



Tenant Handbook

www.wintersunproperties.com.au

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Welcome to Renting with Wintersun Properties

Congratulations on your tenancy approval. You have been approved because we are confident that, like all our tenants we believe you will be able to pay the rent on time, keep the inside clean, and maintain the property, lawns and gardens.

We have created this guide to assist you with being prepared for your tenancy induction, and also to assist you with having the right expectations during your tenancy with us.

Further information, details and documentation relating to your lease can be found at www.wintersunproperties.com.au.

Getting Ready For Your Tenancy

To ensure you have the right expectations regarding the start of your tenancy and the induction process, we ask you to observe the following important points:

1. **Keeping Your Appointment Time** - the time you have been allocated for your tenancy induction has been specifically allocated amongst our other appointments, which are usually 'back-to-back'. This means it is crucial you are on time for the appointment because if you are late, our induction time may have to be allocated several hours later until the next complete time slot is available.

Avoid being inconvenienced! Therefore to avoid unnecessary delays and inconvenience please ensure you are on time for your appointment. If you believe you will be delayed, even by 10 minutes, please call us ahead so we can confirm if another appointment time will need to be made to accommodate your change in appointment circumstances.

2. **Appointment Time Allocation** - as we need to explain all your tenancy details thoroughly, please allocate up to 45 minutes for your tenancy induction.
3. **All Persons to be Present** - all tenants approved on the application will need to be present (people who will be legally responsible and signing the lease).
4. **No Cash** –We accept payments paid direct into our account using your dedicated tenant reference code. If the payment is made direct into our bank account, please allow sufficient time for funds to be cleared before the start of the tenancy. Should you wish us to consider other payment options, please discuss this with us prior to signing your lease.

Possession Granted

Possession will be granted once the following has been fulfilled:

- **Tenancy Start Date**
 - ✓ Your tenancy start date has commenced, as per your tenancy agreement.
- **Rent**
 - ✓ Your first 2 weeks rent has been received by us.
- **Bond**
 - ✓ A Logdement of Security Bond form has been completed and signed by all parties and bond has been received by Bond Administrator.

Getting Ready For Your Tenancy

Utility Connections

Dependent on the lease terms it may be the tenant's responsibility to ensure your power, gas, phone, internet, etc. have been connected into your name.

Electricity

Synergy 13 13 53

Gas

Alinta 13 13 58

Early issuing of Keys

It is important to note we are unable to issue keys early, or grant access to the property any earlier than the allocated tenancy start date. An example of this is where access to the property is required to move boxes into a garage or bedroom to get the moving process started earlier, or a removal truck company requires access a couple days earlier. Under all circumstances we cannot issue any keys earlier than the start date of the tenancy as this may affect your insurance liability.

Tenancy Induction

During the Tenancy Induction we will go through the following with you:

1. Tenancy Agreement - the specific details of your tenancy with us.
2. Payment of rent and payment methods.
3. Rent Arrears Policy - We will explain our zero tolerance policy to late rent payments and discuss timing of payments.
4. Bond Lodgment - sign the lodgment form that will accompany the lodgment of your bond with Bond Administration at the Department of Commerce.
5. Property Condition Report – You will be provided with two (2) copies of this report. You have seven (7) days to check and mark any changes on one copy, sign and return it to our office. If you do not return a copy then it will be taken that you accept the report as an accurate record of the condition of the property.
6. Repairs and Faults Policy
7. Website resources (www.wintersunproperties.com.au)
8. Keys will be provided
9. Any other important matters

Moving In to Your Rental Property

Checklist

Changing Address

Ensure that you let financial organisations, licensing bodies and other important bodies know of your change of address.

Contact Details

Once your new contact details are available (eg. a landline phone number and postal address, (if different from your residential rental property address) please email these details to us at admin@wintersunproperties.com.au.

Keys

Should you wish to copy keys it is important to note we will need back all keys given to you at tenancy start, and also all extra copies created during your tenancy period. You require the permission of the landlord to change the locks and if this permission is given, then you must provide us with a full new set of keys for property access.

Payment and Lodgment of Your Bond

Your bond will be lodged with the state bond authority – The Bond Administration at the Department of Commerce

Property Condition Report

Please ensure that you return your signed/amended copy of your property condition report to us within 7 days of receiving it. If this is not returned please be aware that the original inspection will be used for end of tenancy comparison, regardless of whether you agree to the original report or not.

Tenant Contents Insurance

It is crucial that you affect your own tenant contents insurance. It is important to note that should your goods be damaged or destroyed by circumstances affecting the owner's property (i.e. fire, storm damage, power outages etc.) then your goods and possessions are not insured by the owner.

Example One: An electrical fault in the building starts a fire and the property is destroyed. Your possessions will not be covered by the owner's insurance.

Example Two: You are away on holidays and the power cuts out due to an electrical fault in the building. Your return home to find your fridge/freezer goods spoilt. The owner's insurance will not cover your fridge/freezer goods.

Example Three: A storm blows a tree onto the house and in the process, your belongings are damaged. The owners insurance will not cover your possessions.

In all cases above, quality tenant contents insurance should cover your goods for these given examples. Please check with your insurer however for the cover they can provide you.

You need to ensure that all your goods are adequately insured and the owner/agent will not be liable for damaged or destroyed tenant possessions.

During Your Tenancy

Routine Inspections

The main purpose of the inspection is to provide a report to the owner that you are maintaining the property, and also to check for any repairs and make any recommendations to the owner. Please see a detailed list of what we look out for below.

N.B. The inspection may involve taking photos of various areas of the property, not limited to the kitchen and bathroom, any repairs required, as well as photos of the grounds front and back. Where possible we do not take photos of tenant possessions.

We expect the property to be generally clean and tidy when we inspect. This includes the bench tops and kitchen sink being clear and the floors being free of items of clothing and/or toys.

Inside the Property

- Walls, light switches, doorways, doors and skirting boards are clean.
- All marks, handprints, dust and cobwebs are removed
- The carpets are clean and stain free
- Tiles, vinyl or any other hard floor surfaces are clean
- The windows and screens are clean including tracks
- Air conditioner vents are clean
- The kitchen bench tops and cupboard doors are clean
- Oven, shelves, grill, drip trays and hot plates as well as oven surrounds and control knobs are all clean with no burnt on food or oil residue
- Exhaust fans and range hood are free of dust and grease
- Shower and bath tiling, grout, glass and mirrors all to be clean
- Toilet to be cleaned, including seat, lid, pan, bowl – inside and out
- Light fittings to be dusted and free of insect spots
- Drapes, curtain, blinds to be free of dust and grease
- All areas and rooms are fully accessible (not locked)

Outside the Property

- The lawns are freshly cut/edged and maintained
- All reticulation and sprinklers to be in good working order
- Gardens tidy and presentable/weeds removed
- All paved areas to be swept and free of leaves, weeds or rubbish
- Cobwebs removed
- Rubbish/lawn clippings removed
- No unregistered car bodies on the property
- Oil Stains removed to carports, garages and driveways
- All areas, garages, store rooms etc. are all accessible

If You Have an Approved Pet

- All droppings are picked up and removed
- Any pet damage is repaired, including holes to be filled in
- Ensure all/any dogs are properly restrained for the inspection as we will need to be able to inspect the yard

Rent Reviews

Rent reviews occur at lease renewal time and are adjusted in accordance with market conditions. Please also note that a rent review may occur during a 12 month fixed term lease, as long as this is indicated with a clause in the tenancy agreement terms and conditions.

Lease Renewals

Provided that your rent has been paid on time, and the property has been kept clean and undamaged, the grounds well maintained and the landlord is happy to continue your tenancy, you can expect to receive an invitation of renewal.

Once your invitation is received, it is important that you let us know whether you accept the renewal invitation or you wish to vacate. We need this advice in writing from you as soon as possible.

Your Rent Payments

Rent must be paid on time, every time.

We pride ourselves in careful tenant qualification and screening processes. We only enter in to Tenancy Agreements when we are confident that the rent will be paid on time, every time.

Every effort should be made to ensure that your rent is paid on time or before the due date. If you believe that you may be late with a rent payment, you must notify Wintersun Properties at least three (3) working days prior to the Rent Due Date. If we are not advised our policy will then be:

- **1 day late** - we will make contact with the tenant by SMS, email or phone.
- **2 days late** - we will make contact with the tenant by SMS, email, phone or make personal contact with them at the tenanted property.
- **3 days late** - We will issue a Breach Notice for Non-Payment of Rent.

If all the outstanding rent is not paid within 14 days of the Breach Notice being served, a Notice of Termination for Non-Payment of Rent will be issued, requiring the tenant to vacate the property in seven (7) days. If rent is paid during this seven (7) day period the tenancy may still be terminated.

Where a tenant is continually late with rent payments despite our best efforts, we will not renew a lease. The tenant will be required to vacate the property at the end of the Tenancy Agreement and will also be furnished with a poor performance reference should a new landlord/letting agent request one.

The National Internet Tenancy Database - Rent Default

In extreme cases, details of the tenancy are lodged on a National Internet Tenancy Data Base. This will affect further tenancy arrangements with other real estate agents not only in your local area, but across Australia and New Zealand. This will cause you severe inconvenience and hardship for your future accommodation prospects.

It is important to note that all real estate agents check this tenancy database when they receive an application for tenancy. If your details come up, you find they will very likely automatically reject your application. If we list you on a Tenancy Database you will be notified in writing.

Paying Your Rent

We ask that you only pay your rent as agreed on your tenancy agreement, and as discussed in your tenancy induction.

Calendar Month Payments

Should you wish to pay by calendar month, it is important to understand that the term 'calendar month' does not refer to 4 weeks or 28 days. As each month has either 28, 30 or 31 days, then a calendar month amount is more than 4 weeks rent.

To calculate this properly and evenly, we use this simple calculation.

1. Weekly Rent divided by 7 days = Daily Rent
2. Daily Rent x 365 days = Yearly Rent
3. Yearly divided by 12 months = Calendar Monthly Rent

This calculates 12 equal calendar month payments, which will be due on the same date each month (i.e. the 1st of each month); instead of the same day (i.e. every second Friday) as is the case with fortnightly payments.

Please note that a calendar month payment is approximately 4.33 of a week's rent.

Understanding 'Rent in Advance'

Please ensure your rent is always paid in advance. Some tenants find this concept hard to understand, and some mistakenly believe that the first 2 weeks rent paid is held in trust for use at the end of tenancy, like a bond. It is important to note the first 2 weeks rent pays for your first 2 weeks of tenancy.

Rent in advance concept is simple to understand. If you go into a shop and you select a can of drink from the fridge and you open the can, drink the contents and then walk to the counter to pay you would agree you might find the shop owner not pleased with your actions. The right thing is to pay for the can of drink first, then consume the contents after paying.

Paying rent in advance works exactly the same way. You purchase the time period in advance, and then consume the time period by living in the property. Once the time period is finished you then pay for the next time period again before using it, by continuing in the lease and living in the property. This is the meaning of rent in advance.

Taking Care

Inside the Property

Misplaced Keys

If you have misplaced your keys during business hours you may come to our office and borrow our office set. The office set will need to be returned no later than the next business day. If you have misplaced your keys after hours, you may call a locksmith to assist you back into the property. This is at the tenant's expense.

IMPORTANT! Most modern window flyscreens can only be removed from the inside of the property. Attempting to remove them from the outside will result in damage to the flyscreen framework, and will result in the flyscreen having to be repaired or replaced at your cost. This may cost more than what it would cost to have a locksmith attend the property to allow you access back in.

Property Damage

If property damage has occurred you are obligated to let us know immediately. This should be done by completing our on-line Repair Request Form.

Noise/Disruption

It is important to note that the utmost care must be taken to ensure that you do not infringe on disrupting your neighbours with noise. The playing of loud music, gatherings of groups of people, parties or otherwise can disrupt a neighbour's right to peace and the quiet enjoyment of their residence.

In the case of units and apartments, particular care must be taken with respect to noise due to the close proximity of other properties, usually located on the other side of the wall. This also includes your obligation to ensure that your visitors are not disrupting neighbours when walking from your premises to their parked vehicles.

Air conditioners

Filters and intake vents must be cleaned regularly to ensure there is no build up of dirt and dust, and that the unit is able to draw in air effectively, not hindering performance, or in the worse case scenario, causing the unit to breakdown resulting in costly repairs and/or replacement.

Please also note that if an air conditioner breaks down due to filters and vents not being kept clean, costs to rectify the damage or even replace the unit might be charged to tenants.

Heaters

Please ensure any combustion heaters are kept clean of ash build up, and also ensure a protective mat is placed in front of the heater to protect against coals and ash falling out and burning/damaging carpets or floors. For other heaters, please ensure that no combustible or flammable material is placed on or near heaters to avoid a fire risk.

Carpet Care

Please do not place any object on the carpet that will damage it. In particular **DO NOT** iron on the floor nor place hair straightening irons on the carpet as they will scorch it. Repairs or replacement will be at your expense.

Fireplaces

If the property you are renting has a fireplace, this cannot be used unless you have been given permission from us in writing. Sometimes these are ornamental, or the flue/chimney has been blocked up. Using them could cause a fire to occur. If this is the case, please ensure a spark catcher is used at all times in front of the fire to protect carpets and flooring from coal burns and ash damage.

Pot Plants

Please keep pot plants outside the property at all times. Pot plants placed inside on hard surfaces, tiles and floors like vinyl, may leave a circular indent, stains and damage. Pot plants placed on carpet areas run the risk of carpet rot underneath, should moisture overflow or escape even with plates and containers placed underneath to attempt to prevent this.

Aquariums

Like pot plants, aquarium stands can leave rust marks to floors and can cause carpet rot if placed on carpets. Furthermore, if placed on carpets the weight of the aquarium filled with water may cause permanent indentations and damage in the base of the carpet pile.

Strict No Smoking Policy

All properties have a strict 'no smoking inside' policy. If tenants still choose to smoke inside the property they will be responsible for specialised cleaning and deodorising of the inside of the property to reduce and eliminate unpleasant smoke odours. This can easily run into the hundreds of dollars, and is charged to the tenant. Cigarette butts must be disposed of in a suitable container – not left in the garden or disposed of down drains.

Tenant Painting

Tenants should not undertake to paint any part of the property themselves. We have found in the past that some tenants have not painted the property to a professional standard, resulting in a professional painter being called in to rectify work. It is a policy that any painting can only be carried out by experienced, professional painters with our written permission.

Fixtures and Fittings

If you wish to install or remove any fixtures or fittings, you must request this beforehand in writing.

Smoke Alarms

Smoke alarms should be checked on a regular basis to be sure that they are working. There is a test button located on the unit. We will arrange annual maintenance of these on the landlord's behalf. Protect your safety by being vigilant and report to us any issues, to ensure your safety in the case of a fire.

Picture Hooks

If you wish to install any new picture hooks, please let us know in writing what type of hooks you wish to use. Please assess the type of walls that are in the property, and the type of picture hooks that are suitable. We will let you know in writing before you are permitted to install appropriate picture hooks. You MAY NOT use any type of adhesive hooks or stickers anywhere in the property.

Washing Curtains

Most curtains and netting are machine washable but it is vitally important that this be established before any washing occurs. Drapes may only be suitable for dry cleaning, so please check all labels first. Sun damaged, brittle curtains or netting may disintegrate should they be machine washed, so it is best to check the strength of fabric by gently tugging on the material with your fingers. If the material easily pulls apart in your fingers, the material is unsuitable for washing.

House Cracking and Movement

Please let us know if you notice any cracks to walls, ceilings and movement. If cracks were in place when you moved in, please let us know if you notice them worsening or growing larger. Please either report these using our on-line Repair Request Form or point them out to us at the routine inspection.

Termites

Termites will quickly eat through a property and can cause extensive damage. Signs like wood becoming brittle (doorways, skirting boards, wood roof beams etc.), sounding hollow when tapped or knocked and/or with the presence of mud deposits are the telltale signs of termites, other than obvious signs of seeing termites themselves. Another warning sign inside can be blistering/lifting paint to inside walls, as they are known to eat away the paper backing to gyprock walls, allowing the plaster to crumble away allowing the termites to come to the wall surface, staying just under the paint lining. Wood or cardboard lying around outside and even wooden furniture outside can attract and encourage termites. Dripping outdoor taps next to the house can also cause damp and favourable conditions for termites to be attracted.

If you see any signs of termites, or termite damage please bring this to our attention immediately.

Taking Care

General Cleaning

It is expected that the property be kept reasonably clean, and this is also a tenancy agreement requirement.

Pay particular attention to:

- Walls, switches, power points, skirtings, doors and doorways - please keep these free from marks and dirty finger marks.
- Cobwebs/dusting - please remove cobwebs to windows, walls and ceilings. Keep vents dusted. Light fittings and ceiling fans - keep them dusted regularly.
- Curtains/blinds - keep these cleaned, dusted and also (if suitable) machine or dry clean curtains and netting on an annual basis.
- Windows/sills/window tracks and flyscreens - keep regularly cleaned and dusted. Please note most modern windows are easily removed from their tracks by lifting the sliding window up at the bottom, and pulling this out for easy cleaning.
- Floors - please keep regularly swept and mopped. Floors in the kitchen and wet areas may need to be scrubbed to keep surfaces, tiles and grouting looking clean. Please DO NOT hose out floors with water.
- Ventilation - please ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation, causing mould and possible health problems.
- Wet Areas, bathroom, toilet and laundry grouting/tiles - please ensure all tiles are kept free from grime, soap scum and mould. Excess water should be wiped from bench tops to ensure the internal cupboards are not water damaged. Hair dye and other strong chemicals should NOT be used in basins or baths as these may damage the surface.

Carpet and Blind Cleaning

All carpets need to be cleaned on a six to twelve month basis, simply because of general living. The best time is after winter or at the end of a wet period.

On vacating please present a receipt to show that the carpets have been professionally cleaned by a carpet cleaner accredited with the ACCI.

We use and recommend:

- Jim's Carpet Cleaning (Carlisle) 0411 271 695 or 13 15 46
- Jim's Blind Cleaning & Repairs 0407 267 421 or 13 15 46

If you choose not to use one of our recommended carpet cleaners, then please ensure that you use one accredited by the ACCI.

Taking Care

In the Kitchen

Bench Tops

Please ensure chopping boards are used on bench tops, so that bench tops are preserved from unnecessary cut marks and associated damage.

Protect bench top surfaces from burns by using protective tile or cork mats or a trivet for hot pans, pots or deep fryers. Burn marks on bench tops may result in you being charged the cost of the bench top replacement. Do not place candles on bench tops.

Be on the lookout for joins in the bench-top that have gaps, and the surface laminate has started to bulge or lift at a join. Please complete an on-line Repair Request Form if this is starting to occur as this may indicate moisture has seeped into a join, and is swelling the chipboard wood underneath.

Water

Please wipe up all water from bench tops, as excess water may spill down into the cupboard below and cause damage to the edging, hinges or the shelving. Replacement due to water damage other than a burst pipe will be a tenant expense.

Grouting/Tiling/Taps

Be sure that if you notice grouting or silicone sealing coming off/loose around any tiles near or around the taps and/or taps dripping/leaking to let us know by repair request. If moisture should get in between tiles, this can damage the wall behind, and even seep into chipboard that is usually present in bench tops causing swelling and irreversible damage to the wood.

Oven and Stove Tops

Please ensure that stovetops, grillers and ovens are kept free of burnt on food. Food, crumbs and spills when left long enough become burnt on, blackened and carbonised, making them very difficult to remove. If you clean immediately after cooking it will be easier to clean. Please clean under the control knobs.

Please use care when using scourers as these may scratch and damage enamel surfaces. DO NOT use scourers on stainless steel stove or splash-backs.

When cleaning stoves/ovens, please use a spray-on oven cleaner and be sure to read and follow the product instructions carefully, as even though these types of products are very effective, they tend to contain harmful caustic fumes and require rubber gloves to be worn at all times when using the product. Please also check that the product is suitable to the type of surface you are applying this to, as some surfaces like stainless steel may become permanently marred/stained using an oven cleaner.

Exhaust Fans/Vents and Range hoods

Please ensure any vents and range hood filters are kept clean. Ensure the exhaust fan cover is clean and kept free of grime build up. From time to time these should be taken down and removed to be soaked in hot soapy water, and then scrubbed clean. Please use extreme caution when removing these. If you believe this is unsafe (i.e. a high exhaust fan), then let us know so we can arrange to have these cleaned.

Cupboards/Drawers

Most cupboards and drawers are lined with white lining, which is great for easy cleaning. However substances spilled like sauces or spices will in time prove difficult to remove and may leave permanent stains. Cupboard shelving, doors, doorframes and inside drawers/cutlery tidies should be cleaned at least on an annual basis. Also keep food in sealable containers to avoid insects and vermin gaining access to food and breeding and also creating a disease risk from germs, faeces and urine.

Dishwashers

Dishwashers provided as part of your tenancy need to be cleaned on a regular basis, and any build up of food remains removed. Immediately prior to vacating, a dishwashing cleaning product (e.g. Finish Dishwasher Cleaner) should be used in the dishwasher as per the suggested instructions on the product. The empty container may be left inside the dishwasher as evidence that this has been attended to.

Taking Care

In the Wet Areas (Bathroom, Toilet, Laundry)

Water

Please wipe up all water from bench tops, as excess water may spill down into the cupboard below and cause damage to the edging, hinges or the shelving. Replacement due to water damage other than a burst pipe will be at the tenant's expense.

Shower Screens

If you notice cracking to glass in shower screens or shower doors please report this to us immediately. Wired shower screen glass can crack under thermal expansion (consistent hot and cold temperatures) where as toughened glass usually only cracks if impacted (hit by something). If the shower screen is cracked due to impact damage, this will in most cases need to be paid by the tenant.

Blocked sinks/drains

Should a sink or basin become blocked, first try a drain cleaning product like 'Draino'. Be sure to follow the product instructions carefully. If the sink or basin is still blocked after treatment, please let us know so we can arrange for a plumber to attend to the problem.

Foreign objects down drains

Please take care not to allow children to place toys or other items down drains. Please also clear hair from grates and sinks as build-up of hair can quickly block the drain. If your property has a septic tank system, please do not flush foreign objects like sanitary products down the toilet and avoid use of chemicals as this interferes with the natural bacterial process to breakdown material in the system. If a plumber is employed by us to clear pipes, drains, basins or sinks and it is determined that the blockage was caused by something considered foreign, this expense will be billed to the tenant for payment. **DO NOT PLACE CIGARETTE BUTTS IN DRAINS**

Damage to bench tops or basin

Use of hair dyes, chemicals or hair straightening irons may damage the bench-top or basin and replacement for this type of damage is at the tenant's expense.

Loose or cracked tiles

Should you notice loose or cracked tiles to walls, the shower recess or to tiles over the laundry trough etc., please complete an on-line Repair Request Form.

Wall water damage

Should you notice water damage to a wall adjacent to a shower recess, bathroom basin etc. please let us know immediately. This can be identified by bubbling or peeling paint, or even water or mold marks to the flooring/carpet. This usually identifies either loose tiles or a broken/leaking pipe in the wall, and will need attending to immediately to prevent further damage from occurring.

Taps leaking

Please report any taps leaking either from the tap base, head or handles or under the sink. This includes washing machine taps. Sometimes washing machine taps will leak only when connected to automatic washing machine hoses as the tap water pressure exposes leakage in the taps.

Toilets leaking

Water trickling or leaking into the bowl from the cistern usually indicates a worn cistern washer and needs to be fixed by a plumber. Water left to trickle into the bowl continuously may inflate your water bill and therefore needs to be reported to us when noticed. Also leaking may occur from the tap behind the toilet.

Hot water system leaks

Should you notice the hot water service leaking from the valve or from the base of the unit please let us know. The leaking valve is usually fixable by a plumber, however water leaking from the base of a water storage unit usually indicates the unit has rusted through and may need replacement in the near future.

Water usage accounts

All water that passes through the meter is charged to the property (similar to gas or electricity). Water is the only utility in WA that remains in the name of the landlord; water usage accounts are sent to Wintersun Properties for payment and reimbursement is claimed from the tenants. It is important that tenants understand that it is their responsibility to report any leaks as soon as possible to avoid receiving high water usage accounts.

The Water Corporation recommends ALL residents regularly check their water meter for signs of a leak. If you receive a high water bill you must pay the account to Wintersun Properties.

The water usage account MUST be paid to Wintersun Properties before the due date of the account to avoid penalty charges being applied.

Have I got a leak?

Water leaks can be extremely wasteful and costly. Regularly checking taps, pipes and fittings around your property could save our precious water and your precious money! Some leaks, however, are difficult to detect. We urge you to be proactive and use your water meter to regularly check for signs of leaks.

How to test for leaks

The following simple test can be carried out to investigate for leaks:

1. Turn off all taps and water-using devices at the property
2. Write down the black and red numbers of the meter
3. If the dial is not visibly moving, wait for at least fifteen minutes (the longer the better as small leaks may take longer to show)
4. Write down the black and the red numbers again – have they changed?
5. If the red numbers have changed, the test confirms there is a leak and further investigation is needed.

Taking Care

Outside the Property

Water Restrictions

It is important for you to be aware of what water restrictions are in place for the region. Further information relating to water restrictions can be found at www.watercorporation.com.au.

Watering Your Garden and Water Restrictions

Watering your lawns and gardens must be done within watering restrictions; however we insist that watering is conducted to the maximum allowed by the restrictions in place. What we do not want is watering not done at all because of a wrong belief that a total watering ban is in place. Watering is still required unless the current water restriction has banned all forms of watering.

Watering Systems

Please ensure that all watering systems are working properly, and are checked regularly throughout the tenancy to ensure they continue to work effectively. Watering systems can only be used should current water restrictions allow. Please report any faulty or broken reticulation immediately.

DO NOT PARK VEHICLES IN UNDESIGNATED PARKING AREAS AS THIS CAN DAMAGE SPRINKLERS.

Weeding and Shrub Trimming

Weeding of gardens beds, inside lawns, paths, paving and other outside areas are the responsibility of the tenant as are the of bushes and shrubs in and around the garden. Trimming of large trees and large palms and cleaning gutters is a landlord responsibility.

Lawn Maintenance

Please ensure that lawns are regular mowed and edged, keeping them neat and tidy. Should you wish to have someone regularly mow your lawn, let us know and we would be happy to recommend a service to you. This is at the tenant's expense.

Supplied Hoses/Fittings

Supplied hoses, fittings and accessories must be kept in good condition and please ensure that everything is returned and in place upon vacating of the property, free of any damage.

Rubbish

Please ensure any rubbish is regularly removed from the property. This includes car parts, tyres, batteries, unwanted furniture and garden waste.

Formal household rubbish and waste must only be placed inside rubbish containers (i.e. wheelie bins) and removed weekly from the property, or otherwise as required. This cannot be allowed to accumulate.

Please log onto your local council's website for details of bin collection as well as green waste and hard waste collections for your area.

Oil Stains

Any cars parked on driveways, under carports and garages must have a drip tray placed underneath. Only if the vehicle does not drip any oil at all is a drip tray not required. Please also note that any visitor's cars must be parked off the premises if they drip oil. Should oil stains occur at anytime, this must be cleaned up immediately to prevent oil seeping in and permanently staining. Please note any permanent staining will result in compensation being charged to the tenant.

Parking on Lawns/Gardens

It is important that at no time can cars or any type of vehicle be parked on any lawns, gardens or any area not created for, or designated as a vehicle parking area. Damage to lawns, landscaping and reticulation can be costly. Engine oil stains to gardens and lawns will also create permanent damage to the soil area, being costly to rectify. Any damage of this type will be charged to tenants in full.

You may not keep unlicensed vehicles at the property

The local council will remove unlicensed vehicles at your expense.

Swimming Pools and Spas

If the property you are renting has a swimming pool and spa you will need to be aware of the following information.

Cleaning and maintenance

Unless it is agreed that the landlord will be supplying a regular cleaning and maintenance service as per your tenancy agreement, this will be a tenant responsibility.

Please note that if regular cleaning does not occur by the tenant, high costs can be incurred to bring it back to its original clean state. If this occurs, this will be at tenant cost. It is also a tenant responsibility to ensure that the pool/spa is kept topped up with water, and must not empty the pool/spa without written approval from us.

A pool handover will be conducted at the commencement of the tenancy to ensure you are familiar with the pool cleaning equipment and chemicals required. This is at the landlord's expense. The cost of a pool handover at the end of the tenancy is at your expense and a copy of the report will be required to be given to the agent when you return the keys.

Supply of Pool Chemicals

Supplying of pool treatment chemicals will be a tenant responsibility, at tenant cost.

Pool/Spa covers, accessories, equipment and pool furniture

It is the responsibility of the tenant to maintain and keep in good condition any accessories, cleaning and maintenance equipment. This also includes any outdoor/pool furniture supplied. Pool cleaning/equipment must be kept out of the sun and stored responsibly. Supplied pool/spa covers must be neatly rolled or folded up and stored away out of the weather when not in use to preserve its lifespan and usefulness.

Pool/Spa Fences and Gates

We must be notified immediately if fences and gates are not functioning correctly, and the gate fails to self-close promptly when opened. State pool/spa regulations must be kept at all times.

These regulations can be found at your local council website.

Inflatable Pools

Swimming pool safety barriers are regulated through the Building Regulations 1989. There is no distinction between pools, inflatable pools, portable spas etc. If the depth of water is more than 300mm then it is deemed to be a pool and a safety barrier must be in place.

If an inflatable pool is evidenced at routine inspections with no fence or no lessor permission then a breach notice will be issued. A letter will be sent to the tenant advising that this is unsafe, does not meet legal requirements and must be removed.

If a temporary pool collapses and causes water damage to the property the tenant will be liable for any damage caused.

Pets at the Property

Should Wintersun Properties have granted permission to keep pets as per your tenancy agreement, the following conditions apply for the duration of this tenancy, and any renewal or extension:

- Yard Kept Clean - keep the yard clean and free from animal faeces.
- Rubbish Kept Cleared - clean up any rubbish/items scattered by the pet.
- Flea infestation - in the event of any fleas or flea eggs being present as a result of the animal, you will need to arrange for flea fumigation of the property prior to and upon/after vacating the premises. This is at tenant cost. Please provide a receipt to the agent.
- Unless otherwise agreed in writing, pets are not permitted inside the property at any time.
- Damage Rectification - repair any damage to the premises caused by the animal, and will protect and immediately rectify any damage caused to garden irrigation systems and fittings.
- Garden Damage - replace plants or vegetation damaged or destroyed by the pet directly, or indirectly (i.e. plants died because a garden irrigation system was damaged by the pet).
- Additional Pets - other than any pet listed above and approved by the owner, not keep any other animals of any kind on the rental premises, (even on a short-term or temporary basis), including dogs, cats, birds, fish, reptiles, or any other animals.
- Temporary Pets - the tenant will not harbour, substitute or "pet-sit" any other pet, and will remove any of the pet's offspring within 56 days of birth (should this occur).
- By-Laws and Local Council - abide by all local, city or state laws, licensing and health requirements regarding pets, including vaccinations.
- Disturbance and Noise - the pet shall not cause any sort of nuisance or disturbance to neighbours. Noise, day or night, must not disturb others. You must do whatever is necessary to keep the pet from making noise that would annoy others, and will take steps to immediately rectify complaints made by neighbours or other tenants.

Failure to comply with these terms shall give the owner the right to revoke permission to keep the pet, and is also grounds for further action and possible eviction action.

Bond and Changing Tenants

Should permission be granted for tenants to change/transfer during a tenancy agreement, then the outgoing tenant must liaise and arrange with the incoming tenant to be paid their share of the bond lodged. Please ensure that you then liaise with us for any transfer of names required on the original bond. All bond forms will be required to be signed and lodged with the Bond Administrator.

Sub-Letting

Subletting is not permitted. This includes assigning the tenancy over to a third party, or allowing other occupants to move in without written permission. Permission for additional occupants involves a formal application being completed and submitted by the prospective tenant/occupant before approval by the landlord.

Property for Residential Use Only

The property is for residential use and can only be used a place of dwelling unless otherwise agreed in writing by us. The property cannot be used for commercial, industrial or illegal purposes. The use of the property cannot breach local council zoning regulations and also cannot be in breach of the law.

Your Safety

Being Aware

All faults or damage must be reported immediately using our on-line Request for Repair Form.

The highest priority always must be for your safety, and the safety of your children, occupants and your visitors. Immediate action should be taken to isolate hazards by turning off electricity at the main, securing area, turning off water or gas supplies at the main, etc.

Things to be aware of:

- Exposed wiring
- Faulty power points and switches
- Gas smell or odour
- Damage to paving and pathways that could cause someone to trip
- Suspicious or dangerous plants in the garden that are poisonous/toxic or that you may be allergic to them
- Bee swarms coming onto the property mainly during spring, especially if someone is allergic to bee stings
- 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 and do not do anything considered unsafe
- Loose floorboards that could cause someone to fall through them and cause injury
- Loose balcony railings, steps or decking woodwork
- Loose or faulty locks, in particular entry doors and screen doors
- Broken or cracked windows, and broken/loose window locks

Reducing Electricity Bills

Suggestions for Keeping Cool and Saving Energy

Keep windows covered

In the heat of the day ensure windows are covered by curtains, blinds or shutters.

Shut off the air-conditioner

Don't leave your air-conditioner running all day when at work, or keep it running throughout the night.

Keeping cooled rooms centralised

When cooling a central room, keep the doors closed to cool it more quickly and efficiently.

Use a Thermometer

Purchase a thermometer and keep room temperature between 23 and 26 degrees. For every degree cooler, this will add approximately 10% to your power bill to maintain.

Moderate is best

Use the economy setting on air-conditioners to maintain moderate instead of cold temperature.

Reducing Electricity Bills

Suggestions for Keeping Warm and Saving Energy

Use electric blankets

Instead of warming a room before going to bed, just heat your bed with an electric blanket then switch this off before going to bed.

Close doors

Keeping doors closed is one way to keep heating centralised to certain living areas, conserving heat and power.

Door snakes

Ensure gaps at the bottom of doors are blocked up by door snakes to stop cold drafts and help keep rooms warm.

Exhaust fans

Close doors with rooms that have exhaust fans like bathrooms and the kitchen, as cool air will enter the home through these vent holes.

Extra clothing

Wear extra clothing when it gets cold, and throw an extra blanket on the bed.

Use a Thermometer

Purchase a thermometer and keep room temperature between 23 and 26 degrees. For every degree cooler, this will add approximately 10% to your power bill to maintain.

Strata Titles & Bodies Corporate

If you are renting a strata-titled/body corporate property, including a unit, apartment, 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.

Common Property

Within the strata/body corporate complex there will be areas assigned as common property. There are several standard by-laws that relate to common property that we would like to bring to your attention:

- Should you wish to transport furniture or park a vehicle for the purpose of carrying/transporting furniture, you will need permission from the strata/body corporate body. In some cases this will not be permitted.
- You cannot use any part of the common area to plant/maintain your own garden or vegetable patch.
- You must not obstruct any person's legitimate and lawful use of the common property.
- No child under your control can be permitted to play in common areas, or in areas that could be dangerous to children (around rubbish bin areas etc.).

Parking

Only parking bays assigned to you can be used by you and your visitors. In some cases visitors are not permitted to park on the property. You are unable to use parking bays assigned to other residents.

Noise and disturbance

Excessive noise and inappropriate/offensive behaviour that causes a nuisance or disturbance to other occupants is not permitted under the by-laws of the complex. All occupants are not permitted to dispose of rubbish, dirt or other material in an area of common property and must also remain properly clothed when on common property.

Taking responsibility for your visitors

It is your responsibility to ensure that your visitors obey by-laws, including parking and their behaviour within common property areas. This also includes ensuring they do not disrupt other residents with noise when walking to and from the car park.

Vacating the Property

Notice in Writing

If a fixed term lease is ending you will need to give 30 days notice of your intention to vacate, in writing and all tenants on the lease will need to sign this notice.

Tenants on a periodic lease will need to provide 21 days notice of the intention to vacate in writing and once again all tenants on the lease will need to sign this notice.

Breaking a Fixed Term

Should you wish to leave during a fixed term lease, you must provide your notice in writing. We are unable to accept your intention verbally.

In the case of breaking a fixed term lease, the following costs may be incurred:

- Rent and outgoings until a tenant approved by the landlord takes possession, or the lease expires (whichever occurs first).
- Re-letting fees and advertising costs to re-let the premises. This is payable pro-rata depending how much of the lease remains when a new tenant is secured.
- Should the premises be vacant before a new tenant is secured, it is also your responsibility to ensure the grounds are watered and maintained for this period.

Getting Your Bond Back Quickly

At the end of your tenancy you will no doubt want your bond refunded quickly after you vacate.

For your full bond to be paid quickly, you will need to ensure the following:

- Any outstanding rent is paid promptly.
- The property is cleaned, carpets professionally cleaned and grounds returned to their ingoing condition. Please follow the final vacating guide at the end of this handbook. The property must also pass the final inspection conducted by this agency.
- Any Outstanding monies like water, any damages, compensation amounts and break lease fees are paid.
- All keys, remote controls etc. have been returned. If keys are NOT returned then locks will be changed at the tenant's expense. If remotes are NOT returned these will be replaced and re-set at the tenant's expense.

Once these criteria have been met we can then refund your bond. Delays to this in all cases relates to one or more of these criteria not being met.

Outstanding Rent

Please note that it is against the tenancy legislation to withhold rent at the end of your tenancy with the intention for this to be deducted from the bond. Your rent must be paid in full, leaving your bond intact.

Vacating the Property

Cleaning

Please use the 'Getting the Property Ready for Vacating' guide at the end of this booklet. It is also important to understand that cleaning thoroughness can be hampered by tiredness after moving into another property. We encourage you to employ a cleaner so this process is not compromised. Should the cleaning process not be completed thoroughly, this can result in extra costs associated in rectifying any cleaning issues and will also delay the return of the bond.

Carpet Cleaning

Please ensure the carpets are professionally steam cleaned and provide our office with the receipt.

We use and recommend:

- Jim's Carpet Cleaning (Carlisle) 0411 271 695 or 13 15 46
- Jim's Blind Cleaning & Repairs 0407 267 421 or 13 15 46

If you choose not to use one of our recommended carpet cleaners, then please ensure that you use one accredited by the ACCI. (Australian Carpet Cleaners Industry)

The Final Inspection (Bond Inspection)

Only once the property has been fully vacated, cleaned and grounds made ready with keys returned can we commence our final inspection. It is important to note that if a final inspection time has been made and you are aware that you will not be fully ready for the inspection, please call us as soon as possible to rearrange another time. This inspection will be conducted during our usual business hours: 8.30am – 5.00pm Monday to Friday. You may be present for the bond inspection.

Outstanding Monies/Damages

It is important to note that if you vacate with outstanding monies and damages, your details will be lodged on a national Internet tenancy database. It is important to know your details may still be lodged for 3 years.

Therefore due to the serious nature of these databases and how they can affect your future renting prospects, it is best that all monies owed be paid as soon as possible so no monies are outstanding.

Vacating the Property

Eviction

Should an eviction occur, your details will be lodged on the national Internet tenancy database.

National Internet Tenancy Database

The national internet tenancy database is a collection of tenancy information on an internet website lodged by real estate agents, mostly regarding tenant default action like property damage, outstanding monies and eviction. All agents use this database to lodge tenant details. However, when agents are processing application forms, this database is also crosschecked. We are confident that should an agent checking an application find tenant default details lodged; the application will be promptly declined.

We urge all of our tenants to ensure they pay their rent on time, keep the property clean, maintain the grounds and ensure the tenancy is finalised satisfactorily with no monies left owing, to avoid lodgment of their details. If we lodge your details on a tenancy database we will advise of this in writing.

For specific details regarding the database we use see www.ntd.net.au

Getting the Property Ready for Vacating

Guide

Mail Redirection

Ensure that all mail is re-directed to your new address. You can complete a form with Australia Post to assist with this.

Utilities (electricity, gas, phone, etc.)

Ensure all accounts are advised and cancelled accordingly.

Appliance manuals

These should be left on the kitchen counter.

Keys

Ensure you have all keys as handed to you at the start of tenancy. Also hand over any extra keys you have arranged to have cut.

Inside the Property

- Walls - please clean off any dirty marks, removable scuff marks, finger or food marks etc.
- Ceilings - please remove any cobwebs.
- Ceiling mold - please clean off (particularly in wet areas and sometimes in bedrooms).
- Light fittings - clean off dust and remove any dead insects inside. All light globes must be working.
- Ceiling fans - wipe fan blades and tops of fittings to remove dust build up.
- Skirting boards - wipe down with a damp cloth.
- Doorways, doors - wipe off finger marks and any other removable marks.
- Windows - clean inside and out. Please note that nearly all modern sliding aluminum windows can be lifted and pulled out for easy cleaning. Also sills and runners (wipe out dust build up and any dead insects. A vacuum cleaner and paint brush can really help here).
- Flyscreens - brushed and dusted down. Please be aware, most modern sliding aluminum windows allow for the flyscreens to be taken off from the inside only, once the sliding part of the window has been moved first. Attempting to take them off from the outside may result in damaging them.
- Screen doors - front and back including frames – wiped clean and screen wire brushed.
- Stoves - clean stove top, control display, knobs, panels around knobs, any pull out or in-built drip trays, griller racks, trays and any inserts, oven racks, trays and oven bottom, walls and oven roof. A good oven cleaner will clean most ovens however it is important that you read carefully the instructions on the product. Some cleaners can actually hinder oven surfaces (like stainless steel), and also some products have dangerous caustic fumes. Therefore use with extreme caution!
- Kitchen range hood - clean pull out filters and clean framework.
- Dishwasher – run cycle with dishwasher cleaner.
- Bathroom - clean sink, mirror, cabinet, vanity unit and drawers, shower recess, glass screen and screen doors, bath and wall tiles including grout. Please ensure both the sink and bath has a plug available.

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- Toilet - clean cistern, seat, bowl inside and also outside around the base. Don't forget the skirting tiles around the toilet.
- Laundry - clean both the inside and outside of the trough, and underneath. Please ensure a plug is present.
- Tiling -make sure all tiling and grouting to the kitchen, toilet, bathroom and laundry areas are clean.
- Exhaust - vents and fan covers are to be clean of any dust and dirt.
- Air-conditioners - front vents and filters cleaned of built up dirt. Modern systems (Wall Type) - filters easily pull out and can be brushed down with a hand brush. If there is a ducted reverse cycle air-conditioner unit, the air intake filter should be cleaned. This is usually on the ceiling in the passage area.
- Air-conditioning ceiling duct vents - please clean down if dusty or dirty.
- Cupboards/drawers - please clean/wash inside and out. Also doors and doorframes, front and back of doors need to be cleaned.
- Curtains - wash any washable curtains and netting. If other curtains are visibly dusty or dirty, consider dry cleaning.
- Blinds - if you have venetian blinds, clean off the blind slats. Any other type of blinds should be able to be wiped down.
- Floors - floors to be mopped/washed if needed - please ensure corners and hard to get areas are also cleaned.
- Carpets - please ensure the carpets are professionally cleaned.
- A quality professional carpet cleaner can really extract some ground in dirt from a carpet. Here is the dirty water being poured out of a machine after a job is completed on a normal wear carpet.

Outside the property

- Lawns - freshly mowed and edged (best done a couple of days before the tenant takes possession).
- Gardens - remove any weeds, any rubbish and built up leaves etc.
- Rubbish - remove any rubbish that you have placed at the property. Be sure to check behind sheds, under shrubs and trees. This includes lawn clippings piled and compost left.
- Sweep paths and paving areas.
- Oil spillage removal – check and clean the carport and garage floors, paths and the driveway. If you have used a barbeque, check for any grease spots and spillages etc.
- Cigarette butts - if there are cigarette butts lying around - please pick up and remove.
- Garages and tool sheds - please remove any items from inside and behind garages and tool sheds that belong to you, including rubbish.

If you have a pet

- Pet droppings - please remove from gardens, lawns and any out of the way areas. Please dispose of in the bin – please do not bury them.
- Dog urine - remove/clean where your pet may habitually urinate (Base of walls, verandah posts etc.)
- Dog stains - to outside walls. Check where your dog regularly lies down, there might be 'tell tale signs' on walls etc.
- Dog/Cat claw damage - check screen doors, flyscreens and curtains. Please replace the screen wire if required.
- Dogs chew damage - please ensure watering systems are free of dog chew damage and are repaired accordingly.
- Pet hair - please ensure any visible pet hair inside is removed.
- Fumigation - if your lease stipulates fumigation, please ensure this is arranged.