

Welcome to Renting with First National Iskandar

Our aim is to provide you with all the necessary information to make your tenancy a pleasant, hassle-free experience for all parties involved. The following notes are designed as a reference guide to our services and outlines the way we approach some important aspects of your tenancy.

1. Rental Payments

First National Marrickville has a zero tolerance policy regarding late payments. We have an expectation that rent and invoices will be paid on time, every time. You are required to pay rent in advance in accordance with your Residential Tenancy Agreement. You would have been issued with a St George deposit card and letter with instructions on all rent payment methods accepted by our office. Please ensure that you use the reference number provided to ensure that payments are allocated to your rental property. If you are experiencing financial hardship, are going away or for any other reason you are unable to pay rent by the due date, please contact our office immediately. Within **24hrs of rent not being received, a courtesy SMS** reminder will be forwarded to you and thereafter, your property manager will call to confirm a date that rent can be expected or send a letter if they do not receive a response.

Communication is the key to resolving any issue with payment.

Failure to pay rent may result in your tenancy being terminated in accordance with the Residential Tenancies Act and may also result in your details being listed on tenancy history databases.

One of the most valuable things you can have at the end of your tenancy is a Trust Ledger that shows your rent has always been paid on time. Your rental ledger is a complete record of every amount you've paid, the frequency of your payments and the rent period covered. It also highlights if your rent has ever been outstanding. When it comes to applying for another property in the future, the quality of your ledger will be extremely beneficial in proving your history to the next property manager or landlord.

Please note: Separate or split payments are not accepted. You are required to nominate one party to be responsible for the EFT transfer of payment for the whole amount specified in your agreement or lump sum payments in advance.

2. **Repairs and Maintenance**

All repair requests must be submitted in writing either via email directly to your property manager or via the Maintenance Request section of our website - www.iskfn.com.au. Whilst we endeavour to action your repair as quickly as possible, it is usually necessary to obtain the Landlord's approval and/or quotes before any work can commence, therefore please be patient as a delay is sometimes unavoidable. Once approval has been granted, we ask the tradesperson to arrange a suitable time directly with you to carry out the repair. Alternatively, you may wish to grant permission for access with keys held by our office. Please do not install picture hooks/nails or make any alterations to the property without prior approval by our office in writing. In addition, if marks remain or paint is damaged after blue/yellow tack or Command Strips have been used, you will be held responsible for any repairs.

If an issue is deemed an '**Urgent Repair**', we encourage you to call our office on **9569 3699** for advice on appropriate action.

An urgent repair includes the following items:

- a burst water service
- a blocked or broken toilet
- a gas leak
- a serious roof leak
- a dangerous electrical fault
- serious storm or fire damage
- flooding or serious flood damage
- a failure or breakdown of any essential service on the premises
- any fault or damage that causes the premises to be unsafe

In the event that the office is closed and after hours assistance is needed, please either refer to your agreement for instructions or contact our nominated tradespeople as listed below:

Electrical Repairs: Michael Heraghty from Quality Electrics – **0410 494 924**

Plumbing Repairs: Bobby from Sydneywide Plumbing – **0411 790 106**

Glass Repairs: Tony from Apex Glass – **0414 336 104**

Locksmith: Bill from Accurate Locksmiths - **0418 375 100**

Pest Control: Nathaly from Pesty Girls – **0415 191 878**

Refer to **Clause 19 of your Tenancy Agreement** for further information about 'urgent repairs'. Also, attached you will find some useful **Tenant Repair Tips** for assessing the repair to avoid any unnecessary call outs.

Please note that the cost of unauthorised non-urgent repairs will be payable by the tenant, ie. key cutting due to being locked out or turning on of fuses or pilot lights.

3. Keys

A duplicate key to all properties is retained by our office for emergency access. In the event that you find yourself locked out of the premises and on producing photo identification, keys can be borrowed during office hours but must be returned within 24 hours.

This service is NOT available out of office hours or on public holidays.

It is therefore advisable that you make arrangements regarding the location of a spare key should you inadvertently find yourself locked out, otherwise it will be your responsibility to contact a locksmith to arrange access. If for any reason a lock needs to be replaced, it may only be done so after first obtaining written permission under the strict understanding that you provide us with a spare set of keys.

4. Insurance

For your own protection, we suggest that you take out your own Personal Contents Insurance to cover your personal effects and furniture against any loss, damage or theft.

5. Periodic Inspections

During the course of your tenancy, the property will be inspected periodically by your property manager to assess the general condition after providing you with written notice. The first inspection will normally be within the first 3 months after you move into the premises and then 6 monthly thereafter. We do request, however, that you notify our office of any repairs or maintenance you feel are necessary as soon as possible throughout your tenancy.

Once you give notice to vacate the property, you have the option of attending a final inspection which is closely checked against the initial condition report included as part of your tenancy agreement.

6. Utilities Connection (Electricity, Gas, Telephone, Broadband, Pay TV)

It is a tenant's responsibility to have the utilities accounts placed in their names and to arrange for connection and disconnection. If you so wish, we can provide details for a free service via **Connect Now** which allows easy connection with your choice of service providers.

A landlord is not required to provide telephone, television or internet connections with the premises. It is up to you to check at the start of the tenancy and note on your condition report whether or not sockets work and then negotiate regarding repairs and maintenance of these existing outlets.

7. Rental Bond

Your rental bond is lodged with the Department of Fair Trading NSW and as such we request a bank cheque in their name for the amount of the bond. It is held as security against any damage or undue wear and tear and is not meant for unpaid rent. A refund is authorised promptly after you vacate, provided the property is left in as close as possible in the same condition as when the Residential Tenancy Agreement commenced, allowing for fair wear and tear and provided there are no monies owing. You will be issued with a guide to preparation of the property for inspection once your notice to vacate has been received. Please note that rent is payable until all necessary cleaning and repairs have been finalised and keys returned.

8. Termination of the Tenancy Agreement

If you wish to vacate, notice is required in the following ways:

- a. When the fixed term of the agreement is due to end, a minimum of **14 days** written notice is required prior to the end term date
- b. Once the fixed term has ended, you are obliged to give at least **21 days** written notice
- c. If the landlord wishes to sell the premises you may be asked to vacate within **30 days** of written notice - this only applies after the fixed term has ended.

9. Pets

It is imperative that permission to have a pet at the property is sought before deciding to obtain one. To apply to have a pet some detailed information is necessary including their medical status with up-to-date vaccination information, flea treatments, behavioural assessments, de-sexing certificate, microchip details (including local council registration certificate), plus any obedience training certificates they may have received.

It is also useful to supply references from your vet and/or obedience trainer which will help the landlord see that the pet is well-behaved and not a nuisance. If you have lived in a previous pet-friendly property, obtain a reference from your previous Landlord or Owners Corporation to demonstrate that your pet was an 'ideal tenant' and no damage, pest problem or noise complaint was reported.

If approval is granted, you will be asked to sign an additional pet clause outlining your responsibility in keeping of the pet at the premises.

10. Condition Report

Please be aware that you must complete the tenant section of the condition report and return a copy to our office within **7 days** of receiving it at your lease signing appointment. If you fail to return a copy, you will be sent a reminder to do so. If you do not return it, in the event of a bond dispute, the Tribunal will most likely accept the landlord copy of the condition report.

Overall, we trust that you will enjoy living at the property and that your experience with our office team is always smooth and professional!

Received by: _____ **Date:** _____

_____ **Date:** _____