

A dark, semi-transparent overlay of a modern living room interior. The room features a large white sectional sofa, a round coffee table, and large windows in the background. The text is centered over this image.

# **PROPERTY MANAGEMENT**

## Renter Guide

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# Welcome to AUV

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We sincerely hope you enjoy your new home.

Meanwhile, this Renter Guide is to provide you with some general information regarding your tenancy and advice on how to handle issues as they occur.

Your Property Manager is your personal contact at AUV for all matters concerning your tenancy. Please make contact directly either by phone or email, alternatively you can make contact via our website: [www.auvrealstate.com.au](http://www.auvrealstate.com.au).



## Rental Payments

Unless other arrangements are made, rent under your Rental Agreement will be payable in advance on the due date each month. If at any time you are unable to make a rental payment, on or before the due date, please make immediate contact with our office.

## Rental Bond

Your rental Bond is held as security against any damage or undue wear and tear during the term of your tenancy. It is refunded promptly after you vacate, provided the property is left in the same condition as when the Rental Agreement commenced (allowing for wear and tear) and there are no other monies owing. Once the Bond is received it is sent to the Residential Tenancies Bond Authority. You will receive a link directly from the RTBA to electronically sign the Bond Lodgement Form which provides confirmation of the Bond amount and tenancy details.

## Routine Inspections

Throughout the period of your tenancy, AUV will inspect your premises after you have been provided with up to 7 days notice. These inspections are beneficial to both you and the rental provider as we are able to assess any maintenance required. The first inspection will be made three months after you have moved in. Our office will contact you in advance to make arrangements for a mutually convenient time. Following the first inspection at three months, all other inspections for routine purposes will be conducted on a six monthly basis.

## Utility Services

It is your responsibility to connect the gas, electricity, phone and so on in your name for the duration of the lease. Likewise you are responsible for advising the relevant authorities when you vacate. Failure to advise may result in you bearing additional costs. Please allow a couple of days notice for final readings to be done before your vacate date. Should you not choose to use the services of MyConnect (this is a free service that connects all your utilities), you may call the utility companies directly.

The following numbers are provided for your convenience:

**Telstra** 1800 670 017   **South East Water** 131 851   **Origin Energy** 1800 331 337  
**Yarra Valley Water** 1300 304 688   **AGL** 131 245   **City West Water** 131 691

## Condition Report

At the start of your tenancy you will be given a detailed Condition Report with supporting photos prepared by our office prior to the commencement date of your Lease. This report will be sent to you via email. Please check the Condition Report thoroughly. You will be able to add any additional comments and photos to it. All the signatories to the Lease must sign the Condition Report. This process must be completed within 3 business days from the start of your tenancy, as per the specified completion date.

The Condition Report is not a request for any maintenance work to be carried out. It is merely a report on the condition of the premises at the time you take possession, to protect your bond monies. The refund of bond monies may depend on the accuracy of the condition report. Should you fail to complete the Condition Report in the designated time frame; the original Condition Report will be deemed to be a true report as to the condition of the premises upon taking possession of the property and will be used at the time of the outgoing inspection.



## **Repairs and Maintenance**

All repairs and maintenance requests are to be advised in writing, unless urgent, a phone request will be accepted.

We endeavour to respond to all requests promptly, however, certain repairs require the rental provider's approval and/or quotes before any work can commence, so unfortunately a delay may be experienced on occasion. In some instances the rental provider may not approve the request, particularly if it's considered an improvement not a repair so please do not assume your request will be automatically approved.

Our office hours for reporting maintenance are Monday to Friday 9:00 am to 5:30 pm and Saturday 9:00 am to 4:00 pm. These times may vary on public holidays.

## **Gardens**

Renters are responsible for maintaining gardens and disposal of garden rubbish unless otherwise stated in the Rental agreement. All renters are responsible for watering gardens. If a gardener is provided to assist with regular maintenance of the garden, remember you still must ensure it is regularly watered and kept tidy between visits.

## **Light Globes & Smoke Detectors**

Renters are responsible for changing light globes and smoke detector batteries during the tenancy and renewing them before the termination of your tenancy.

## **Pilot Lights**

Renters are responsible for relighting pilot lights on hot water service/heating units. The renters will reimburse the rental provider for unnecessary cost incurred in having plumbers/gas fitters attend to relighting unless equipment is found to be faulty.

## **Carpets**

Carpets must be professionally steam/dry cleaned before vacating at the renter's expense. A receipt must be presented at the time of vacating. Please contact the office for recommendations.

## **Pool**

Renters are responsible for the pool, including emptying skimmer boxes and ensuring the water level is maintained between visits from the pool company. If pool servicing is included, the pool company is responsible for maintaining the equipment.

## **Insurance**

AUV strongly suggests that you insure your personal belongings against any loss, theft or damage from fire, water, weather etc. The rental provider has no obligation to insure your personal belongings and the rental provider's building insurance will not cover your household contents.

## **Going Away?**

Are you going away on holidays? If so, it is always a good idea to let us know when you are going and when you will be back and any emergency contact numbers. If someone is house-sitting please provide details to your property manager.

## **Change of Renter**

The renter provider has approved the tenancy in the names stated on the rental agreement. If a new renter wishes to occupy the property, their application must be similarly approved before moving in.

Any change in occupant will affect the bond refund process when you vacate. As your Rental Provider/Property Manager no longer controls this process, it is imperative that the procedures as set out in the Residential Tenancies Act 1997 are strictly adhered to. Contact your property manager to confirm this process. A fee of \$110 applies.



## **Giving Notice to Vacate**

If you intend to vacate a minimum of 28 days written notice must be given to our Property Management Department. This notice cannot be for a date earlier than the lease expiry date.

The notice is taken from the date the office receives the letter or email. Following receipt of your Notice to Vacate, we will require access to show potential tenants through the property prior to you vacating. Please note that rent is always payable up until the date the keys are returned to our office.

Should you need to vacate prior to the expiration of your lease you will incur additional charges-lease break fees. These are as follows:

1. The rent until another suitable tenant is found and commences paying rent
2. Pro rata Letting fee
3. Rental Agreement preparation and tenant check fees
4. All advertising costs
5. The difference in rent, should the rent of the new tenant be lower than your rent, until the end of your lease

## **Bond Refunds**

As your security deposit is refunded by the Residential Tenancies Bond Authority, it is imperative that you make yourself available to sign the Bond Claim Form after vacating. By leaving the premises very clean, well maintained and in line with the original Condition Report; returning all keys and receipt for steam cleaning to our office will enable a prompt refund of your security deposit.

If the Agreement is in joint or multiple names, all parties are individually and jointly responsible. In other words, if the Agreement is in multiple names and one party does not have the funds to meet their commitment, some or all of the other parties are responsible to meet that commitment.

We endeavour to process your refund in a timely manner, however this may sometimes take up to 10 days if we are waiting on quotes and or invoices.



**PROPERTY  
MANAGEMENT**

Leased with care

**Malvern East**

87 Waverley Road  
Malvern East 3145

**Clayton**

1/1710 Dandenong Road  
Oakleigh East 3166