of a soakage system, complete shut down of the soakage trench causes effluent to back up to the house and very costly replacements.

Cleaners that should NEVER be used in any type of septic system (in order of most harmful):

- Nappy San
- Milton Sterilizing Solution
- Any antibacterial solution (Pine-o-Clean, Spray & Wipe, Dettol)
- Exit mould or anything else remotely similar
- Ajax powders or any chlorine based product
- Blue toilet products – any brand
- Paints & thinners
- Sanitary items, plastic, cigarette butts etc.

REMEMBER – EVERY DRAIN IN AND AROUND YOUR HOME IS CONNECTED TO THE SEPTIC SYSTEM and all products used will end up in the same place regardless of which drain you utilise!

Read the labels on the cleaning products as any product that will harm you will harm the bacteria in your septic system.
Air conditioners
It is important that you clean your air conditioner filter on a 3 monthly basis. This ensures that your air conditioner will continue to perform in peak condition and to maintain pure air quality for the occupants of the property.

Synthetic filter (only)
To clean your filter, remove it from the air conditioner and clean with mild detergent and luke warm water. Ensure that you thoroughly rinse and dry the filter before replacing it in the unit. If the filter is not synthetic, please contact our office for further information and cleaning instruction.

Plumbing
It is extremely important that you do not pour fats/oils and other food scraps down the drains. Over a long period of time this will cause problems with the drains, septic system. It will result in an inconvenience to you as the tenant with drains backing up and not draining away properly. It is also detrimental to the environment.

Do not flush sanitary products, disposable nappies or nappy wipes down the toilet. These items do not break down and cause obstructions in the drainage system. If these items are flushed and cause a blockage you will be held responsible for the cost of the repair.

Hot water services
How to recognise abnormal operation of your hot water service:

Pressure and temperature relief valve running
It is normal for these valves to allow a small quantity of water to escape during the heating cycle and the unit expands and contracts. The amount of discharge will depend on hot water usage. As a guide, if it discharges more than 20 litres of water in 24 hours, please contact your Property Manager.

No hot water
Check that a hot water outlet is not open eg. the shower is running or tap left on.

Carefully review your family’s water consumption. Have you used all the hotwater? On average (depending on length), a 250 litre hot water service should provide 6 showers. Did you wash in hot water? If you are quite sure that you could not have consumed all the hot water, check your meter box. Has the isolation switch tripped? Most hot water services have a heating element and a thermostat. If you have not consumed your hot water, it is possible that the element or thermostat is faulty and requires replacement. Please contact our office and we will arrange for a plumber to attend to the replacement/repair of your hot water service.
Lights or power points not working

No power to the property or no lights or no power points working? Firstly check the meter box. In most cases the problem will be that a fuse or safety switch has tripped. This usually happens if you have a faulty appliance or if you have too many appliances switched on at the same time. Take special note of any switches that are in the off position. You will need to turn all switches to the off position, leave them off for a few minutes and then turn them all on again. Turn each appliance on, one at a time. If the safety switch trips when you turn on the toaster, kettle etc. then it is likely that particular appliance is faulty or has just become faulty. Keep in mind that it can sometimes be the fridge or other major appliances that have recently become faulty.

In an old home, you may have the old style fuses that should not be fixed by the tenants. Have a look at the fuses and see if you can see the wire broken on any of the fuses. If an electrician is called to the property and the fault is with one of your appliances or simply to reset the Safety Switch then you will be charged for the service fee.

Stove element not working

Check the connections to make sure it is not loose or dirty. Sometimes pulling the element out, cleaning it and putting it back in again is all you need to do to fix the problem.

Oven not working

Check that you have not accidentally put the automatic timer on. If the oven is on automatic then generally you will have no power to the oven and one or two stove elements will not be working. Turn the automatic setting off and the oven should work – if not then contact your Property Manager.

Bathroom or kitchen sink blocked

Try using some Drano to clear the blockage. You could also try pouring boiling water down the sink to free up old soap or hair or try the same with the kitchen sink to remove old food from the kitchen waste. Ensure that no foreign objects have found their way into the pipes or InSinkErator. Items that can cause problems are: disposable nappies; sanitary napkins; and teaspoons. Blockages caused by foreign objects are the tenant’s responsibility.

Garage remote control not working

Check the battery in the remote as this is the most common cause. Otherwise, check that the combination in the remote is the same as the combination on the panel in the garage. This is not always possible depending on the type of remote. If there has been a power outage you will be unable to open the automatic door unless you activate the manual release mechanism. This may need re-setting once the power has been restored in order to re-activate the automatic process. Check that the lever in the garage (generally next to the control box) is on auto. If it is on manual the remote control will not work. However, you should be able to manually operate the garage door.

Keys and locks

If you have locked yourself out, you are responsible for gaining access to the property and will need to call a locksmith. All lost keys are the responsibility of the tenant. If a lock has to be rekeyed then you must supply your Property Manager with a key.
Tenant request.
Maintenance / repairs form.

It is a policy of our office that all repairs or maintenance requests must be in writing and posted, emailed or faxed to our office as soon as possible. We only accept emergency repairs by phone.

Tenant Name: ________________________________

Property Address: ________________________________

Contact Phone:
Home: ________________________________ Mobile: ________________________________
Work: ________________________________

Nature of problem: ________________________________

If the repair relates to any of the following appliances please list the make and model

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<thead>
<tr>
<th>Stove</th>
<th>Washing Machine</th>
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<tr>
<td>Oven</td>
<td>Fridge</td>
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<td>Cooktop</td>
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<td>Dishwasher</td>
<td>Air Conditioner</td>
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<td>Hot Water</td>
<td>□ Elec □ Gas</td>
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If this is an emergency, please dial 000 and then immediately phone your Property Manager.

Tenant Signature: ________________________________ Date: ________________________________

Send to: Harcourts Central 2/459 Nepean Highway, Frankston, Vic, 3199.
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