

# infolio

*Property Advisors*

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RENTING YOUR PROPERTY



# “Welcome to your new home”

**Firstly, on behalf of the team at Infolio, we'd like to welcome you to your new home.**

We're thrilled to have you as tenants and look forward to a long, satisfying and happy relationship. Our role is to make sure your tenancy is as comfortable and as hassle free as possible. In this document, you'll find all the information you need to get settled and enjoy your stay.

Should you find you need assistance with any matter or you have any further questions, please do not hesitate to call us anytime. Once again, welcome to the neighbourhood and thank you for choosing an Infolio home.





## UTILITIES & TELEPHONE CONNECTION

If you're keen to get everything connected with minimal fuss then we highly recommend you give our connections company, Direct Connect, a call. They'll save you a lot of running around and connect your utilities for you at no cost. If you preselected Direct Connect on your Infolio application you should hear from a Direct Connect representative within 24 hours – if not, make sure to contact them.

Direct Connect – **1300 664 715** or book online at [directconnect.com.au](http://directconnect.com.au)

## YOUR DETAILS

So we can contact you about inspections, repairs or other matters, be sure to pass on your home telephone number to your property manager once connected (along with your mobile if you haven't already done so). 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 visit [auspost.com.au/receiving/manage-your-mail/redirect-hold-mail](http://auspost.com.au/receiving/manage-your-mail/redirect-hold-mail) 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 your property manager. Because we cannot guarantee that all keys to the property have been returned by previous occupants, we do recommend the barrels in all locks be replaced if you're concerned about security. 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 (and a good idea) 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, just contact your property manager.

## CONDITION REPORT

For your peace-of-mind as much as ours, 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. We much prefer this as a payment method as it ensures you won't forget and your payments will always be 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

A tidy home is a happy home, so unless otherwise specified please make sure 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

Who doesn't want to live in a home free of nasty odours and carpet burns? For the comfort of our tenants, we ensure that all our 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

Smoke alarms are compulsory and must be installed in every residential building. Victorian regulations state that it is the landlords responsibility to maintain smoke alarms annually per the Victorian Building Authority. If you believe there is a problem with your smoke alarm please contact your property manager.

## HANGING PICTURES

While we want you to feel right at home, we do kindly ask that nails, hooks, bolts or hanging devices not be attached to the walls without written permission from your property manager.

To apply just send us the details in writing and we'll see what we can do. Blue tac and sticky tape are not allowed as they tend to damage wall surfaces. Naturally, you're free to use existing picture rails and hanging devices.

## REVERSE CYCLE HEATING & COOLING UNITS

We ask that you ensure all heating and cooling units are regularly cleaned, including cleaning of ducts and dust filters at least once every three months. You'll find they will work far more efficiently if you do. 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 need 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 sorted out 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 – **9428 8556**
- Surelec Electrician - **9416 4425**
- Roofys Roof Repairs - **0412 792 438**
- Handyman Tam - **0413 417 849**
- Paragon Locksmiths - **0418 132 221**
- Glazing Works - **0457 421 125**

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

Please submit non-urgent maintenance requests via email either directly to your property manager or online at [infolio.com.au](mailto:info@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 needs to 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

We understand that sometimes your circumstances can change. If you find you need 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.
- Tenancy reference checks using the National Tenancy Database at a cost of \$13.98 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 [infolio.com.au](mailto:info@infolio.com.au)
- All fees are subject to change without notice.

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