

GIMME SHELTER/

the tenant's complete guide to stress-free renting

WELCOME TO YOUR NEW HOME.

We've put together this guide to help make your tenancy as easy and stress-free as possible. When you rent, there are certain things expected of you, just as there are responsibilities your landlord must fulfill. This guide outlines who is responsible for what.

During your tenancy, we'll contact you regarding routine inspections which are usually every three months. But if you have any problems or questions, you can call your property manager at any time.

Thank you for choosing to rent with Bourkes. We hope you enjoy your new home and look forward to helping make your tenancy as enjoyable as possible.



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The background consists of several overlapping, semi-transparent geometric shapes in various shades of pink, magenta, and purple. The shapes are primarily triangles and polygons, creating a layered, abstract composition. The colors range from light, pale pinks to deep, rich purples and magentas. The overall effect is modern and dynamic.

SECTION ONE /

THE BASICS

Tell people you're on the move.

Have your mail redirected by Australia Post so that you know which senders still have your old address. Don't forget to notify government authorities of your new address. You can update your driver's license address details online at www.dpi.wa.gov.au.

Also notify the electoral authority and your superannuation company.

Life's essentials. And how to get them.

It is important to arrange for the disconnection and reconnection of your utility services as soon as possible when you move.

You can easily arrange each reconnection yourself by calling the utility provider on the numbers below or by visiting their website.

Power

Synergy 131 353 synergy.net.au

Gas

Alinta 131 358 alintagas.com.au

Telephone

Telstra 132 200 telstra.com.au

Optus 133 345 optus.com.au

Internet

Speak to your current Internet Service Provider.

You should discuss your needs with the provider to see if their services are suitable for you.

Who pays for what?

Payment for connection and usage of utilities including telephone, power and gas are your responsibility. If there is a telephone connected at the property you are responsible to maintain the telephone service, regardless of whether you intend to use a land line. For all utilities except water, you will need to arrange the connection yourself, and the utility provider will bill you directly.

Water consumption

Your Property Manager will advise you whether you are responsible for the payment of water consumption.

You will be sent a copy of the water consumption charges as they arrive and you will need to pay the amount to Bourkes.

Non-payment of water consumption charges is a breach of tenancy agreement so please ensure that you pay the charges by the due date.

Save money by saving water and electricity. (And it's the right thing to do.)

Saving water in the home

- Take shorter showers. 4 minutes is plenty of time to get clean.
- Don't use the toilet to flush tissues or other rubbish.
- Run dishwashers only when they're full.
- Don't leave the tap running while you brush your teeth.
- Fix leaking taps and toilets: contact your Property Manager.

- Use the ‘suds save’ on your washing machine if you have several loads to put through.

Saving water in the garden

Water only on your allocated days as listed below. If the property has reticulation and water is being wasted by spraying onto driveways or the road, please advise your Property Manager.

Allocated watering days

The last digit of your house number is the designator for your watering days.

Last No.	Your Watering Days	
1	Wednesday	Saturday
2	Thursday	Sunday
3	Friday	Monday
4	Saturday	Tuesday
5	Sunday	Wednesday
6	Monday	Thursday
7	Tuesday	Friday
8	Wednesday	Saturday
9	Thursday	Sunday
0	Friday	Monday

Saving electricity

- Turn lights off when you leave the room.
- Turn off appliances when not in use.
- Close off areas that don't need to be heated or cooled.
- Fill kettles with cold water and only as much as you need at one time.
- Microwave ovens use less power than conventional electric ovens.
- Use cold water in the washing machine where possible.
- Set your hot water heater to no more than 65°C.
- Purchase energy efficient appliances.

Routine inspections. (We'll give you plenty of notice.)

We will carry out the first routine inspection six weeks after the start of your tenancy, and inspect at regular intervals thereafter. These inspections are not only to ensure that you are maintaining the property as outlined in your tenancy agreement, but also provide an opportunity for you to advise us of any repairs that may be required.

We'll notify you in writing at least seven (7) days prior to the proposed property inspection. Your attendance at the inspection is not necessary. However if there are any issues you wish to make us aware of, please leave a note in a prominent place in the property. We will always leave a note to confirm our attendance.

The property is to be kept very clean and tidy at all times. If we have concerns, we will return in 14 days and ensure you have attended to the problem, and then we'll check regularly until we are confident you will maintain the necessary standards.

Contact.

It's important that you notify us immediately of any change of employment and phone numbers for contact. Email is the preferred method of contact and you providing us with your current, correct email address is imperative.

In case of an emergency, contact your Property Manager on their mobile number. If unsuccessful, leave a message and call again at next opening of business.

We've made paying your rent easy.

Your lease agreement will specify how often payments must be made, either weekly or fortnightly. Prior to your first rental payment (after the payment made at the time of signing the lease agreement) we'll provide you with a your options for future payments.

PLEASE NOTE WE DO NOT ACCEPT CASH PAYMENTS AT OUR OFFICE

If for any reason you are having difficulty in meeting your payment obligations, please contact your Property Manager as soon as possible to discuss the situation.

We use the Macquarie Bank DEFT rental payment system which allows you to pay rents as auto payments or even using your credit card (at a small cost to you).

To register for DEFT payments, visit www.deft.com.au.

Simply contact your participating bank, credit union or building society to make a BPAY payment directly from your cheque or savings account.

- Payments made on a business day via BPAY will normally be credited to Bourkes' account the following business day
- It's a simple, quick and easy payment option
- 24 hours a day, seven days a week.
- A receipt number is issued after your payment has been successfully submitted.

Please don't get behind with your rent. It can get messy.

We maintain a strict policy regarding rent arrears, and will issue a default notice on the following business day after your rent should have been paid.

If your rental is unpaid after the due date we will remind you either by phone, email or send you an SMS message. On the 5th day if we have not received any communication from you and the rental remains unpaid we will issue you with a Termination Notice. We will proceed with the termination upon the expiry of the notice by making an application to the local court for possession if rental is not paid within this period of time.

You are required to pay your rent in advance, on or before the due date; not doing so may lead to an unfavorable rental reference or a listing on a national tenant's database, making it difficult to rent another property in the future.

Rent reviews

Unless a rent review date has been included in your fixed term lease agreement, the rent will not change during the tenancy. If you wish to renew the lease when the first period expires, there may be a rent review. If the rent is going to change you will be advised prior to signing a new lease.

If you are on a periodic tenancy, the rent may be increased at intervals of not less than six months and you will receive 60 days written notice of any proposed increase.

SO IT'S 11PM AND YOU'RE
DRIFTING OFF TO SLEEP.
ALL IS WELL UNTIL
SUDDENLY, YOU REALISE
THE RENT'S DUE.

TODAY.

REST EASY.

VISIT [BOURKES.COM.AU](https://www.bourkes.com.au) & LOG IN TO YOUR **RENTSTAR***
ACCOUNT FOR 24/7 ACCESS TO YOUR RENTAL
ACCOUNT & RESOURCES.

Your safety around the home.

Your safety in and around the property is of the highest priority. There are a number of situations that place you at risk and we urge you to contact us if you have a concern.

Some things to be aware of include:

- Exposed wiring.
- Gas smells.
- If you feel unsafe in the property for any reason.
- Damage to paving and pathways that could cause someone to trip.
- If you suspect that any plants in the garden are poisonous or that you may be allergic to them.
- If you need to clean a property with high ceilings or light fittings that are hard to reach, please do so with care and use the appropriate equipment.

Security

You are responsible for using all security provided with the premises. You should keep all security screens locked with the key at all times. Should you be broken into and all doors have not been locked securely, you'll be responsible for all replacement and repair costs. You will also need to ensure that all boundary gates are securely locked at all times.

Fire safety.

Heaters and fireplaces

When using a heater, ensure that combustible materials such as curtains and clothing are kept away. Use screens in front of open fireplaces and extinguish all flames and embers before going to bed or leaving the house.

Never leave children unattended around heaters or open fires.

In the kitchen

Never leave food unattended on the stove while cooking and take extra care when cooking with oils or fat. Don't wear loose clothing while cooking as it could catch alight when you reach over the stovetop.

If oils or fat catch alight while cooking, turn off the heat source and don't move the pan/pot. Cover with a lid or chopping board to starve the fire of oxygen. If you can't put the fire out, phone 000.

Around the home

Keep matches and cigarette lighters well out of the reach of children. Always ensure that cigarettes are extinguished before putting into a bin or garden.

Use candles with care. Keep them away from combustible materials such as curtains, clothing and paper. Always extinguish candles before going to sleep and supervise children and pets when using candles in the room. Do not leave candles unattended and do not place them directly onto any surface.

In the event of a fire, exit the property immediately and close doors behind you to stop the spread of fire. Smoke rises, so if there is a lot of smoke it will be easier to breathe if you stay low.

If someone's clothing catches fire, they should drop to the ground, cover their face and roll back and forth to extinguish the flames. Never beat the fire (i.e. with a blanket) as this will increase oxygen flow to the fire and cause it to flare up.

Strata titles have special rules.

If you are renting a strata-titled property, including a unit, apartment, villa, townhouse or duplex, there are some extra things that you need to be aware of. These include the by-laws of the complex and areas of common property or exclusive use.

What you can and can't do on common property.

Within the strata complex there will be areas of common property that the Leasing Manager would have pointed out to you when you inspected the home. There are several standard by-laws that relate to common property that all new tenants need to be aware of:

- You cannot transport furniture through an area of common property unless you have first given the strata council sufficient notice of your intention to do so.
- You are not permitted to use any part of an area of common property for your own purposes as a garden.
- You must not obstruct any person's lawful use of common property.
- You cannot permit any child of whom you have control to play on any area of common property or to remain

in an area of common property that could be dangerous to children (such as a laundry or car parking area) unless they are accompanied by an adult.

Parking

If your property has one or more allocated parking bays, you must ensure that you only use the bay(s) assigned to you. You cannot park a vehicle on any area of common property, or use a visitor car parking bay on a regular basis.

The Body Corporate may fine for non-compliance to parking rules. Tenants should remove all remotes from vehicles (if provided) and are fully responsible for all replacement costs and re-programming of gates should a remote be lost or stolen.

Your visitors

It is your responsibility to ensure that your visitors comply with the by-laws, including parking and their behaviour within common property areas.

Noise and disturbance

In the close-living situation of a strata complex, it is the right of every occupant to be able to use and enjoy their properties and areas of common property. Therefore excessive noise and inappropriate or offensive behaviour that disturbs other occupants is prohibited under the by-laws of the complex. All occupants must be adequately clothed when upon common property and are not permitted to dispose of rubbish, dirt or other material in an area of common property.

Pets. (Please pass this on to your animals.)

If your lease agreement permits you to have pets on the property, please bear in mind that this consent is limited to the pet that you have when you move in to the property. If you wish to get another pet, either in addition to or in place of the pet you had at the start of the tenancy, you will need to request permission from the owner. Owner's permission is required for any kind of pet: birds, fish or other animals.

Pet bond

If the owner has given permission for you to have a dog or cat on the premises, you will be required to pay an additional pet bond of \$260. This bond is for the purpose of fumigation (to eradicate fleas) after you vacate.

If you provide us with a receipt (from one of our approved contractors) showing that you have fumigated the property after vacating, the full amount of the pet bond will be refunded to you as soon as practicable. Alternatively, if we arrange for the property to be fumigated, we will provide you with a copy of the invoice and will refund to you the difference (if any) between the charges and the amount of your pet bond.

Any damage caused by the animal will be deducted from your security bond.

Insurance.

You are required to insure your own contents as the owner's insurance will not cover your possessions. If you have a waterbed, be aware that insurance does not usually cover damage caused by the escape of water from a waterbed.

Owner's insurance

You should not do anything, or bring anything onto the property, that will adversely affect the Owner's insurance policy, premiums or ability to make a claim. If the Owner elects to claim on their insurance for damage or repairs that were caused by you or by your visitors, the Owner may require you to pay the excess for the claim.

SECTION TWO /

MAINTENANCE: WHO LOOKS AFTER WHAT

Owner's responsibilities.

The owner is required to hand the property over to you in a good state of cleanliness and repair. If you have any concerns at the beginning of the tenancy, notify your Property Manager as soon as possible so that the matter can be rectified.

The owner is responsible for the maintenance of the property, including the structure and any appliances that are part of the tenancy (provided repairs are not needed because of negligence or misuse on your part).

Your responsibilities.

You are responsible for maintaining the property in generally the same condition as when you moved in, and for basic household maintenance such as gardening, cleaning and changing light globes. If there are repairs required of a more substantial nature, then please send us a request for maintenance.

In the event of an emergency that could be dangerous and has to be fixed immediately, please contact your Property Manager by mobile phone and follow up via email.

You must also notify your Property Manager of any repairs required at the property, including any appliances that are included in the lease. Prior to each routine inspection, use the opportunity to advise us of any items or areas that you believe require attention. We can then arrange repairs if necessary.

Damage and disrepair

You are liable to pay for damage or repairs that are necessary as a result of any action by you or by your visitors to the property. You must report any damage to us within three days of it occurring. Failing to report damage is a breach of your lease agreement.

Swimming pools and spas

You must ensure that swimming pools and spas remain in the same condition as when you moved in, and it is your responsibility to supply the appropriate chemicals for the duration of the lease. If the owner has supplied a quantity of chemicals at the beginning of the lease, you must leave a comparable quantity at the end of the lease.

Professionals are available to instruct you in the care and maintenance if you are unsure. You may also wish to organise regular service. Your water filter will need very regular cleaning - frequency will depend on type of filter. Please ask us. Salt cells need monthly cleaning. Your water has been professionally tested and balanced at the commencement of your lease. You are required to provide the same report to us at the completion of the tenancy of the correct water balance and confirmation that the equipment is clean and in good condition, prior to the release of the bond.

You cannot drain the pool without the owner's consent. While you are renting the property you are also required to adhere to regulations regarding pools. Please ensure that the gate is kept closed when not in use and contact us immediately if you believe there are any safety issues regarding the pool or spa.

Pool / Spa fencing

Fencing, gate access and self closers on doors legally required. These items are compliant with certification at tenancy commencement and it is the tenants' responsibility to ensure these are maintained. Nothing is to be changed, disconnected or adjusted. Items are not to be placed within 1.5 metres of any fencing. The tenant will be financially and legally responsible for any costs

and injuries should they interfere with these items, and you must immediately report any faulty equipment providing security to the pool/spa.

Locks and keys

You are not allowed to install or change locks without the owner's consent. If you lose your keys or lock yourself out of the house, keys may be collected from our office during business hours. If it is outside of normal business hours you will need to call a locksmith to let you into the house. The cost of the locksmith will be your responsibility. If you lose your keys and wish to have the locks changed, please discuss this with the Property Manager who can consult with the owner.

Light globes

All globes should be working when you move in to the property. You are responsible for replacing globes throughout the tenancy and for ensuring that all light fittings have a working globe in them when you vacate.

Replacement globes must be suitable for the light fitting. Do not replace globes on a dimmer light switch fitting with ordinary globes as this will damage the light fitting.

If you have fluorescent tubes that are starting to flicker or have stopped working, you will usually need to replace both the tube and the starter. With the light switch turned off, twist and pull to remove the tube. The starter is usually fixed like a bayonet light bulb, push and twist to remove. Place a new starter in first, followed by the new tube.

Replacing tap washers

Please advise us of dripping taps or suspected worn washers so that we can arrange for a tradesperson to fix them.

If things need fixing, call us.

You are not authorised to undertake any maintenance on the property yourself.

Maintenance requests are categorised as either routine, priority or urgent. Our property management team work to ensure that all maintenance requests are responded to depending on the urgency of the problem.

For routine and priority maintenance, you **MUST** notify us in writing, either by posting, emailing or faxing our office.

Routine maintenance

Routine maintenance includes such items as:

- Hot water system not working properly
- Appliances not working properly (if included as part of the tenancy)
- Doors or cupboard doors sticking or becoming loose

Priority maintenance

Priority items may include:

- Small leak in roof or appearance of water stain on ceiling
- Cracked or broken floorboards
- Damage to fence
- Broken hot water system

For priority maintenance items you are required to give us notice in writing, detailing the problem. You may wish to phone our office for advice on whether the problem is priority or urgent. A photo of the issue is always useful for us.

Urgent maintenance

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

- Major roof leak
- Gas leak or electrical fault
- Burst water pipe

If you consider a problem to require immediate action, please phone our office during business hours or the Property Manager after hours. Should you not be able to reach your property manager, you can call the appropriate tradesman on your “Emergency Contacts List”. Your lease agreement does not allow you to authorise repairs yourself however you can be assured of our prompt response to your situation.

Common maintenance problems. And how to fix them.

No electricity

Check fuses and safety switch located in the electrical meter box. If the safety switch has tripped, reset it. If it trips again, turn off all power points and unplug your appliances. Begin plugging in appliances one by one to find out which one is tripping the switch. If the appliance belongs to you, the repairs are your responsibility. If the appliance belongs to the owner, contact your Property Manager who will arrange repairs.

If you cannot restore power after you have checked the fuses and safety switch, check if your neighbour has power. If they do not, Western Power will be able to advise you if there are any faults in the area. Phone the Western Power fault line on 13 13 51 (24 hour emergency line). If you have completed all checks and cannot find the cause of the problem, contact your Property Manager.

Hot water systems

If you experience problems with a gas hot water system, check that the pilot light has not gone out. There should be instructions on the system for relighting the pilot light. You can also adjust the temperature of the water; again, check the instructions.

Some electric hot water systems need topping up every few months. If your system has this facility, there will be a filler valve on the side of the system, lift the lever until water flows from the overflow. For any other problems with electric hot water systems, contact your Property Manager.

Ovens/stoves/cook tops

Refer to the manual (if provided) for initial troubleshooting. If you cannot fix the problem or it is not referred to in the manual, contact your Property Manager.

Washing machines and dryers

For washing machines, check the hot and cold water connection hoses and taps before calling to report a problem. Dryers will need to have the lint filter cleaned often, generally after each use. If the washing machine/dryer belongs to you, any maintenance is your responsibility. If they belong to the owner and you have checked the manual (if provided), contact your Property Manager to arrange repairs.

Blocked sinks and drains

For bathroom sinks and showers, the drain cover can often be lifted up to assist with the removal of blockages.

Use a drain cleaner such as Drano crystals or liquid. Follow the instructions and use with care as the product is corrosive. Wear gloves and ensure that the room is well-ventilated. If there is a recurring problem with blocked sinks or drains, please advise us in writing.

Cleaning. The inside job.

In general, you need to keep the property clean and minimise the risk of pests or vermin becoming a problem. This applies to all areas of the property including walls, ceilings, doors, windows and light fittings.

Airconditioning and appliances

Regular cleaning of fans and air-conditioning filters will increase effectiveness and reduce electricity costs. Filters start blocking airflow after only 60 hours of operation, so frequent cleaning is necessary. Fan blades need cleaning on a monthly basis, as do air conditioner filters, clothes dryers and washing machine filters. If you are unable to remove any of these filters, please ask us. Any call out by a technician deemed due to clogging of filters will be at the tenant's expense. All stainless steel appliances are to be cleaned - a special cleaner is available from your supermarket.

Carpets

Regular vacuuming will slow down wear and tear and prevent everyday dirt from causing damage. Vacuum at least once a week or more frequently for heavier traffic areas. We suggest using protective mats and floor covering protectors under home office chairs and any heavy furniture.

Carpets must be professionally cleaned at the end of the tenancy. However, if your tenancy is for a period longer than 12 months, you may wish to have the carpets cleaned every 12-18 months to maintain them in good condition.

Treat spills as soon as they occur to avoid staining. Follow these steps:

- Remove as much of the spilled matter as you can.

- Blot liquids with a clean white towel or paper towel.
- Apply carpet cleaner as directed on the label. Apply to a towel first then blot on to the carpet. Work from the outside of the spill in towards the centre.
- Rinse with a small amount of water (do not use hot water) and blot dry.

Contact our recommended carpet cleaner on the following business day to have the area/room professionally cleaned.

Timber floors

Although timber floors allow you to avoid some of the work involved in maintaining carpets, they still require some care.

Use protective floor mats and floor covering protectors under office chairs and heavy furniture to avoid wear on floors. An inexpensive option is to purchase some thick felt and cut pieces to suit the legs/feet of your furniture. Sweep often and mop floors as required to avoid damage to the polished surface. Only use minimal water when washing timber floors – if the polish is thin in any areas excess water can seep through and significantly damage the timber. If you notice any areas where the polish is already worn, notify your Property Manager so that it can be assessed and any necessary action taken to avoid damage to the timber.

Vinyl flooring

Sweep often and wash as required. Use eucalyptus oil, white spirit or turpentine to remove scuff marks from vinyl floors. Avoid using cleaning products containing ammonia as these break down the flooring and cause cracks.

CLEAN DOESN'T HAVE TO MEAN TOXIC.

In fact, many would say cleaning your home with toxic chemical cleaners is only making the problem worse - for your health, the environment and your hip pocket.

Simple everyday household items can double as effective cleaners and leave you with a clean conscience as well. Here's a few we've been told about and you can no doubt Google to get heaps more and your dilution ratios correct.

BAKING SODA (SODIUM BICARBONATE)

Gritty scrubber, great reactor with acids like lemon and vinegar to slough dirt off.

BORAX

Disinfects, whitens and deodorizes. Good on tubs and tiles.

WHITE VINEGAR

Disinfects and loosens dirt. Dilute with water and use on windows, wooden floors.

LEMON JUICE

Disinfects, cuts through grease.

OLIVE OIL

Picks up dirt, polishes wood.

WASHING SODA (SODIUM CARBONATE)

A caustic cleaner, stain remover and laundry supplement.

EUCALYPTUS, TEA TREE & LAVENDER

Disinfectant and antibacterial.

INDOOR PLANTS

Filter the air naturally and provide oxygen!

* Even though these cleaners are much healthier, don't leave them lying around for children or pets to contact.

Tiles

Wash ceramic tiles with mild detergent and warm water, avoid products containing ammonia.

Marble and granite

Sweep often to avoid scratches from dirt or sand. Wash with a damp mop using detergent and warm water. Avoid acid-based cleaners. Attend to spills immediately. For coffee, tea or wine stains, rub half a cut lemon that has been dipped in borax powder over the stain, or try a paste of bicarbonate of soda and water, then wipe over with a damp cloth.

For oil and grease stains on unpolished marble, rub some cornflour onto the area and leave for several hours, then wipe off with a damp cloth.

Electrical equipment

Any equipment that is not working when you move in should be reported to your Property Manager immediately. If you experience problems with any equipment during your tenancy, there are a few things to check before reporting it to us for maintenance. Please refer to our maintenance and repairs section.

Ovens and stoves must be kept clean and used in accordance with the product manual (if provided).

If a washing machine/dryer is provided with your tenancy, clean the filters in each machine regularly and ensure that dryers are adequately ventilated.

Bathrooms

Bathrooms need to be kept well-ventilated. Regularly open the window for a period of time if possible, and always turn on the fan when showering. Fan covers need to be cleaned when they get dusty. If the cover has become sticky,

wash with dishwashing liquid and hot water, using a scourer if necessary.

Wipe down surfaces regularly to avoid mould growth. If mould does develop, use a product such as Exit Mould. Avoid contact with skin and if spraying on the ceiling or other high areas, protect your eyes by wearing glasses.

Stains on basins and baths from dripping taps can be removed with a cream cleanser or a paste of borax and lemon juice.

If the bathroom has a metal showerhead that has become blocked, place the showerhead in a saucepan with 1 part white vinegar and 8 parts boiling water and simmer for about 15 minutes.

Kitchen

Keeping pantry foods in containers will help to prevent infestations of pests such as weevils and mice. Flours can be kept in their paper bags in the freezer.

Ovens, grills and range-hoods should be wiped down often to avoid a build-up of grime.

Termites / White Ants

Termites are common in Western Australia and frequently occur internally. Look for their tell-tale dirt tracks. Please do not wipe off any dirt tracks without first referring to your Property Manager. If termites are present, we will arrange to have them treated as quickly as possible.

REQUEST FOR MAINTENANCE

Please scan or photocopy this form BEFORE you fill it out. Do not remove this form from the booklet. Our property management team work to ensure that all maintenance requests are responded to depending on the urgency of the problem. You may wish to phone our office for advice on whether the problem is priority or urgent. Note: fields marked with a **bold** label are required to submit this form.

My property needs (tick one) **Routine Maintenance** **Priority Maintenance** **Unsure**

YOUR DETAILS

Date:

Tenant's Name:

Street:

Suburb:

State:

Postcode:

Phone (Home):

Phone (Work):

Mobile:

Email:

MAINTENANCE DETAILS

Name of Property Manager:

Repairs required: Please provide us as much detail as possible about your repair requests.

ACCESS FOR TRADESPERSON

- ☒ Use the Agency's key
- ☒ Call to arrange access

Please fax a your completed form to: 08 9474 2549
or mail a copy to to: Bourkes Property Management
272 Canning Hwy Como WA 6152
or email your property manager:
An electronic version of this form can be downloaded
from our website at www.bourkes.com.au.



BOURKES

sales / auctions / property management

The great outdoors.

Keep courtyards, gardens and pathways free from weeds and rubbish. Sweep verandahs and courtyards often to avoid dirt being brought in to the house.

Remove cobwebs from under eaves and around light fittings. If you have a pet, avoid them scratching on the back door or on fly-screens.

Lawns and gardens

You are responsible for keeping gardens and lawns (including reticulation if applicable) in the same condition as when you moved in. The most important step is to water regularly on your allocated watering days.

Do not park or drive on lawns with reticulation as you will be liable for replacing any broken sprinklers as a result. For all reticulation, try to keep sand out of the sprinklers and fix broken sprinklers as soon as possible to avoid water wastage.

Any garden equipment belonging to the owner should be stored away from rain. If at any time you need to use potting mix or chemicals such as fertiliser, please take precautions to avoid contact with skin and eyes.

Weeding and fertilising

Routinely remove weeds from garden beds and pathways. Ensure that you protect yourself when weeding by kneeling on a mat or folded towel, keep your spine in an 'S' position (avoid too much weight or pressure on your back, don't lean over too far) and take regular breaks.

Lawns can be weeded by hand or by using a product such as *Weed 'n' Feed* at the end of winter and in summer. If using *Weed 'n' Feed*, don't let pets onto

the lawn until it is dry and ensure that they don't eat any of the grass for a week after fertilising.

Water the lawn well before and after fertilising. Apply the fertiliser as evenly as possible, and wear gloves if spreading by hand.

Other plants may need fertilising from time to time. Use one that is specific to the plant. For pot plants and hanging baskets, a slow release fertiliser is best.

Pruning

You may not remove or cut down any plants or trees. However, if you have a valid reason to believe plants or trees should be removed, ask your Property Manager who will discuss the matter with the owner.

Rubbish

Rubbish must always be placed in proper bins provided - not bags or boxes. These inspections are very thorough. Call the City Council for rubbish clearance days in your area.

SECTION THREE /

CONTRACTS & LEGALITIES

Your tenancy agreement.

You were given a copy of your lease agreement when you signed the documentation and received the keys to the property. If you believe that you have not received all of the relevant information, please contact us as soon as possible.

The Property Condition Report.

The Property Condition Report (PCR) records the condition of the property when you move in and is checked at the final inspection to ensure you leave the property in the same condition.

Digital photographs form part of the PCR, providing a comprehensive report on the condition of the premises when you start your tenancy.

The PCR will be given to you either at the time of signing the lease agreement or within seven (7) days of the commencement of your tenancy. You then have seven (7) days to review this report and return one copy to our office with any comments, retaining the other copy for your records. This is absolutely vital in order to avoid any possible disputes about the condition of the property when you vacate.

If there is any damage, excessive wear and tear or items needing repair that have not been included on the Property Condition Report when you receive it, be sure to list them on the form when you return it or you may be held liable at the end of the tenancy.

Sizeable amendments need to be discussed with your Property Manager by appointment and a joint inspection will be arranged. Should you not return this report within 7 days, the original report as signed at the commencement of the tenancy is taken as true and

correct and it will be used to conduct the outgoing inspection on your vacation. Maintenance needs are not to be included on this report – use a specific Request for Maintenance form for all maintenance reports and needs.

Inventory report.

If you are leasing a furnished property, an inventory report will be completed as well as the PCR. The inventory report is a comprehensive list of the items included in the lease and of their condition. You will be provided with two copies of the inventory report when signing your lease, and you are required to review the report, sign it and return one copy to us within seven (7) days, retaining the other copy for your records.

Broken promises.

If you have requested and the owner has agreed to repair or replace any items, you will be provided with written confirmation of the details (as part of your lease agreement) and they will be noted on the PCR at the beginning of the tenancy.

If you believe that an agreement was made but no comment to that effect has been included on your PCR, please contact your Property Manager as soon as you receive the Report.

The security bond.

When signing your lease you will be required to pay a bond equal to four weeks rent. Bond is not to be confused with rent and cannot be used as such.

We lodge it with the bond administrator.

When you pay your bond, you will be issued with a receipt. We will lodge the bond with the Department of Commerce's Bond Administrator on the

next business day. The names of all tenants who will be living at the property need to be listed on the lodgment form provided to the Bond Administrator. The Bond Administrator will send a Form 1 (Record of payment of the Security Bond certificate) to you. We suggest you keep this with your lease documentation.

Change of ownership or tenants

If at any time during the tenancy a change occurs either with ownership of the property, the property management company or change in one or more of the tenants of the property, a Form 9 (*Change of Ownership/Property Management form*) must be completed.

The Form 9 can also be used if there is a change of one or more of the tenants. An incoming tenant can pay an outgoing tenant their share, and the Form 9 can be submitted so that the new tenant receives their bond back at the end of the tenancy.

Return of your bond. How it all works.

At the end of the tenancy, your bond will not be released until a final inspection of the property is carried out. We will conduct the final inspection as soon as possible after you return all of the keys to our office, usually within two business days. If the property is generally in the same condition and clean as it was at the beginning of the tenancy, the bond disposal form will be sent to you without delay.

To enable the property to be re-let quickly, it may not always be possible for you to return in order to correct any areas requiring further attention. If further cleaning is required we will use a professional cleaner and deduct the cost from your bond. To avoid this, a Cleaning

Checklist will be sent to you prior to vacating the premises, advising you of what the Property Manager will be checking at the final inspection.

A Form 4 (*Joint Application for Disposal of Security Bond*) must be completed and signed by all tenants and a representative of our company and sent to the Bond Administrator.

If there are any deductions against the bond (for cleaning, water usage, damage or rental arrears), the amount to be returned to you will need to be agreed upon before any monies can be released by the Bond Administrator. If you do not agree with the amounts claimed, please discuss this with the Property Manager in the first instance. If an agreement cannot be reached, it may be necessary to make an application to the Local Court for the disposal of the bond to have the matter examined by a magistrate. Your Property Manager can give you more information on this.

Outstanding rent.

At the end of the tenancy, any unpaid rent will be deducted from the bond before it is returned to you. You cannot stop paying rent with the view that it will be taken out of the bond, even if it is almost the end of the tenancy as this is an offence under the Residential Tenancies Act. The penalty to do so under The Residential Tenancy Act is \$1000.

Sub-letting. (You can always ask.)

You cannot sub-let (have other people living at the property who are not listed on the lease agreement) without the owner's prior written consent. This does not apply to visitors who may stay with you for short periods of time.

If you wish to sub-let, please contact your Property Manager. The person who wishes to move in will be required to fill out an application form and provide identification and supporting documentation in the same manner as is normally required for a tenancy application. One of our Property Managers will assess the application and will forward your request to sub-let to the owner.

All good things must come to an end.

If you wish to sign a new lease

Your Property Manager will contact you near the end of the tenancy to discuss signing a new lease. You will be advised if there will be a rent review and if the rent is going to change you will be advised of the new rental amount prior to signing a new lease.

Expiry of a fixed term tenancy

Unless a new lease is signed or you vacate the property prior to or on the date of expiry of the lease agreement, a fixed term tenancy continues on after its expiry. It continues on the same terms and conditions as the original lease however it becomes a periodic tenancy.

In order for all parties, tenants and owners, to be sure of their situation, we endeavour to have tenants sign a new lease at the expiration of the original one, rather than have the lease roll over to a periodic agreement.

We will contact you prior to the expiration of your lease to discuss your options with you. If you know that you do not wish to renew the lease and will be leaving the property, we ask that you advise us as soon as possible and at least 30 days before the expiry of the fixed term lease.

Ending a fixed term tenancy before the expiry date

A fixed term tenancy cannot be ended before its expiry date unless there is agreement between the tenant and the owner. Generally, in order for the owner to agree to early termination of the lease agreement, the tenant is required to pay the owner's costs to find a new tenant as well as rent until the property is re-let.

If you wish to break your lease, you can expect to pay some or all of the following costs:

- Rent until the property is re-let.
- Advertising costs to re-let the property.
- The unused portion of the owner's letting fee.
- Costs for a Final Bond Inspection including GST.

You will be required to maintain the property until it is re-let, including care of the property and gardens and maintaining the supply of services such as power to the property.

Breaking your lease can be a costly experience and we encourage you to contact the Property Manager to discuss your options should you feel that you are unable to continue with the lease.

Ending a periodic tenancy

You can end a periodic tenancy without having to give a reason, however you need to give at least 21 days notice (in writing). The Owner may end a periodic tenancy by giving you at least 60 days notice in writing. The Owner does not have to provide a reason for the termination.

The background consists of several overlapping, semi-transparent geometric shapes in various shades of pink, magenta, and purple. The shapes are primarily triangles and polygons, creating a layered, abstract composition. The colors range from light, pale pinks to deep, rich purples and magentas. The overall effect is modern and artistic.

SECTION FOUR /

MOVING OUT

Get started early if you intend to vacate the property. Packing often takes longer than anticipated and if you are behind schedule you will cause yourself undue stress and extra costs. Please refer to page 21 for information on how your security bond is returned to you.

2 weeks before.

- Make a list of everyone that you need to inform of your new address. When you get new mail in the next two weeks, check that the sender is on your list.
- Fill out a Mail Redirection Form with Australia Post. This will ensure that any mail from people you haven't notified will still reach you.
- For all milk, newspaper or other deliveries, notify the business of when you want the service cancelled and pay the bill up to this date.
- Contact your utility providers (telephone, power, gas) and inform them of your moving date so that final readings can be carried out. Arrange for these services to be connected in your new home.
- Book moving trucks or let friends who have offered to help know the date that you will be moving.
- Make a booking with an approved carpet cleaner when you know when the property will be vacant.

1 week before.

- Get all the boxes, tape etc. that you will need and begin packing anything that won't be needed in the next week.
- Return all library books, rented videos or other borrowed items
- Weed the gardens and tidy the exterior of the property.

Moving day checklist.

Following this checklist will help to ensure that you are refunded your bond in full and without delay. Read through the Property Condition Report that you received at the beginning of the tenancy to make sure that the condition of the property is generally the same (taking into consideration fair wear and tear). Some of these items can be attended to prior to your moving day to save time, but make sure you won't end up having to clean things twice if they get dirty during the move.

Interior

- All doors, walls, ceilings, floors, skirting boards, and window ledges and tracks must be washed and all marks, cobwebs, finger marks and dust removed.
- Clean windows inside and out and be sure to leave them streak-free.
- Don't remove picture hooks from walls unless you have put them in and are required to remove them at the end of the tenancy. If this is the case you will also be required to repair and repaint the wall to its original condition.
- Clean cupboards inside and out.
- Clean light fittings and replace any missing or broken bulbs.
- Curtains and blinds must be cleaned. Rubber-backed curtains must be dry-cleaned and blinds must be in good working order.

- Carpets must be professionally steam cleaned and the receipt for this forwarded to your Property Manager in order to receive a refund of your bond.
- Clean all fixtures and fittings in bathrooms and kitchens, including exhaust fans, mirrors, drawers and drains.
- Thoroughly clean all parts of the oven, including racks, stove top, grill, element rings and also the range-hood and behind the stove.
- Sinks must be cleaned and if the property has a dishwasher this must be cleaned thoroughly inside and out.
- Remove scuff marks from tiled and vinyl floors.
- Clean all ceiling fans and air-conditioners if fitted.
- Clean wardrobes if applicable.

Exterior

- Remove all rubbish from the yard and sweep pathways.
- Clean any oil stains on the driveway or other areas.
- Mow lawns, including trimming the edges, and weed garden beds and pathways.
- Remove all cobwebs.
- Clean out carports/garages and clean the walls, ceilings, floor and doors.
- Repair or replace torn fly-screens.
- Replace any broken sprinklers.

Keys.

Your tenancy does not terminate until all keys and remotes to your property are returned to Bourkes. You are responsible for rent until all keys are returned. If you change locks at any time, or use a padlock, a spare key must be given to our office.

WE'VE BEEN YOUR NEIGHBOURS FOR OVER 30 YEARS.

If you know South Perth and surrounding suburbs, then the name Bourkes is a familiar sight. We've been involved in residential sales and property management in the area since 1988.

If you live further afield then you've probably heard of our man at the helm, real estate veteran, Alan Bourke. He's been in the business since 1980. Since that time, he's sold countless properties and helped thousands of clients make the most of the Perth property market.

Alan is also an experienced auctioneer and holds regular seminars for clients and industry groups on the benefits of real estate investing.

At Bourkes, you'll find only dedicated, hard-working professionals who are ready to help you buy, sell, rent or lease. Plus an unbeatable level of local knowledge, expertise and insight.

Whether you're buying, selling, leasing or renting a property, we believe it should be an exciting and, above all, enjoyable time.

Whatever we can do for you, we're sure you'll enjoy the experience.

Also by Bourkes:

*Understanding the Basics
of Real Estate Investing*

Open House:

*The complete guide to
selling your home*

Nest Egg:

*The investor's guide to
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FIRST OF ALL, I CHOOSE
THE GREAT ROLES, AND
IF NONE OF THESE COME,
I CHOOSE THE MEDIOCRE
ONES, AND IF THEY DON'T
COME, I CHOOSE THE
ONES THAT PAY THE RENT.

MICHAEL CAINE

Speaking of great roles, ours is to keep you and your landlord happy. And don't we all love a happy landlord. So we've compiled this guide to show you how you're meant to rent. It takes you from moving in to moving out and everything in between.

Visit our website for more at
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