

**info**lio  
*property advisors*

*Renting a Property*



# Welcome to renting with Infolio

## *Utilities and telephone connection.*

Our connections company, Direct Connect, can save you time and connect your utilities for you, at no cost. Give them a call on 1300 664 715 or book online at [www.directconnect.com.au](http://www.directconnect.com.au) (If you preselected Direct Connect on your Infolio application you should hear from a Direct Connect representative within 24 hours – if not, ensure you contact them.)

Alternatively you can use the following numbers to arrange connection yourself. Please note it's your responsibility to organise the connection of your utilities, including turning off the main switch prior to power being connected. Utilities must be connected in your name. It is also your responsibility to finalise all accounts at the expiration of your tenancy.

## *Gas and electricity connection*

Remember, before power can be connected to the property the main switch must be turned to the "OFF" position.

- Origin Energy - 13 24 61
- Energy Australia - 13 34 66
- AGL - 13 12 45
- Citipower / Powercor - 13 22 06

## *Telephone connection*

- Telstra - 13 22 00
- Optus - 1800 700 276
- Dodo - 13 36 36

## *Water connection*

Please note payment for water consumption and sewage charges are the tenant's responsibility when the property has separate water meters.

- South East Water - 13 16 94
- City West Water - 13 16 91
- Yarra Valley Water - 1300 304 688
- Melbourne Water - 13 17 22

## *Rubbish collection.*

To find out about your weekly garbage and recycling pick up days, and your annual hard rubbish collection, please contact your local council. Please ensure rubbish is secured and distributed in correct bins. (Bins need to be put out the night before as collections are usually very early in the morning.)

- City of Bundoora - 9278 4444
- City of Darebin - 8470 8888
- City of Glen Eira - 9524 3333
- City of Melbourne - 9658 9658
- City of Moonee Valley - 9243 8888
- City of Port Phillip - 9209 6777
- City of Stonnington - 8290 1333
- City of Whitehorse - 9262 6333
- City of Yarra - 9205 5555

*At Infolio we and our landlords know, a good tenant is a precious commodity, which is why you'll always be afforded the professional respect you deserve. We look forward to a long, satisfying and happy tenancy for you. We're here to help and provide you with the best property management service we can, and we welcome all your feedback. We hope you enjoy your new home.*

## *Your details.*

Once your landline is connected please pass on the number to your property manager, along with your mobile if you haven't already done so. This way we can contact you to let you know about inspections or repairs. You also need to advise us if you change employers during your tenancy, so we can keep your details up to date.

## *Mail redirection.*

Visit your local post office or [www.auspost.com.au/personal/mail-redirection-and-mail-hold.html](http://www.auspost.com.au/personal/mail-redirection-and-mail-hold.html) to arrange to have your mail re-directed to your new address.

## *Keys and locks.*

You can change the locks at your property, as long as duplicate keys are given to Infolio. Note that we cannot guarantee that all keys to the property have been returned by previous occupants - to ensure total security, we recommend the barrels in all locks be replaced. If you think any existing locks are defective, please let your property manager know.

## *Insurance.*

Your landlord will have an insurance policy to cover the building, fixtures and fittings, but it's your responsibility to ensure you have contents insurance to cover your belongings.

## *Your tenancy responsibilities.*

Here's everything you need to know about your responsibilities as a tenant. We recommend you keep this brochure in a safe place at home to refer to. If there's anything you're unsure of, please contact your property manager.

### *Condition report*

A condition report establishes the condition of the property at the start of your tenancy, and is used as a comparison at the end of your tenancy to assess the property condition. It's also the basis on which your bond will be refunded, so ensure you fill it out with great care and detail. Your property manager will also take comprehensive photographs to accompany the condition report.

The report must be signed and returned to us within three (3) business days after entering into occupation of the premises. (If the report is not returned, the copy held by the property manager is accepted as conclusive evidence as to the state of repair and general condition of the property at the commencement of the tenancy.)

### *Paying your rent*

Rent is due on or before the date specified in your lease agreement. We have supplied you with a DEFT card, so you can set up an automatic direct deposit into our account each month, this is by far our preferred payment method as it ensures you won't forget and payments are always received on time. If paying by cheque or postal order, please clearly state the property address on the back of the cheque or order. (Written receipts can only be mailed if a stamp self addressed envelope is provided).

We do not accept rent payments by cash or credit card. Please remember that landlords have financial commitments too, and they rely on rent being paid on time. If for any reason your rent is going to be late please contact your property manager immediately.

### *Garden maintenance.*

Unless otherwise specified it is your responsibility to water the garden (in accordance with the current water restrictions), cut lawns, prune trees and shrubs, and keep garden beds free of weeds during your tenancy. Alternatively, we can put you in touch with our recommended gardeners available for hire.

### *Smoke-free zone*

All Infolio properties are smoke free zones. If you wish to smoke please do so outside the property, correctly dispose of cigarette butts and never leave butts in common garden or private courtyard/garden areas.

### *Smoke alarms*

It is the tenant's responsibility to check that all smoke alarms are in good working order at all times. Please check smoke alarms when you move in, and ensure batteries are replaced regularly (daylight saving clock changes are a good prompt as advised by the MFB). Alternatively we can arrange for a professional check for a fee. Please contact your property manager.

### *Hanging pictures*

Please note absolutely no nails, hooks, bolts or hanging devices may be attached to the walls without written permission from your property manager. To apply you will need to detail in writing where hooks will be located. Blue tac and sticky tape are also not allowed as they damage wall surfaces. Existing picture rails and hanging devices may be made use of.

### *Reverse cycle heating and cooling units*

It is the tenant's responsibility to ensure all units are regularly cleaned, including cleaning of ducts and dust filters at least once every three months. If damage to the motor is caused by lack of cleaning you may be liable for this cost. If you're unsure how to clean the unit please refer to the supplied manual, or contact your property manager.

### *Spare remotes*

Should spare or replacement remotes be needed for the operation of any devices belonging to your landlord's property, they will need to be paid for in full by the tenant, and are not refundable. All remotes are to be returned to your property manager at the end of your tenancy.

### *Owner's corporations*

If your property is an apartment or townhouse, an Owner's Corporation may assist in the management of common areas or gardens. It is essential that you adhere to any rules or guidelines the Owner's Corporation may have in place. If you do not have a copy of the regulations, please speak to your property manager.

### *Communicating with property managers*

Most problems experienced by tenants, landlords and property managers can be resolved by prompt and honest communication. Each party has a responsibility to ensure it's a happy arrangement for all.

- Tenants must keep the property clean, gardens maintained and meet their monthly rental obligations
- Landlords must ensure the property is maintained and that their tenant has 'quiet enjoyment of the property'
- Property managers act as a conduit between landlord and tenant to ensure both parties meet their obligations.

If you're at all worried about any aspect of your rental property, get in touch with your property manager – that's what they're there for.

### *Urgent repairs*

We have an expert team of qualified trades people to carry out repairs and maintenance. If a problem arises, please advise your property manager in writing via email immediately and we'll organise to get it seen to as soon as possible. In the event of an emergency after hours please contact our after hours trades people.

- 100% Plumbing - 8508 9558
- PJ Electrical Services - 0417 507 510
- Ace Locksmiths - 9534 0586
- O'Brien Glass - 1800 060 007

Remember, it is a provision of the Residential Tenancies Act that you advise your property manager of any problems that occur during your tenancy. If you do not, you may be held liable for any additional maintenance costs that the landlord may incur as a result of your failure to notify.

### *Urgent repairs are defined as:*

- Burst hot water service
- Blocked or broken toilet system
- Serious roof leak
- Gas leak
- Dangerous electrical fault
- Flooding or serious flood damage
- Failure or breakdown of any essential service provided by a landlord, i.e. – water, cooking, heating or laundering
- Failure or breakdown of gas, electricity or water supply
- Any fault that makes the premises unsafe
- Any appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted
- A serious fault in a lift or staircase

### *Non-urgent repairs*

Submit non-urgent maintenance requests via email either directly to your property manager or online at [www.infolio.com.au](http://www.infolio.com.au)

### *Change of tenant*

Your tenancy has been approved in your name and based on your application details. If a new tenant wants to occupy the property, their application must be submitted to our office and similarly approved. A Bond Transfer Form must be completed and signed by any continuing, ingoing or outgoing tenant. A processing charge of \$420.00 (including GST) is payable. If your Agreement is in joint or multiple names, all parties are both individually and jointly responsible. (For example, if the Agreement is in multiple names and an individual does not have funds to meet their commitment, the other parties are financially responsible.)

### *Breaking your lease.*

If you wish to break your lease during your Residential Tenancy Agreement, you may be liable for some costs in relation to re-securing the property on behalf of the landlord.

Cost may include:

- Ongoing rent until the property is successfully re-let by your property manager
- Advertising costs to re-let the property, possibly including marketing, media placement and photography. (Prices will vary for these services, your property manager can advise you at the time.)
- A pro-rata letting fee based on 5% of the average annual rent remaining on the agreement. (For example, should the lease still have 6 months to go, you would be responsible for 5% of the remaining 6 month's rent.)
- Tenancy reference checks using the National Tenancy Database at a cost of \$13.20 per tenant application.

If you are a tenant intending to break your Residential Tenancy Agreement, please notify your Infolio property manager via email either directly to your property manager or online at [www.infolio.com.au](http://www.infolio.com.au)

*Enjoy your new home! If you have any further questions or concerns and please contact your property manager, call our office (03) 9690 0888 or visit [www.infolio.com.au](http://www.infolio.com.au)*