

TENANCY HANDBOOK



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Rental payments

Rental Payments - rent must be paid fortnightly and in advance at all times. Rent can be paid weekly by prior arrangement and always in advance.

Rental Arrears - At Key2 Property we have zero tolerance to late rental payments. If a rental payment is going to be late, the tenant must advise Key2 Property prior to being contacted by the property manager. If a payment is 24 hours late, a property manager will contact the tenant to discuss. If a payment is two business days late the tenant will be automatically issued with a notice to vacate at the end of the notice period. If the rent is not returned to being fortnightly in advance, the eviction will proceed.

As part of a lease agreement, tenants are required to pay invoices associated with the property such as water usage. When an invoice is received, it must be paid by the due date.

During your tenancy

General Repairs - Key2 Property require all general maintenance requests to be reported in writing to the property manager, by letter, via the maintenance request form online or via email.

Emergency Repairs - Emergency repairs are when major damage occurs or when an essential service has stopped working. For example:

- A burst hot water cylinder
- Flooding
- Sewerage overflow
- An electrical fault that may cause electrocution
- Cooking facilities not working
- Heating facilities not working
- Faults or damages that cause a house to be unsafe

In the event of an emergency the tenant must phone our office immediately on 0409 760 313.

In the event of lost keys, it is the tenants responsibility to have the house re-keyed and a set of keys supplied to Key2 Property. This is at the tenants expense. In the event of being locked out of the house, it is the tenants responsibility to have the house unlocked at the tenants expense.

Rent Reviews - Rent reviews will be completed annually and a tenant will be given 60 days notice prior to any increase.

Routine Inspections - Key2 Property complete routine inspection every 3 months. A tenant will be notified three days prior to the inspection. The property manager will supply the tenant with a checklist at each inspection. The tenant should complete the form and leave it prominently in the kitchen for collection. Inspections are carried out to report any maintenance issues to the owner, to check for general cleanliness and assess any damages. During the inspection the property manager will take photos of the property. If a tenant has items they do not want to be photographed, they need to advise the property manager. Each inspection will take approximately 20 minutes. The property manager will have keys to the property if the tenant is not home at the assigned time.

Lease Renewals - Provided rental payments have been on time and property has been well kept a tenant can usually expect to receive a lease renewal. This will be at the discretion of the owner and is subject to mutual agreement.

Landlord Contact - Should a tenant receive any correspondence addressed to the landlord, it should be forwarded to our office as soon as is practical.

Change of Circumstances - If there are any relevant changes to the tenant's personal circumstances the tenant should notify Key2 Property.

Inside the property

Misplaced Keys - It is the tenant's responsibility to manage the property keys. If there are any circumstances where keys are lost it is the responsibility of the tenant to ensure they are replaced. If the tenant misplaces keys after hours, they may call a locksmith to assist opening the property. This is at the tenant's expense. The keys supplied at the beginning of the tenancy must be returned with any keys that have been cut during the course of the tenancy. If any keys are missing, the locks will be changed and the tenant will be charged accordingly.

Property Damage - If property damage occurs, the tenant will be obliged to inform the property manager immediately or on the next business day if the damage occurs on a weekend or public holiday. If the damage has occurred through tenant fault the cost of repairs will be payable by the tenant.

Fair Wear and Tear - Damage is not classed as fair wear and tear, the tenant must seek advice from the property manager for clarification. Photos are kept as a reference guide for this instance.

Noise Disruption - Tenants must not interfere with the reasonable peace, comfort and privacy of the neighbours. Loud music, parties or disturbances to the neighbours are not permitted.

Heating - If the heater stops working, the tenant should follow our maintenance guidelines and contact the office for repair.

No Smoking Policy - Every property managed by Key2 Property is strictly no smoking. Tenants are not permitted to smoke inside the property at any stage. If smoking outside, a tenant or their guests must be at least 3 metres from doorways. All cigarette butts must be disposed of responsibly.

Fireplaces - If a wood heater is supplied, the tenant must supply their own wood to burn and it must be dry firewood not green. The tenant must arrange for the chimney to be swept at the end of winter annually.

Smoke Alarms - The property manager must be advised immediately if the smoke alarm stops working or if it is beeping. Smoke alarms are required to be serviced annually and the tenant must allow access to the tradesperson to complete the service when requested.

Picture Hooks—A tenant must not put any picture hooks on the walls without the approval of the owner. A request for picture hooks can be made in writing to the owner via the property manager.

Pets - If a tenant has been approved with an existing pet, the lease agreement and the requirements of reasonable pet ownership as per the council legislation apply:

1. Pet droppings –must be removed from gardens, lawns and any other areas and placed in a bin. They are not to be buried on the property.
2. Dog urine – Clean where a pet urinates.
3. Dog stains – Where a dog lies will result in an oil-like stain. Clean this area regularly.
4. Claw or chewing damage – check screen doors, windows, curtains, flyscreens and posts etc. Damage will be required to be fixed.
5. Pet hair –ensure all visible hair is removed.
6. Fumigation – Once a tenant vacates a property, all odours must be removed and the property fumigated professionally with receipts provided.

Carpet Cleaning - Regular vacuuming will keep carpet in good condition. Upon vacating the tenant is required to arrange professional steam cleaning of the carpets. A receipt is required to be supplied to Key2 Property.

Heaters - Refer to the tenancy agreement and the user manual for correct use of heaters and their maintenance. If maintenance is required, the tenant should complete a maintenance request form. Regular cleaning of heater will ensure the heater remains in good working order.

Ovens and Cook Tops - Refer to the tenancy agreement and the user manual for correct use of ovens and cooktops and their maintenance. If maintenance is required, the tenant should

complete a maintenance request form. Regular cleaning of food stuff and grime build-up will ensure these appliances remain in good working order.

Dishwashers - Refer to the tenancy agreement and the user manual for correct use of dishwashers and their maintenance. If maintenance is required, the tenant should complete a maintenance request form. Regular cleaning of food stuff and grime build-up will ensure the appliance remains in good working order.

Light Fittings - It is an owner's responsibility to replace blown light fittings (not light bulbs). If maintenance is required the tenant should complete a maintenance request form.

Exhaust Fans and Range Hoods - The tenant must always use an exhaust fan or rangehoods when cooking or using the bathroom as this will help prevent mould and moisture problems. If maintenance is required, the tenant should complete a maintenance request form. Regular cleaning of the filters will ensure the fans remain in good working order.

Wet Areas

Shower screens - If there are any breakages or damages the tenant should report the issue to our office immediately.

Shower Curtains - Regular cleaning a shower curtain will keep it free from mould.

Drains - The tenant should be mindful of waste into the drains to prevent build up and blockages.

Loose tiles - The tenant should report cracked or broken tiles via a maintenance request form.

Leaking taps - A tenant is responsible for the replacement of tap washers. If the leak is from another fault, a maintenance request form is required.

Leaking toilet - A maintenance request form should be completed.

Hot water cylinders - The tenant must contact the office immediately if the hot water cylinder is leaking or not working.

Outside the property

Weeding - Is the responsibility of the tenant to maintain the property as per the incoming condition report.

Shrubs - Small shrubs are the responsibility of the tenant to maintain and keep under control. Any speciality plants (roses, fruit trees) are to be maintained by the owner and we will arrange appropriate maintenance during a tenancy.

Lawns - Tenants are required to mow the lawns and edge as per the incoming condition report.

Rubbish - It is the responsibility of the tenant to ensure rubbish does not accumulate at the property and that the bins provided at the start of the tenancy are used in accordance with

local council guidelines. Any rubbish left at the property after vacating will be removed and the tenant invoiced accordingly.

Oil Leaks – Any cars parked on driveways, in carports or garages must have drip trays placed under them if they leak. Should oil drips occur at any time they must be cleaned up immediately to prevent staining. Permanent staining from oil will result in compensation charged to the tenant.

Parking – Cars are only permitted to park in designated parking areas at the property not on lawns, gardens or the nature strips. Any damage caused to these areas due to parking will be rectified and charged to the tenant.

Safety and electrical

Heating and Power Usage – In Tasmania we experience cold weather. Tips to staying warm cost effectively:

- Use door snakes at external doors to stop draughts
- Close curtains or blinds in the evening and let the sunlight in during the day
- Wash clothes in cold water
- Only use a clothes dryer as a last resort
- Turn lights off when not in that room
- When not using appliances turn the power points off
- Put a jumper on. Try and keep the house around 18-21 degrees

Smoke alarms –Smoke alarm will be serviced annually. Allow access to trades people to complete this. If at any time there is problems with the smoke alarm, the tenant must fill in a maintenance request form.

Power points and wiring – If a tenant finds a faulty power point or exposed wire they MUST NOT use the power point and report faulty area on a maintenance request form immediately.

Windows –Be careful around windows and glass doors. In the event of a breakage,the tenant must notify the office immediately and await instructions. DO NOT handle broken glass.

Vacating the property

Notice in writing – If a tenant intends to vacate a property at the end of the lease, 14 days notice in writing must be given.

Breaking a lease – Should a tenant choose to break a lease, they are required to notify Key2 Property in writing. The tenant will be required to pay associated costs and rent until a new, suitable tenant is secured for the property. The tenant is welcome to advertise and show

prospective tenants through the property or Key2 Property staff can do this. Please discuss options with your property manager.

Bond claims – Once a bond inspection has been completed (within 3 business days of keys being handed back to the office) and relevant cleaning receipts have been supplied to the office, a tenant will be supplied with a bond claim form. The tenant is required to complete and sign the form. Key2 Property will then lodge this form with the Rental Deposit Authority (RDA) for processing of the return.

Outstanding monies – Prior to vacating, all outstanding monies must be paid to the office. If there are monies outstanding they will be deducted from the bond.

Damages – Upon vacating if there are any damages to the property that have not been reported prior to vacating, the property manager will arrange repairs and the tenant will be charged accordingly.

Evictions – Will take place in the following situations and may result in court action.

- Non-payment of rent
- Damages
- Breaches of the Residential Tenancy Act as per the lease agreement
- Family violence orders