National: 1300 853 857
Geelong Office: +61 3 5222 7325
Lara Office: +61 3 5282 4351

release
PROPERTY MANAGEMENT

Tenancy Information Booklet

Welcome...

Geelong Office:
88 Pakington Street, Geelong West, Vic 3218

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Welcome to Release Property Management, we look forward to a long and happy association during the term of your tenancy and beyond.

This booklet details information regarding your tenancy, and may be of help throughout your time in your property.

We would appreciate your attention to the following details and information, your co-operation in these matters will enable us to efficiently handle any problems you may incur throughout your tenancy.

OFFICE HOURS

Monday - Thursday:	9.00AM – 5.30PM
Friday:	9.00AM – 5.00PM
Saturday:	9.00AM – 1.00PM
Sunday:	CLOSED

SERVICES AND UTILITIES

It is your responsibility to arrange for the connections and disconnection of all services to your home. Please see below the following services that you can contact:

ALL CONNECTIONS:	DIRECT CONNECT	**1300 664 715**
TELEPHONE:	TELSTRA	**13 22 00**
GAS:	TRU	**13 34 66**
WATER:	BARWON WATER	**1300 656 007**
ELECTRICITY:	ORIGIN	**13 24 63**

You will receive a leaflet regarding "Connect Now". This is an easy way to have all your services connected at the same time.

Please Note: Release Property Management carries no responsibility with your connections and can not be held accountable for connections not being available or ready at your property.

RENTING – YOUR RIGHTS AND RESPONSIBILITY

As part of your Tenancy Agreement we must provide you with a booklet (RENTING A HOME) from Consumer Business Affairs Victoria. It will assist you during your tenancy as it contains some useful information.

INSURANCE

It is not your Landlord's responsibility to insure your possessions. The Landlord's insurance policy can cover only the building plus any fixtures and fittings. With the ever increasing incidence of burglary and theft, we strongly recommend you take out content's insurance cover. We have included brochures about Tenant Insurance for your perusal.

TELEPHONE

Please advise our office of your new telephone number at your rented property. If you change employment during your tenancy, it is important to notify our office of any new contact numbers. If you change or have your mobile number disconnected, please also advise our office, either via email at contactus@releasepm.com.au or (03) 5222 7325.

Please Note: If the telephone line is not connected at the property, it is the tenant's responsibility to connect at their own expense.

CONDITION REPORT

You will be given a condition report (in duplicate) for your property when you collect the keys for the property. To accompany the report you will also be given photos of the property.

Kindly check the condition report thoroughly and make any amendments or additions. Please be as detailed as possible and you may wish to add further information on a separate piece of paper. All signatories to the lease should sign and date where indicated.

The duly signed report should be returned to our office **within three (3) business days**. If the condition report is not returned to our office you may experience problems at the conclusion of your tenancy.

Please note:

1. The condition report is very important as it establishes the condition of the premises at the commencement of your tenancy. It is **NOT** a request for any maintenance work to be carried out. It is used as a comparison at the conclusion of your tenancy and protects your bond.

2. Should you need to request maintenance at any time, our office must receive this request in writing. Maintenance request forms can be found on our website at www.releasepm.com.au. You may also request maintenance either via email contactus@releasepm.com.au or by person in our office.

3. Please ensure that the condition report is accurately completed.

4. The refund of your bond will depend on the accuracy of the Condition Report and the condition of the property at the conclusion of your tenancy.

ROUTINE INSPECTIONS

One of the services that Release Property Management provides to its Landlord clients is regular inspections of their properties.

Regular periodic inspections ensure that the property is maintained at a consistent standard and that any repairs or maintenance are reported and appropriate action taken. A report is sent to the Landlord.

Routine Inspections are conducted 3 months into the tenancy and every 6 months after that. You will be sent a letter advising when this inspection will be conducted. Also included in this letter will be a tenant routine inspection report which we will require you to complete and sign. Should you not be home at the time of the inspection we will use our office keys to access the property and leave a business card confirming that we have completed the inspection.

At routine inspections it will be necessary for the property manager to take photos of the property both internally and externally in order for the owner to keep up to date with their investment and also for our office to have an accurate record of the property and its current condition.

REPAIRS AND MAINTENANCE

We have a team of experienced and excellent trade's people who carry out all repairs and maintenance to the properties we manage.

As soon as you become aware of any maintenance problem/s, please contact our office immediately. It is a provision of the Residential Tenancy Act 1997 that you advise of any problem/s that occur during your tenancy. If you do not, you could be held liable for any additional costs the owner may occur.

All non urgent maintenance requests can be emailed through to our office via: contactus@releasepm.com.au or through our website www.releasepm.com.au

URGENT REPAIRS

Please note: During office hours, contact our office on (03) 5222 7325

If urgent repairs occur after hours and they fit into the list set out in the Residential Tenancies Act 1997, firstly contact the following number and leave a message: 0428 488 564

After a short period of time, if you do not receive a response back, please contact the trade's people below and discuss the urgent repair with them.

PLEASE USE THESE NUMBERS IN EXTREME EMERGENCIES ONLY:

PLUMBER:	WEDDERMOOR – Craig | 0415 113 380
ELECTRICIAN	POWERFECT ELECTRICAL SERVICES - Richard | 0414 737 333
HANDYMAN:	JAARA PROPERTY SERVICES |-Robert Amos | 0434 333 187
LOCKSMITH:	GEELONG LOCKSMITH - Brian | 5222 2752 (Release will not pay for replacement of lost keys or damage to locks, etc incurred by tenants)

If the repairs are not urgent or the Landlords responsibility and you request for a trade's person to attend, you may be required to pay the account.

SEE BELOW A LIST OF URGENT REPAIRS AS A GUIDE.

1. Burst hot water unit
2. A serious roof leak
3. A blocked/broken lavatory
4. Gas leak
5. Flooding/serious flood damage
6. An electrical fault
7. A failure or breakdown of the gas, electricity or water supply
8. A serious storm or fire damage
9. A failure or breakdown of any essential services or appliance provided by the landlord for hot water or cooking
10. An appliance, fitting or fixture which is not working properly & causes a substantial amount of water to be wasted
11. Any fault or damage that makes the rented premises unsafe or insecure
12. A serious fault in a lift or staircase in the rented premises

RENT

Your rent is due on the date prior to your lease starting and must be paid fortnightly in advance. You may choose to pay monthly in advance. If you would like to pay your rent on alternative intervals, this must be approved by Release Property Management and the Landlord prior to the commencement of your lease.

If you are experiencing any difficulties with paying your rent on time, please contact our office and advice immediately. When paying rent by cheque, please write your name and address on the back of the cheque. Receipts will not be mailed out unless a stamped self addressed envelope is provided.

You will be issued a "Rental Payment Card" which will include our bank details and your personalised property details which you will need to store in a safe place. It will also include the dates that your rent is due to be paid. When setting up direct debits with your bank, or internet banking periodic payments, it is important that the following information is correct. In the reference section, you **MUST** only put in your property code which is on your rental payment card. You **MUST NOT** put in your name, surname or address. If you have any difficulties setting up this direct debit, please advise our office.

RENT ARREARS

If your rent falls into arrears, a telephone reminder will be received after two (2) days, followed by a letter if rent is not received after five (5) days. Subsequently, another reminder will be sent after ten (10) days indicating that failure to pay your rent in the next four (4) days will lead to a "Notice to Vacate" being issued to you on the Fifteenth (15) day. Also, an application to the Victorian Civil and Administrative Tribunal (VCAT) will be lodged.

Please take note that all rental arrears are recorded and may affect your credit history should an outside authority request a reference as to your rental payments.

KEYS

NOTE: Keys will be available for collection from the office **no earlier than 10:00am** on the day of your lease commencement unless otherwise advised.

Your tenancy does not terminate until **ALL** the keys to your property are returned to our office as per your original agreement.

You are responsible for the rent until all keys are returned to the office and please note; **no keys are to be left in the property.**

If you change the locks at any stage throughout your tenancy, a spare key must be given to the office immediately.

If you lock yourself out after hours, you will be responsible to pay a locksmith to gain entry.

If the use of the spare key from Release Property Management is requested after hours a fee of $100.00 may apply IF our staff member is able to attend.

MAIL

If mail arrives for the previous occupants or Landlord, please forward it to our office as soon as possible. This could be important mail that is not addressed to you. On vacating the property, if any mail is sent to the property addressed to yourself, the mail will be forwarded to you.

CHANGE OF TENANTS

The landlord has approved the people specifically listed on the tenancy agreement to occupy the property. Should a new tenant wish to occupy the property an application must be completed and approved by the landlord or should any tenant wish to Vacate, the landlord must also approve.
Any changes to occupants must be reflected in the tenancy agreement and bond.
An administration fee of $220.00 is payable to Release Property Management for any changes required to the tenancy agreement and/or bond lodged.
Any change in occupants could affect the bond refund process when you vacate. As we no longer control the bond process, it is imperative that the procedures as set out in the Residential Tenancies Act 1997 are strictly adhered to.
If the Tenancy Agreement is in joint or multiple names, all parties to it are individually and jointly responsible. In other words, if the agreement is in multiple names and one party does not have the funds to meet their commitment, all of the other parties are responsible to meet that commitment.

Under no circumstances should anyone be occupying or living at the premises if they are NOT listed on the lease agreement.

ENDING YOUR TENANCY

The Residential Tenancies Act, 1997 is explicit in regards to ending a tenancy. It can only occur when one of the parties to the Tenancy Agreement gives notice to the other party.

If you wish to vacate the property at the end of your Agreement, you must give **twenty-eight (28) days** notice **in writing** (NO FAX) prior to the expiration date of your tenancy agreement.

If you wish to vacate during your fixed term Agreement, you will be breaking the contract you have entered into, and you are responsible for reimbursing the Landlord for any loss suffered, e.g. rent until the property is again tenanted, plus the Landlords normal costs in Releasing.

These costs will consist of:

- Rent to be paid up until the commencement date of the new tenants lease agreement or expiry of your tenants lease agreement, whichever sooner.
- A pro rata letting fee
- Administration Fee of $88.00
- Advertising Fee of $230.00 (re-advertising of property for lease)
- Barwon Water meter reading fee. This fee is currently $27.24.

The tenant acknowledges having been informed, before signing this Residential Tenancy Agreement that the Agent's Fees and Marketing Expenses are subject to increases.

BOND REFUND

At the end of your tenancy you will be required to hand in all keys to the property so that Release Property Management can conduct a final inspection of the premises. To enable a speedy bond refund, we ask that you leave the premises in a neat, clean and tidy condition with all rubbish and belongings removed. You are also required to have the carpets professionally steam cleaned. The condition will be compared against the original condition report when your tenancy commenced, allowing for fair wear and tear.

You will be required to complete a "Bond Claim" form when you return the keys. This form will be forwarded to the Residential Tenancies Bond Authority. All tenants who signed the Bond Lodgment form at the commencement of the tenancy, as well as the agent, must sign this form before any refund can be affected. If there is any dispute relating to rent and/or repairs/compensation, an application will be made to the Tribunal (VCAT) for a hearing to settle the matter. Only after this matter has been heard can funds be distributed as directed by the referee.

Security Deposits may not be used as rent as directed by the Residential Tenancy Act 1997

COMMUNICATION

Most of the problems experienced by Tenants, Landlords and Property Managers can be overcome by prompt and honest communication.

It is the **Tenant's responsibility** to keep the property clean and to meet their financial obligations.

It is the **Landlord's responsibility** to see the property is maintained and to ensure the tenant has peaceful enjoyment.

It is the **Property Manager's duty** to oversee the process. This can only be done with effective communication from all parties. Release Property Management is here to assist you during your tenancy. Please direct any problems to our office, either by phone or email.

Thank you for taking the time to read this information.
If you have any queries, please do not hesitate to contact our office on (**03) 5222 7325**.