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TENANT HANDBOOK

Professionals Wellstead Team

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Welcome to Your New Home with Professionals Wellstead Team!

We are confident that, like all our tenants we believe you will be able to pay the rent on time, keep the inside of your home clean, and maintain the property, lawns and gardens.

We have created this guide to assist you with being prepared for your new home and to act as a moving induction. It is also to assist you with having the right expectations during your tenancy with us.

We believe that a smooth relationship can only occur when we all have the right expectations and work diligently to ensure we fulfil our tenancy and management obligations. We are here to help and to ensure things run as smooth as possible in your new home!



PROPERTY CONDITION REPORT

The ingoing property condition report explains the condition of the property at the commencement of your lease. Here at the Wellstead Team we take numerous photos that are added as part of the ingoing condition report which will be sent to you in the form of a web link and saved to our records.

When receiving the condition report at your lease sign up you will receive two copies. You must sign one copy immediately for our records. The second copy you take with you back to the property. Please take the time to go through the condition report and add anything that we may have missed and confirm our documentation.

You **must** within seven (7) business days then return your signed/amended copy. Your Property Manager will then sign off and confirm your additions or changes by providing you with a signed executed copy via email, a copy will also be supplied to the owner.

Should the amended condition report not be returned within seven (7) business days of the original lease sign up then it is assumed you agree and this is the relevant document to be relied throughout your tenancy. Should you be agreeable to the original condition report please just send a quick email confirming this to your property manager within the seven (7) business days.

Please note **DO NOT** report maintenance of things that need fixing on the condition report. This document is really to report the 'condition of the premises'. If you discover that the oven is broken please email and report the maintenance to your property manager as soon as possible as this must be attended to. Don't just document it on the condition report as we may miss it. The condition report is for marks on walls, damaged tiles, old/ dusty flyscreens etc **NOT** maintenance that needs repairing by the owners.

BRAND NEW PROPERTIES

Many of our lucky tenants are fortunate enough to move into BRAND SPANKING NEW properties. Here in Perth, properties usually have a building warranty. That is, if it is reported within the warranty period, the builder will repair/replace the fault or broken appliance.

We strongly request that once moving into a property you check every appliance, including all air-conditioners and the dishwasher (even if you don't want to use it) so that we can organise any repairs that are needed on behalf of the owner. Please list/document anything that you may notice so we can report on behalf of the owner to the builder/developer.

We appreciate your assistance with this, and so will your owner!

I/We acknowledge that I/We have received a copy of the Property Condition Report and understand that the completed and signed report must be returned to the property manager within seven (7) business days of allocation. It is further agreed and understood that should I/We not return the completed and signed form within seven (7) business days that I/We accept the premises in its current condition as per this report.

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KEYS TO YOUR NEW HOME

Key Registry

The Key registry provided and signed at the beginning of the tenancy records all sets of keys you have received. We take a photocopy in colour so it is an accurate record. At the end of your tenancy we expect the same keys and remotes returned unless you have notified us of otherwise. Should you cut more keys, the extra keys are expected to be returned also. This is due to security reasons.

Should you have had any of the locks changed during your tenancy please remind the property manager when vacating/returning keys so we can confirm on file and make note. Thank you for your assistance with this.

Misplaced Keys

If you have misplaced or lost your keys during business hours you may contact our office to see if we are holding a spare set of keys for the property. This is not a compulsory requirement for your agent so please **DO NOT** rely on this. If we do have a copy you may come to our office and borrow our office set. These must be returned within two hours.

If you have misplaced your keys after hours, or you have locked yourself out you will need to call a locksmith to assist you back into the property. This is at your cost.

A1 Locksmiths	(08) 9370 2943
Lock Stock & Farrell	(08) 6350 8500

Do not call your property manager after hours or on Sundays. This is not our responsibility to get you back into the property. We would suggest you provide a spare set of keys to your property to a neighbour or friend in case of emergency. Remember to get them back when you vacate!

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 frame work, 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.

FOBS & Gate Remotes

Many apartment buildings these days require FOB or Gate remotes for access. Should you lose a remote or FOB please contact your agent to organise a replacement one. The remotes will have to be ordered through the body corporate so please allow up to three (3) days.

The tenant will be liable for collection and payment.

If your FOB or remote stops working in the first instance please **CHECK** the battery. Like light globes at properties, batteries are tenant's responsibility to replace. If the light does not turn on, it is usually the battery.

Please try the above before reporting to the property manager.

Lock Change

There may be some circumstances that you wish to change your locks. As per your lease agreement you **MUST** contact the property manager first to discuss and seek permission from the owner. Please email or phone your request before proceeding.

This is at the tenants cost and a **FULL** set of correct keys must be supplied to the agency as an office set.

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PAYING YOUR RENT

Understanding 'Rent in Advance'

Please ensure your rent is always paid in advance. Some tenants can 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 that the first 2 weeks rent paid is for your first 2 weeks of tenancy.

The rent in advance concept is simple to understand. If you go into a shop and you select a can of drink from the fridge. If you open the can, drink the contents and then walk to the counter to pay you would agree you might find the store 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 dwelling in the property. Once the time period is finished or consumed, you then pay for the next time period again before using it, by continuing in the lease and dwelling in the property. This is the meaning of rent in advance.

At the end of your tenancy you will pay your last fortnights rent, two weeks before you vacate. Do not expect to have two weeks returned to you as well as your bond. Please feel free to request a copy of your ledger and we can provide one to you when you provide notice of vacating the property.

Tenant Rent Codes

Please note that you are provided with an individual rental code which is made up of the first four letters of your last name and your street number.

This is a unique code that identifies your rental money into our trust account. It is **IMPERATIVE** that you use this code, otherwise funds could be incorrectly receipted or not receipted at all.

Please do not just write 'RENT' – we do not know which property to allocate it to!

Should we contact you for arrears but you are sure you've paid please make contact with us to confirm/verify payment as this could be the reason!

Rental Payments

Also as a friendly reminder please remember to allow transfer days when paying your rent. Some banks may take 2 to 3 days to process internet transfers for rent. Rent must be cleared and in our Trust account on **the day it is due**. Otherwise you will receive an arrears reminder which some may get upset about!

If you do not want to receive this please transfer rent **2 to 3 days before its due date**.

We have a Zero Tolerance Policy for Late Rental Payments

We pride ourselves in our careful tenant qualification and screening processes. Applications are approved on the grounds that we are confident that the rent will be paid on time. However, we do understand a minority of tenants still get behind in their rent and occasionally for some circumstances, change or life can get in the way. We get that. But it is imperative that you keep us informed and you continue to pay whatever, whenever you can!

Our rental arrears policy is thorough with txt messages, phone calls and emails. If you could please notify us via email **BEFORE** you are late – we can in turn notify your owner to prepare to make alternative arrangements for their mortgage.

Sometimes, some tenants are continually late with payments. If we have a tenant that is consistently behind despite all of our best efforts, we may recommend to the landlord for this lease not to be renewed. 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.

Therefore, we encourage everyone to ensure their rent is paid on time, so that our business relationship remains beneficial for both parties. Please call us should you have any queries regarding our **Zero Tolerance Late Rent Policy**.

	AGENT: Professionals Wellstead Team
INTERNET/BANK PAYMENT CARD	ACCOUNT NUMBER:
	BSB 306 088
	A/C # 015 0748
ROLF85	
Please use these account details when using internet banking or hand to Bankwest staff.	

IMPORTANT





REPAIRS AND MAINTENANCE

General Repairs

As per your lease agreement all requests for repairs and maintenance **MUST** be in writing. Email is preferred but you can pop into our office and ask reception for a maintenance request form. We find email best but **PLEASE** use as much detail as possible. Email also notifies us the time between when you report it, when the property manager actions it, when the tradesman carries out the work and when the invoice arrives.

We thank you for your assistance in this matter in advance.

Once we receive a maintenance request there are a couple steps that we at the Wellstead Team do behind the scenes to action:

- Access property history
- Contact landlord to discuss and for approval
- Send work order to contractor

In the work order we send we ask the contractor to contact you for access. This way you can set up a time that is suitable for you. Please ensure you advise us if your contact details have changed, to prevent any delays in attending to the maintenance. Should you wish for the contractor to use keys please email authorisation for us to release keys in the original reporting or a follow up email once you have spoken to the contractor and we can have the keys ready at reception for pick up.

Feedback

If you are **not happy** or are **very happy** with the service of one of our contractors please let us know. The contractors are a separate company that Habitat contracts out and we would love to hear feedback so we can work closely with our contractors and tenants together. We will also use this to assist in reporting back to the owners as they are often interstate or overseas.

A photo of the maintenance once completed, ie tiling works, gardening works or painting etc would also be greatly appreciated to assist us in reporting back to the owner especially if you feel the work completed maybe to an unsatisfactory standard.

Emergency Repairs

What is classified as an emergency repair?

Emergency items are generally those that could cause injury to the tenant or damage to the property, and they may include:

- **Water pipes** which have broken or burst
- **Blocked or broken toilet**
(if a second toilet is not available)
- **Serious roof leak or gas leak**
- **Dangerous electrical fault**, dangerous power point, loose live wire etc;
- **Flooding, rainwater inundation** inside the property, or **serious flood damage**
- **Serious storm, fire or impact damage** (i.e. impact by a motor vehicle)
- **Failure or breakdown of the gas, electricity or water supply** to the premises
- **Failure or breakdown of an essential service** or appliance on the premises for water or cooking
- **Fault or damage** that makes premises **unsafe or insecure**
- **Fault** likely to **injure** a person, cause **damage** or **extreme inconvenience**

After hours emergency repair.

Should an emergency repair be required after hours then please use your common sense – if it is the middle of the night do call our emergency numbers directly.

Atlanta Plumbing & Gas	0409 887 548
Stirling Electrical	0438 904 070

We request you to notify your property manager by email so at least they are notified the following working day to pass the information to the owner, as well as organise further works, if required.

It is always important to know if a repair is an **emergency** or a general repair. Getting this wrong may be costly to the tenant if the repair is conducted after hours!

Please note although some people may consider this urgent - **a dishwasher or air-conditioner is not considered urgent maintenance!** Please report to your property manager and we will attend to these as soon as possible. If possible, please move to an alternate room for air conditioning, and wash your dishes by hand in the mean time.





ROUTINE INSPECTIONS

Routine Inspections and Photos

The purpose of routine inspections is to not only provide a report to the owner that you are maintaining the property but also to check for any repairs and make any recommendations to the owner. We understand that some people can find this 'imposing' however it is a requirement of our agreement with the landlord, as well as your agreement with us. We endeavour to make this as pain free as possible with respect and good communication so all parties are happy.

We will carry out an inspection approximately six to eight weeks after you move in. This is an opportunity to meet with you again and go over any issues at the property and notify the owner that you have settled in. We will then carry out inspections every 3 months thereafter. If the property is well maintained and maintenance reported regularly we do try not to impose too much!

Photos - please also note that during the inspection we will be taking photos inside and out. This is for efficient reporting back the owner (who can often be interstate) as well as recording maintenance.

Should you not be comfortable with photos we ask that you remove items you wish for us not to take photos of.

Photos are a requirement of our reporting to the landlord. Not only is this company policy but the Department of Commerce and REIWA have previously given authorisation for photo's to be taken on routine inspections as long as correct notice has been given to the tenant on entry. This allows the tenant to remove personal belongings that they do not wish to be photographed and/or that may identify them.

We at all times, will do our best to maintain your privacy but we respectfully request your assistance in this matter.

Routine Inspection Guide - What we look out for at inspections

- Walls/ light switches/doorways and doors are clean from marks
- The carpets/floors are clean and stain free (swept and mopped/and/or vacuumed)
- The windows and screens are clean and dust free
- Ceiling fans are clean and wiped of all dust – Please note if dust remains on there when you clean to vacate the fans can be rusty underneath the dust and the paint from the fan comes off – keep them clean to avoid this!
- Air-conditioner filters have been cleaned – as well as the fins
- The kitchen area is clean and oven/stove top is free of burnt on food and carbon staining
- Shower, Bathroom and Toilet, Laundry and all tiling and screens are clean
- All areas and rooms are fully accessible (not locked)

Please note - if you are a shift worker, please let your property manager know so we can schedule your inspection for the afternoon!

Outside the Property

- The lawns are freshly cut/edged and maintained
- Gardens tidy and presentable/weeds removed
- Rubbish/lawn clippings removed
- Oil Stains removed to carports, garages and driveways
- All areas, garages, store rooms etc are all accessible
- Swimming pool/spa - water and sides/ bottom are clean

If you have an Approved Pet

- Anything that 'comes out of your pet' is to be picked up/cleaned and removed
- Any pet damage or rubbish scattered is repaired and cleaned up
- Ensure all/any dogs are properly restrained for the inspection.

ALTHOUGH you may think that 'fluffy' is fabulous we respectfully request that you hold dogs back from jumping on us during the inspection!

This applies for tradespeople visiting the property to carry out work on the owners behalf.





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LEASE / CONTRACT / PAPERWORK

Lease Renewals

Our aim is for our tenants to stay on at the property for as long as possible, and enjoy it as your own home. This can be done with good communication and a good understanding from each party. Provided that your rent has been paid on time, and the property has been kept clean and undamaged, the landlord is happy to continue a tenancy, then you will most likely be offered a new lease. Your property manager will contact you to discuss this approximately 2 months prior to your lease expiring. Please don't hesitate to contact us first if you wish to discuss your terms or intentions. We will pass on all messages to your landlord.

We anticipate a mutual agreement is reached quickly and endeavour to have a new lease issued, signed and returned before your current lease expires. Should you not be able to meet this expectation please notify us immediately to keep your landlord informed. We want you to be comfortable throughout this process and good communication is key.

Changing Tenants during your lease

During your tenancy should you need to have a changeover of residents you must notify your property manager. Any changes must be approved by the landlord and applicable paperwork completed and signed before a changeover can occur.

Sub-Letting

At the commencement of your tenancy you have advised how many people will be residing at the property. You may only have two people as leaseholders but you have been given permission for 4 people to reside at the property. Subletting is not permitted without **written approval** from the landlord/property manager. This includes allowing other occupants to move in without written authorisation. Often tenants don't want them 'added' to the lease but it is simply requesting permission to have another person residing at the property. Do **NOT** proceed until written permission has been received as said person may need to move out!

Breaking your Lease Early

We understand that circumstances change and occasionally you may need to break your contract early. We must have this in writing as soon as possible. We will endeavour to assist you in re-leasing the property as quickly as we can for both your and the landlords' sake.

We find that people get extremely worried/concerned regarding a leasebreak but we want to assure you we will be working with you to relieve you of your contract/obligations as soon as possible. You can remain at the property during this period of sourcing a new tenant.

It is important that you want the property presented in its best light to assist in re-leasing. Should you need to leave town please advise as soon as possible so we can discuss maintaining the property with you not present as this is still your responsibility. Please remember to keep the electricity connected until such time as another party has agreed to take on the obligations of leasing the property.

Break Lease Fees

Under a lease break, you will be liable for the following:

- Rent until the property is re-let or until the lease expires, whichever occurs first.
- Break lease fee which is calculated on how long you have left to go on your lease agreement: ie: if you have 93 days left on your lease and your rent is \$350.00 per week, the break lease fee would be \$178.35
- Marketing/Advertising costs
- Please note that you are responsible for the property until such time as a new contract is entered. This **includes** looking after the Gardens, lawns, pool and keeping the property clean.

Share Houses

When sharing a lease at a property there are a couple of things to note when leasing with the Wellstead Team -

- During your lease term we request **ONE payment of rent per week / fortnight.**

There have been incidents in a share house where multiple tenants have paid their rent directly to us in dribs and drabs and in odd amounts. If one tenant doesn't pay their share of the fortnights rent and the others continue to pay this doesn't always put the tenants in arrears. It could be months until it is realized that there was a payment or two missed.

Please organise to collect all rent into one account and transfer your fortnightly rent as a lump sum to our allocated bank account. This keeps your ledger intact and easy to read. Please keep your own records of part payments from tenants.

- If you are co-tenants (all names are on the lease) you all have the same legal responsibility for the property. If one tenant stops paying rent or causes damage the responsibility is on **all tenants** on the lease. This is why housemate selection is very important!
- When vacating and finalising a property the bond is always held in the names attached to the lease. We need all tenants' permission in **writing** to release the bond to a single party.
- **We do not monitor which tenant paid what rent or bond.** You are all one legal entity. Our system locates the bank code you use and allocates the rent to the correct property, we cannot distinguish between different names/parties.

If you have any queries regarding this please discuss with your property manager.



THINGS TO NOTE

Strata / Body Corporates

If you are renting a property within a strata-titled body corporate including a unit, apartment or townhouse/duplex there are some extra things that you will need to be aware of. They include the by-laws of the complex and areas of common property or exclusive use.

This includes common areas such as lifts, the car parking area, pools and building access points.

Body Corporate Managers also often handle noise complaints, pet applications and building disputes or common area maintenance. Please ensure that you abide by the building by-laws. Should the complex have a set of house rules you will have been provided with them at the commencement of your tenancy, or they should be displayed in the complex.

Should you have any queries or concerns please submit your enquiry in writing to your property manager to communicate to the body corporate on your behalf. Most Body Corporate's will not deal directly with tenants.

Property for Residential Use Only

Under the terms of the lease the property is for residential use only. 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. Should you wish to conduct a business from home you MUST have written permission from the agent on the owner's behalf.

NBN and FOXTEL

As per your tenancy agreement Tenants are not to alter the property without written permission, this includes installation of NBN and other connections such as Foxtel or international TV dishes.

All tenants who are seeking to install NBN/Foxtel at their property are required to seek written permission from the landlord before proceeding.

Written permission must be directed to the applicable property manager and clearly document the proposed location of the NBN box /FOXTEL dish. Failure to seek such permission may see a tenant liable for costs associated with removal and reinstallation of the NBN/FOXTEL dish/ box and fixing any damage to the premises.

Smoke Alarms

Smoke alarms are a necessity and by law there must be a working smoke alarm in every residential property. Please take some responsibility for this in your new own home also.

We request that you check the smoke alarms at your property - safety is paramount for everyone. Please check that your smoke alarm is WORKING and report any faults or problems immediately to your property manager so we can have the smoke alarm investigated and repaired/replaced.

Removing the battery and not notifying us is an unnecessary risk to you and the property. Please advise us in writing and we will organise investigation urgently.

We also will arrange smoke alarm audits/checks so both parties are responsible for your safety in your property. Please do not hesitate to mention it to your property manager when organising any electrical work as we will have the electrician investigate smoke alarm compliance at the same time, saving money for the owner.

Property Vacant for Extended Periods

We request for you to notify us in writing should you be away/travelling for an extended period of time. Either leaving the property vacant or having someone house sit. Please notify us in writing so we can make notes on file and also notify the owner. This is important re access in case of emergency and also a pre-requisite to notify the owners' insurance company.

Property Damage

If property damage has occurred you are obligated to let us know immediately, or on the next business day if occurring on a weekend or public holiday. Please make sure to put this in writing – email is often best.

Pests / Vermin

Under the Residential Tenancies Agreement, Owners/ landlords are not obligated to supply pest control to a residential rental property. This includes rats, ants, cockroaches, spiders and possums.

Below are some recommended pest control ideas:

- *Cockroaches* – please purchase cockroach baits from your local supermarket or hardware store. They are very effective. Vanilla bean is also an effective and natural deterrent. Cut up into small pieces and put in your drawers/cupboards – this repels the little german cockroaches.
- *Ants* – you can purchase ant baits (white) from the supermarket. Otherwise spray is effective.
- *Rats/Mice* – rats and mice are a part of nature. We suggest rat baits and don't forget to regularly replace every 3 months to keep them at bay.

The most effective method in keeping pests away is preventative. Please clean all food scraps and crumbs regularly so there is nothing for them to eat.

Noise/Disruption

It is important to note that the utmost care must be taken to ensure that you do not infringe or disrupt your neighbours with noise. Loud music, 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. If you are in an apartment please refer to your house rules. If you have not received a copy please request and we will organise as soon as possible.



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 painting or specialised cleaning and deodorising of the inside of the property to reduce and eliminate unpleasant smoke odours and nicotine stains. This can easily run into the hundreds of dollars, and is charged to the tenant. PLEASE smoke outside!

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, how many per wall and which wall (a rough map will suffice). 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 with the landlords permission. Upon vacating the property if there are hooks present that were not permitted or installed correctly you will be liable to re-instate the walls/patching/painting.

General Cleaning

It is expected that the property be kept reasonably clean and tidy whilst living in it. This is also a requirement of your tenancy agreement. We respectfully ask you to respect the property that you are in.

Please 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. Especially venetian blinds – they must be regularly wiped down from dust and grime.
- **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.
- **Ventilation** - please ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation, causing mould and possible health problems. Especially during winter. Leaving fans on helps with circulation.
- **Wet Areas, bathroom, toilet and laundry grouting/tiles** - please ensure all tiles are kept free from grime, soap scum and mould.

Air Conditioners

Please note it is part of your lease that tenants are to regularly clean any filters and intake vents of your air-conditioners. This is 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 may be charged to tenants. If you are unsure please ask.

Ducted Air Conditioners

- Clean the Air Conditioner Filter monthly to ensure optimum performance this is part of your sublease conditions and is solely a tenant responsibility
- Failing to regularly clean the filter may reduce the efficiency and potentially reduces the life span of the Air Conditioner

Step-By-Step Guide to Cleaning

1. Turn Air Conditioner Unit off
2. Undo screws or clips holding the filter in place
3. Slide out the filter
4. Clean filters using warm water
5. Place the filter out in the sun to dry
6. Slide filter back into the grill cover and screw or clip back into place



Split System Air Conditioners

Cleaning Guide

- Clean the Air Conditioner Filters monthly to ensure optimum performance this is part of your sublease conditions and is solely a tenant responsibility
- Failing to regularly clean the filter may reduce the efficiency and potentially reduces the life span of the Air Conditioner

Step-By-Step Guide to Cleaning

1. Turn Air Conditioner Unit off
2. Open front grille cover by lifting from edges
3. Remove Filters by lifting bottom edge and sliding downwards
4. Clean filters using warm water
5. Wipe over unit & front grille
6. Replace Filters
7. Close cover



Watering Days & Usage

The Water Corporation issue accounts for all water consumed on the premises to our office or the Owner. You will then be required to pay for all water consumed on the premises. The invoice will be forwarded to you from our office.

You will have **14 days** to pay the account. Water can be paid the same way as rent.

Sprinklers can only be used before 9am and or after 6pm , 2 days per week based on the last digit of your house number. If you use sprinklers on a non watering day and you receive a fine from the Water Corporation the Tenant is responsible for payment.

You may need to **hand water** lawns and gardens to maintain them throughout the coming water months.

Only hand watering can be done on a daily basis.

Bore - should there be a bore at the property you can water three days per week.

SPRINKLER BANS IN PLACE FROM 1st JUNE—31st AUGUST

Last digit of street or lot number	Scheme users 2 day roster	Bore additional day
1	Wednesday & Saturday	Monday
2	Sunday & Thursday	Tuesday
3	Monday & Friday	Wednesday
4	Tuesday & Saturday	Thursday
5	Sunday & Wednesday	Friday
6	Monday & Thursday	Saturday
7	Tuesday & Friday	Sunday
8	Wednesday & Saturday	Monday
9	Sunday & Thursday	Tuesday
0	Monday & Friday	Wednesday



Watering Systems / Reticulation Systems

Please ensure that all watering / reticulation systems are working properly, and are checked regularly throughout the tenancy to ensure they Continue to work effectively. If you do not know about reticulation systems. Please ASK.

The manual/control box should be attached to the house somewhere and this is always a good start! We strongly recommend to check / run your bore reticulation during winter season, even just for 1 minute at each station. This stops sand and bugs getting into the lines and prevents the pump from ceasing. Please download your manual from the internet if there is not a copy there – or send us a photo and we will organise for you!

Gardening Expectations

Please ensure that lawns are regular mowed and edged, keeping them neat and tidy. Should you wish to have someone regularly mow your lawn, please let us know and we would be happy to recommend a service to you.

Weeding of gardens beds, inside lawns, paths, paving and other outside areas are ALSO the responsibility of the tenant. Trimming of bushes and shrubs in and around the garden are also the responsibility of the tenant. When possible fertilising is recommended and easy to do. If you have any queries, again please don't hesitate to ask.

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 and things like lawn clippings, palm fronds, drink bottles, cigarette butts as well as other items that can easily be considered rubbish or general junk. 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 note take note of your local Council kerbside collection or skip bin allowance which is usually free of charge, the council will collect household items, whitegoods, rubbish and green waste from your curb or provide a skip bin delivered to the property. Please always take into consideration your neighbours when leaving your rubbish.

Pot Plants

Please try to keep pot plants outside the property at all times. Pot plants placed inside and on hard surfaces, tiles and floors like lino, may leave a circular indent, stains and damage. They must have a pot plant tray/plate underneath – particularly for balconies / patios! 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. Any damage caused by pot plants will be tenants liability.

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. Any damage caused by pot plants will be tenants liability.

Tenant Decorating / Painting

Please note that often tenants want to make their home as homely/comfortable as possible. We understand this. However, should you wish to paint YOU MUST seek authority permission before actioning this. The landlord MUST approve your request in writing. Please do not carry out the work until you have an approval letter in writing from us on behalf of the owner to protect parties. We will often recommend that it is carried out by a professional and a receipt produced for records.

Fixtures and Fittings

If you wish to install or remove any fixtures or fittings, you must request this beforehand in writing. You must receive approval in writing of confirmation to protect yourselves also.

Washing Curtains & Blinds

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.

Venetian blinds can be unclipped from the top frame, lay the blind on a hard surface and spray with Windex and hose off gently with cold or warm water, leave to dry then hang back up.

Vertical blinds can be wiped over with a damp cloth to remove dirt and dust.

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 in writing or point them out to us at the routine inspection.



Wall Movement -
Cracking to walls and ceilings can create extensive damage. Be sure to report to us immediately should you notice any wall movement or cracks to

Carpet Cleaning

We recommend professional steam cleaning and we do not recommend the use of 'do-it-yourself' hire machines. These machines lack the ability to adequately withdraw soapy water the machine may have squirted in. Sometimes it is tempting to not have the carpets cleaned on vacating because they have been used only minimally, and some rooms hardly used at all.

We liken this type of situation to borrowing a shirt. Even if we may have worn this for only an hour and not a full day, it is expected that it be returned clean. It is the same for carpets as the next tenants taking possession also need to have clean carpets so this expectation can be transferred to them.

On vacating we request you present a receipt to show the carpets have been professionally cleaned.

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 tell-tale signs of termites, other than obvious signs of seeing termites themselves.

Wood lying around outside and even wooden furniture outside can attract and encourage them. 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.*



In the Kitchen

Bench-top Joins

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 let us know if this is starting to occur as this may indicate moisture has seeped into a join, and is swelling the chipboard wood underneath.

Grout / 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.

We recommend you keep on top of cleaning the grout at the property, splash backs and kitchen floors get very grubby over time.

Oven & Stove Tops

Please ensure that stove tops, 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.

Please use care when using scourers as these may scratch and damage enamel surfaces. Particularly the newer stove tops. When cleaning stoves/ovens use a spray-on oven cleaner. 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. Also if used on the outside incorrectly it removes the labelling on the knobs.

Exhaust Fans/ Vents and Range Hoods

Please ensure any vents and range hood filters are kept clean regularly.

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!

Cupboards/Drawers

Most cupboards and drawers are lined with white lining, which is great for easy cleaning. However substances spilled like sauces 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. Please check your manual or download off the internet for cleaning/maintenance instructions.

In the Wet Areas - Bathroom, Toilet and Laundry

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.

Shower screens must also be regularly cleaned from soap/scum build up. This can be VERY difficult to remove if left on for a while. Please regularly clean this glass - we check this at Routine Inspections!

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. If your property has a septic tank system, please do not flush foreign objects like sanitary products down the toilet. Septic tank systems are not able to process this type of material. 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.

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 mould 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 a tap head or tap handles. 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. This is wasting water so please advise asap and we will organise repair.

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 to 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.

Taking Care - Outside the Property

Oil Drillage

Any cars parked on driveways, under carports and garages must have a drip tray placed underneath if they are leaking. Please also note that any visitor's cars must be parked off the premises if they drip oil. Should oil drillage 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 or the cost of professional cleaners to rectify.

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 and reticulation can be costly. Please note that reticulation/sprinkler systems are often on verges so please be wary!

Please do not park on lawns or garden areas. Also oil stains are difficult to remove from driveways. Prevention is always better than costly cleaning and repairing lawns and gardens!



Swimming Pools and Outdoor Spas

If the property you are renting has a swimming pool and/or spa please take note of the following.

Pool/Spa Cleaning

Pool/spa cleaning and maintenance is tenant responsibility, unless negotiated in your lease otherwise.

The landlord/agent will provide a 'tenant introduction' to assist the tenant to understand maintaining a pool/spa which will be carried out by a professional pool company. Please make sure you have all leaseholders there to meet the pool technician on site for the 'show and tell'. 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.

Supply of Pool Chemicals

Supplying of pool treatment chemicals will be a tenant responsibility, at tenant cost which can be on charged from the Pool Technician unless negotiated in your lease otherwise.

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 adhered at all times.

IMPORTANT!





PETS AT THE PROPERTY

Should the landlord have granted permission to keep pets the following conditions apply for the duration of this tenancy, and any renewal or extension:

- a. **Yard Kept Clean** - keep the yard clean and free from animal faeces.
- b. **Rubbish Kept Cleared** - clean up any rubbish/items scattered by the pet.
- c. **Pest treatment** - At the expiration of the tenancy it is a compulsory for the tenants to hereby agree to present a receipt from a pest company for a flea spray carried out within 48 hours prior or after vacate.
- d. **No Pets Inside** - pets are not allowed inside the residence at any time unless permission from owner granted.
- e. **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.
- f. **Garden Damage** - replace plants or vegetation damaged or destroyed by the pet directly, or indirectly (ie. plants died because a garden irrigation system was damaged by the pet).
- g. **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.
- h. **Temporary Pets** - the tenant will not harbour, substitute or "pet-sit" any other pet, and will remove any of the pet's offspring within 45 days of birth (should this occur) unless a prior agreement is met with the landlord.
- i. **Bi-Laws and Local Council** - abide by all local, city or state laws, licensing and health requirements regarding pets, including vaccinations.
- j. **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.

Professionals

We want to thank you for leasing a property through
The Wellstead Team.

We endeavour to provide open communication and
respect of your tenancy during your time with us.

We hope you enjoy settling into your new home and if you
have any queries please do not hesitate to ask!



Professionals
Wellstead Team