



we manage great ocean properties

tenant GUIDE

 greatoceanpropertyrentals.com.au

hello

welcome to our **tenant** GUIDE

At Great Ocean Property Rentals (GOPR) we have designed this guide to help you navigate what can be a stressful time in moving homes.

We hope you find this guide useful and look forward to helping you as our tenant. Our aim is to provide you with as much useful information as possible and we are here to assist if required.



Living in your NEW HOME

You've been approved to rent a property managed by GOCR - now what? Here's a brief rundown of what you need to do....

condition report

The condition report is an important document. It establishes the condition of the property at the start of your tenancy and will be used as a comparison at the end of your lease. It also forms the basis on which your bond will be refunded. You need to look at this carefully.

- Change or add comments as necessary with extra photos, if required.
- Return the original copy to our office within 3 business days of the start of your tenancy. If the original copy of the condition report is not returned within 3 business days, you forfeit your right to object if there is a disagreement at the end of your tenancy.



services

It's your responsibility to arrange for services to be connected on your move in and disconnect when you leave.

- Services you will need to organise are power, water, gas (if applicable) and any other services applicable to you and available to the property.
- Correct telephone numbers are essential if we need to contact you urgently so please keep us informed of any changes including if you have a new telephone number connected.



contact us

5264 8444

0499 969 649

rentals@greatoceanproperties.com.au

sales offices

torquay 5264 8444

anglesea 5263 1100

aireys inlet 5220 0000

apollo bay 5237 7366



a guide to your tenancy

rent

All rents are due in advance on the same day of every month. This date is usually dictated by the lease commencement date. Please refer to your Residential Tenancy Agreement for the rent due date.

Payment methods include;

- **Direct Debit (preferred).**
We can arrange this for you.
- **Electronic Funds Transfer**

If you're having trouble meeting your rent commitment, please contact us immediately.

Our advertising shows the rental in weekly terms. The formula for calculating the monthly rental is: Weekly rental ÷ 7 days of the week X 365 days of the year ÷ 12 months.
Monthly rental is calculated to the next dollar.



inspections

We conduct two routine inspections within the first 12 months of your tenancy.

- Inspection One is in your third month to ensure you have settled in.
- Inspection Two is held six months later to complete an agreement and rent review for your landlord (if you have taken a 12 month lease).

You'll be notified via written notice (text or email) of the inspection date, of which your landlord maybe in attendance. We will also be taking photos for our reporting purposes.

occupancy

Only the people included on your application and approved by the landlord are allowed to reside at the property permanently. If a current named tenant wishes to vacate, please contact us immediately to discuss.

Every now and then a tenant named on a tenancy agreement wishes to move from the property with other named tenants wanting to remain.

So now what?

As soon as this situation arises it is important to contact Gopr. It is our policy that we cannot add new names to agreements but tenants moving can be removed from a Tenancy Agreement when all remaining tenants agree to take on the responsibility of the remaining term.

Paperwork to be completed

Once you have notified us we will email you the forms that all current named tenants must complete with a **matter of urgency** namely:

- Tenant name removal form
- Transfer of bond form
- Direct debit form (as required)
- Payment of \$165 for the administration charge

It is your responsibility as the tenants to have these forms returned swiftly to Gopr for processing.

contact us

5264 8444

0499 969 649

rentals@greatoceanproperties.com.au

sales offices

torquay 5264 8444

anglesea 5263 1100

aireys inlet 5220 0000

apollo bay 5237 7366



a guide to your tenancy

Why is this so important?

If the outgoing tenants are not removed from the agreement at the time of the move they remain responsible for the property and rental payments. When the final tenants do leave the property it can be difficult to have the bond returned to them if they are no longer in contact with the tenant who has moved. All parties registered to the bond must sign for its release without a VCAT order.

What if we want to add new names to the Tenancy Agreement?

It is a Great Ocean Property Rentals (GOPR) policy that we do not add new names to your tenancy agreement. This is to protect all parties involved.

Should you wish to sub-lease the owner cannot unreasonably withhold their consent under the Residential Tenancies Act so please put all of your requests in writing.

Any approved sub-letter will be the full responsibility of the named tenants and will not be added to the Tenancy Agreement or Residential Tenancy Bond Form. We require an application form from the new occupant for information purposes only.

Further items to note:

- Rubbish must be placed in the appropriate bins provided because the council will not collect rubbish placed in bags or boxes.
- Cars are to be parked only in the designated areas and not on a front nature strip or lawn area.

telephone

In the event that you require a telephone connection to the property it is your responsibility as the tenant to ensure there is a line in place. The Landlord cannot guarantee that there is a line so we encourage you to make your own enquiries.



a guide to your tenancy

insurance

With the ever-increasing incidence of burglary and theft, we strongly recommend that you take out Home Contents Insurance cover. The landlord's insurance policy and responsibility covers the building and fittings only – NOT your personal items of clothing, furniture etc.

keys

A tenancy is not concluded until all known keys to the property are returned to our office. Please note:

- You are welcome to have locks re-keyed during the Tenancy period but are bound, under the terms of both the Tenancy Agreement and Residential Tenancies Act of 1997, to supply us with copies of the new keys.
- Keys to door locks must be keyed alike.
- If you lock yourself out of the property we'll do our best to provide a spare key, but this is only possible during business hours without incurring an additional charge.



repairs & emergencies

We have an experienced team of tradespeople capable of handling a vast majority of repairs that are required for a property. Please contact us immediately with any maintenance issues supplying;

- Your name
- Address
- Detailed description of the problem and
- Advice on how best to access the property.



Please keep in mind that if you don't notify us of a required repair and there is subsequent further damage or expenses, you as the tenant are held responsible for the cost of repairs in full. Maintenance must be submitted in writing (UNLESS URGENT), this can be in the form of an email to our office or there is a downloadable document on our website.

For emergency or after hours repairs please try to contact our office first or our emergency mobile 0499 969 649. If we cannot be reached after hours and the repair is urgent, you must contact one of our preferred tradespeople directly.

Refer to the supplied booklet 'Renting – Your Rights and Duties' for more details.

mail

It is your responsibility to make sure you redirect your mail to your new home.

This services takes 3 full business days to take effect so make sure you do this with plenty of time prior to your move. Any mail not addressed to you, please return to sender. You can do this by dropping into your local post office or as a last resort to GPR.



contact us

5264 8444

0499 969 649

rentals@greatoceanproperties.com.au

sales offices

torquay 5264 8444

anglesea 5263 1100

aireys inlet 5220 0000

apollo bay 5237 7366



a guide to your tenancy



picture hooks

There may be picture hooks you can use in the walls of your new home already. If not, please email GOPR for approval from the Landlord.

smoke alarms

GOPR contract Detector Inspector on behalf of your Landlord (if they have chosen the service) to take care of the annual maintenance responsible regarding smoke detectors in your property. This annual service maybe requested by your Landlord and is in place to ensure your safety.

Detector Inspector specialises in the annual maintenance and installation of smoke detectors in residential and commercial properties. When your property is due for its annual service you will receive a phone call from one of their team or a letter in the mail informing you of the service details.

It is essential that smoke detectors are installed in all properties as per Australian Standards 1993, AS3786 and properly fitted according to Building Commission Regulations for the ongoing safety of occupants.

Smoke detectors have up to a ten year guarantee / use-by-date and therefore need to be replaced when expired.

Your obligation as a tenant or resident is to:

- Test smoke detectors at least once a month. This is done by depressing the 'Test Button' until an audible alarm will confirm operation.
- Keep all smoke detectors clean and obstruction free at all times
- Notify GOPR if a smoke alarm is faulty or not in working order
- Not deactivate a smoke alarm or interfere with its operation in any way

Please contact Detector Inspector on **1300 134 563** or at info@detectorinspector.com.au if you have any smoke detector maintenance enquiries.



tenants responsibility for gardening

Below are the expectations of your landlord when you are renting a property with a garden. Please ensure that you follow the below to keep the garden in the condition it has been presented to you in. If you are unsure please do not hesitate to contact GPM. Not following your responsibilities may result in bond deductions at the end of the tenancy.

If applicable to the property, these responsibilities may include:

- Watering the lawn and garden
- Sweeping the paths and general raking
- Removal of any pet droppings regularly
- Mowing and edging the lawn regularly
- Keeping the garden beds in good order
- Removal of all garden rubbish off the property
- If there is a fish pond or water feature it is to be kept clean



contact us

5264 8444

0499 969 649

rentals@greatoceanproperties.com.au

sales offices

torquay 5264 8444

anglesea 5263 1100

aireys inlet 5220 0000

apollo bay 5237 7366



Lease Break FACT SHEET

Every now and then a tenancy is unable to be carried through until the final date as per the Tenancy Agreement.

so now what?

A tenant is responsible to carry through the tenancy until the end of the lease or make payment to the owner of rent until the property is re-let along with some of the leasing costs. When a tenant wants to break a lease there is a process that needs to be followed to limit their costs. A tenant must put their intentions in writing with all parties signatures. They then need to sign the Lease Break Acknowledgement form. Once this has been returned GOPR will do everything possible to keep the tenants costs to a minimum.

who is responsible for what charges?

The tenant is responsible for reimbursing the owner for charges that they would not expect to have to pay until the end of their agreement.

The tenant is responsible for:

- Pro rata of the leasing fee (this is individual to each property)
- Rent until the property is re-leased
- Advertising - \$350 inc GST
- Tenant checks through national data bases - \$16.50 on each final applicant inc GST

what is the 'pro rata leasing fee'?

To find a new tenant each owner is charged a Leasing Fee. Currently the Leasing Fee is 1.5 weeks rent per 12 month tenancy. For example: if the tenant breaks their agreement by 6 months then they would be responsible for reimbursing half of the new Leasing Fee to the owner. The owner would be responsible for the payment of the remainder of the fee as the tenant has used that portion of their agreement.

what if the property cannot be re-leased?

The property needs to be advertised as if the owner was leasing the property. So if the enquiry is low and the rent needs to be lowered the tenant needs to reimburse the owner (for the remainder of the lease) the difference in the final rental achieved.

what if the owner wants to move in?

The owner would need to release the tenant from their obligation to pay rent, advertising, tenant checks and advertising.

what if the owner wants to do renovations?

If the tenant agrees to leave in order for the owner to conduct renovations, the owner would need to release the tenant from their obligation to pay rent until the property is re-leased.

what if the property is left vacant?

If the tenant has moved out of the property and it is still marketed for new tenants, it is the outgoing tenant's responsibility to make sure the property is presented the best it can be for the inspections – this means the power must be left on and the property to be clean and tidy with maintained gardens. The better a property is presented the easier it is to find new tenants.

contact us

5264 8444

0499 969 649

rentals@greatoceanproperties.com.au

sales offices

torquay 5264 8444

anglesea 5263 1100

aireys inlet 5220 0000

apollo bay 5237 7366



Leaving your NEW HOME

When it's time to move on from your leased property, you need to know what you're expected to take care of, and when.

For details, you should refer to your copy of the tenancy agreement. If anything needs explaining, try the rental booklet that's handed out at the beginning of every tenancy, or contact us. In the meantime, here's a brief rundown of what you need to do.

your obligations

A tenant is responsible to carry through the tenancy until the end of the lease or make payment to the owner of rent until the property is re-let along with some of the leasing costs. When a tenant wants to break a lease there is a process that needs to be followed to limit their costs. A tenant must put their intentions in writing with all parties signatures. They then need to sign the Lease Break Acknowledgement form. Once this has been returned GOCR will do everything possible to keep the tenants costs to a minimum.

- If you decide to leave the property at the end of your tenancy agreement, the Residential Tenancies Act states that a minimum of 28 days* written notice must be given and rent must be paid to the end of the tenancy.
- Don't forget to allow for extra time, on top of the minimum notice period, for delivery (even for email) and make sure you have received confirmation from GOCR of receipt.

contact us

5264 8444

0499 969 649

rentals@greatoceanproperties.com.au

sales offices

torquay 5264 8444

anglesea 5263 1100

aireys inlet 5220 0000

apollo bay 5237 7366



a guide to ending your tenancy



- If you decide to leave the property at the end of a periodic tenancy, (ie. you are paying month to month) a minimum of 28 days prior written notice must be given.
- We understand that sometimes it's necessary to break your agreement before the expiry date. Notice in writing should be given as soon as you know you need to leave your home. You'll have to pay the full rent until a replacement tenant is found for the property – and we'll do all we can to help you. Check your tenancy agreement for details of the re-letting costs you're expected to pay to reimburse the landlord in this situation (see Lease Break Facts included).
- The notice in writing has to be signed by ALL tenants listed on the Tenancy Agreement. We can accept emails as written notice as long as all tenants confirm via email. A signed letter can also be posted or faxed to our office, but please ensure either way that it is received for the 28 days notice to take effect.
- Please note the power MUST be on for the final inspection with your Property Manager in order to process your Bond Refund swiftly.

the final inspection

- It is your responsibility to professionally steam clean the carpets and rugs. We also recommend that you have the property professionally cleaned as well. Using cleaners will assist with your bond refund.
- A Final Inspection Guide will be sent to you with your vacating email. Please make sure you check this off as you are getting ready to hand the property back along with the condition report as this is our guide to the condition we are expecting the property to be handed back in.
- All of your keys, remotes and alarm codes must be delivered to the office or handed to your PM at the final inspection to avoid having to pay further rent.

your bond refund

- Your bond is held by the Residential Tenancies Bond Authority (RTBA). Once your final inspection has been carried out and the owner is satisfied with the condition of the property, all parties registered on the bond must sign the Bond Claim Form for the funds to be released.
- We will need your bank account information and your forwarding address.
- The signed form must be returned to our office for processing to ensure your funds are released swiftly.

* Please refer to the booklet '*Renting a home – A guide for tenants and landlords*' for reasons and time periods relating to your notice to vacate.

contact us

5264 8444

0499 969 649

rentals@greatoceanproperties.com.au

sales offices

torquay 5264 8444

anglesea 5263 1100

aireys inlet 5220 0000

apollo bay 5237 7366



a guide to ending your tenancy

bond refunds

There would not be one tenant that does not want to receive a full bond refund at the end of a tenancy, and as Property Managers we love refunding the full bond too! There are however certain obligations as a tenant that you need to be aware of in order to achieve this. A lot of your obligations cannot just be met in the last month of your tenancy either! Our fact sheet is designed to assist you in making the right decisions in order to achieve a full bond refund.

To ensure your full bond refund:

The tasks below should be conducted throughout your tenancy.

Performing them only at the conclusion of your tenancy will not necessarily ensure the property is returned in the condition that you first rented it, and thereby jeopardising the full refund of your bond:

- Regular steam cleaning of the carpet should be undertaken at a minimum of every 12 months or when a stain has occurred. The longer you leave stains in carpets the harder they are to remove down the track;
- Gardening is an ongoing concern if it is your responsibility (pursuant to the conditions of your tenancy agreement) to take care of outdoor areas. Regular mowing, watering, fertilising and pruning will keep your garden in good condition for the end of your tenancy;
- Regular cleaning of your kitchen rangehood will keep the condensation and cooking fumes out of the room and will avoid damage to the paint work. It will also enable the fan to work efficiently and not under pressure. Often you can put the filters in the dishwasher if available but check the manufacturer's information to confirm this to avoid any damage;
- Regular cleaning of your exhaust fans in the bathroom areas will ensure moisture is taken from the room to avoid mildew and mould build up along with any strain on the motor when in use. It is important to make sure it is left on for a period of time after a shower or the clothes dryer is used to ensure all moisture has left the room;
- Regular cleaning all round will avoid dirt or mildew becoming stains on the wood or paint work. This also includes bathroom tiles and grout;
- Finally a check list will be sent to you with the confirmation of your vacating. Included in this is a full list of your final clean and replacement of all light globes not working. If you have any damage that needs taking care of talk to your Property Manager as they will be able to assist you with recommended trades for repairs prior to your final bond inspection.

your bond

The amount that you have paid for the bond is lodged with the Residential Tenancies Bond Authority and will remain there until your tenancy has been concluded. At the routine inspections we may give you tips to assist you in receiving a full bond refund. A final inspection once your tenancy has been concluded will be undertaken by our team within 3 days of your vacate date and it is important that you have left the power on for this to be undertaken.

your property

At GOPR we go to every effort possible to make sure you are moving into a clean and lovely home. We simply ask for that same courtesy when you are vacating to make sure the property is in a clean state. A general rule of thumb is if it can be enhanced with a cleaning cloth then it is not clean! We can assist with offering the services of our reliable trades for any cleaning throughout and at the end of your tenancy.

contact us

5264 8444

0499 969 649

rentals@greatoceanproperties.com.au

sales offices

torquay 5264 8444

anglesea 5263 1100


aireys inlet 5220 0000

apollo bay 5237 7366



stay connected with us on social media



 / Great Ocean Property Rentals

 / GreatOceanPpty

 / greatoceanproperties

 / GOPAireysInlet

 / greatoceanproperties

greatoceanpropertyrentals.com.au