

# RENTING INFORMATION

## OFFICE HOURS

The property managers are available Monday to Friday 9.00am to 5.00 pm.

## PAYMENT OF RENT

At the time of signing your lease you will be given details of methods for payment of rent. For your convenience we accept payment of rental by DEFT, BPAY, Funds transfer through internet banking, and personal cheques. WE DO NOT ACCEPT CASH.

Please quote the appropriate reference numbers we have given you, to make sure rents received from you are credited to you. Receipts will be posted for all rents received. Please allow 5 working days to receive your receipt in the mail. Please check your receipts.

## RENT ARREARS

Failure to pay rent in advance on time will result in a Termination Notice being issued and may also result in your name being listed as a defaulter.

## PAYMENT OF WATER USAGE

Where the property is separately metered (this applies to houses and some townhouses) you will be billed for actual water usage as charged on the water rates notice.

Accounts will be sent quarterly and should be paid to this office IN THE SAME WAY YOU PAY RENT.

NB: Please do not pay your water usage direct to Sydney Water.

## DISHONoured CHEQUES

If payment a payment for rental is dishonoured a fee of \$20.00 will apply.

## PREMISES CONDITION REPORT

This report is your protection when you vacate. We have filled out a condition report for the premises to record the cleanliness, general condition and working order of each item applicable on the report when the tenancy begins. You will receive two copies (blue and yellow) at the time of signing your lease.

Please read the instructions on “how to complete” information on the first page. You should carefully check and complete the “tenant agrees” column, writing Y (for yes) and N (for no), not ticked or dashes.

If you do not agree with anything in the report you should write a reason in the comments section. If there is not enough space on the report attach an extra page and keep a copy (make sure that you sign the extra page).

Please sign, date and return the blue copy to us within seven (7) days of moving into the premises. If we do not receive your copy, our copy of the condition report becomes the original copy.

At the end of your tenancy the premises will be inspected and the condition of the premises at the time will be compared to that recorded in the “Condition of the premises at start of tenancy” section.

## PERIODIC INSPECTIONS

We will request inspections of the premises during your tenancy. We will write to you to request and appointment. You do not need to be present. We do these inspections on behalf of the landlord to report to maintenance, repairs and general cleanliness of the premises.

Please email, fax or deliver completed forms to:

75 Archer Street Chatswood NSW 2067  
realestate@shead.com.au | telephone 8448 1200 | facsimile 9411 2765

# SHEAD

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## ELECTRICITY, GAS and TELEPHONE

It is your responsibility to have the appropriate utility account placed in your name and to arrange for cancellation of the account prior to vacating the premises. The telephone numbers for connection and disconnection are -

- Electricity 13 15 35
- Gas 13 12 45
- Telstra 13 22 00
- Optus 13 33 11

Alternatively, you may contact Utility One on 13 18 19 who can arrange the lot on your behalf at no cost to you ( [www.utilityone.com](http://www.utilityone.com) ).

## INSURANCE

Please note that the Landlord is not responsible for the contents of the property which are your possessions, including furniture, clothing & jewelry, electrical goods, equipment or vehicles.

We strongly urge you to insure your personal possessions against loss or damage.

## REPAIRS and MAINTENANCE

Please report faults as soon as possible. You have been provided with REPAIR REQUEST forms at the time of signing your lease or go to Maintenance Request Forms on the website.

Please fax completed forms to 9411 2765 or scan and emailing to our office [realestate@sheads.com.au](mailto:realestate@sheads.com.au).

Please advise if you want to be present, or if we can use the office key. If you want to be present please make sure we can contact you on the phone numbers you give us.

All repairs will be attended to as promptly as possible; however, it is often necessary to obtain the owners permission and/or quotes before any work can commence, so delays are sometimes unavoidable.

If you fail to keep arrangements for access for repairs or fire inspections, any service charges incurred will be passed on to you, for payment.

The people to contact in an emergency are recorded on the front page of your lease.

Any monies spent by you on general repairs and maintenance will not be reimbursed unless prior approval has been obtained from this office and a receipt produced. Any urgent repairs not exceeding \$500.00 will be reimbursed to you provided a receipt is produced and you were not responsible for that damage.

## MONTH TO MONTH TENANCY

After the expiry of the fixed term of your Tenancy Agreement, you can continue to occupy the premises under the continuation clause, usually called "month to month." All the terms and conditions of the Agreement continue except that rent may be increased on the giving of sixty (60) days written notice, the Landlord can require vacant possession on the giving of sixty (60) days written notice. If you want to vacate the premises you must give a minimum 21 days written notice.

## TERMINATION OF LEASE

Your Residential Tenancy Agreement is a legally binding agreement, providing protection for both you and the landlord, for the fixed term of the lease.

At any time in the last fourteen (14) days of the lease term, fourteen (14) days written notice is required to vacate the premises.

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Should you continue your tenancy after the expiration of your lease, twenty one (21) days written notice is required to vacate the premises.

Please note that if all keys are not returned (by) the date of termination of your tenancy, a daily occupancy fee will be charged until the return of all keys.

If unforeseen circumstances arise and you wish to vacate the premises before the expiration of your Residential Tenancy Agreement, please advise us in writing immediately and we will endeavor to find another suitable tenant. However, you will be responsible for all re-letting costs and rent up until we locate a new tenant or until your agreement ends, whichever comes first.

For more information and vacating notices click on Vacating on the main menu.

## TELEPHONE NUMBERS

Any changes to contact numbers (home, work and mobile) should be advised to us promptly.

## KEYS

If you change the locks on the premises you must provide us with a copy of the keys.

Should you require additional "security keys" these can usually be purchased from the owners corporation on payment of a refundable deposit. Please contact your property manager to obtain details.

Take care of letter box keys and window lock keys as they can be expensive to replace.

## FIRE DOORS

Most unit doors are now fire rated doors and door jambs. You must not do anything to affect the fire rating of these doors. Fire doors cannot be repaired, they must be replaced and can very very expensive.

This means you must not disable or remove door closers, install peepholes, chains, bolts or drill any holes which penetrate the door, or install any deadlock or other lock which is not fire rated..

## SMOKE ALARMS

Where applicable a new battery has been installed at the start of the tenancy. For your protection you must not remove or disable smoke alarms. It is your responsibility to replace the battery if the alarm starts beeping. The recommendation is to replace the battery each year.

## CHANGE OF SHARED TENANCY

We require written notice from the person no longer living at the premises, and written request from the person(s) remaining advising they take over the premises in their current condition and will make the rental payments.

A Change of Shared Tenancy bond form will need to be completed and signed by all persons on the lease, and lodged with the Rental Bond Board.

## PARKING

Park cars in only the designated spaces which form part of the premises. DO NOT park on lawns, nature strips, visitor parking or common property.

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