

Tenant Guide

villager.
property

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Welcome to Villager!

We are looking forward to working together to make the process smooth and enjoyable for you as you move into your new place and throughout your time with Villager!

In this guide, you will find some tips to make sure you're completely prepared for everything within the realm of your tenancy, all the ins and outs and what is expected.



When should you contact us?

You can contact us anytime! Here are some important times you might need to:

Rent payments in arrears
Maintenance or repairs required
Renewal of your lease
Rent information
Vacating your property

Office hours

Weekdays 9am - 5pm
Closed weekends

Contact

(02) 4929 5999
pmenquiry@villagerproperty.com.au

Emergency Contact

Romana 0473 647 255
Courtney 0449 129 599

Electrician

Twisted Copper Electrical
Michael Schofield
0421 245 700

Plumber

Goldman Plumbing
Jacob Goldman
0437 958 277

Locksmith

HVP Locksmiths
Daniel Box
0404 785 921

1

Commencing your lease

Lease Signing

Our preferred method of signing your lease is electronic. You will be sent a link to the lease prior to your lease start date which we ask you to thoroughly read prior to signing. We recommend that you contact your property manager if there is any area or clause that you do not understand. Should you prefer to sign the lease in person, please make an appointment with your property manager for a time suitable to you both.

Rent Payments

We recommend you set up a direct debit to avoid forgetting a rent payment and effectively falling into arrears. We recommend you set up your first payment one week following your lease start date. We have a no-cash policy.

Key Release

Keys will only be released when all parties on the lease have signed and all monies including the bond and two weeks rent in advance have been paid. For legal and security reasons we can't issue keys early or grant access to the property before the allocated tenancy start date.

Utility Connections

Don't forget to arrange your electricity and/or gas connection with your preferred provider, along with internet if you wish. For ease we can put you in touch with a utility connection provider.

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Moving in

Notice of your change of address

Don't forget to advise your bank, traffic authorities, utilities and other important parties of your change of address.

Your contact details

Please advise us of any changes to your contact details (phone, email, preferred postal address) in writing via email as soon as the change occurs.

Property Condition Report

Please ensure that you complete the property condition report via the link emailed to you within seven days of the tenancy start date. It must be signed and if needed amended by you if there appear to be any discrepancies.

If it isn't completed by you within 7 days, the original inspection report will be used for the end of tenancy comparison, regardless of whether you agree to the original report.

Tenant Contents Insurance

We highly recommend that you arrange tenant contents insurance.

If your contents are damaged or destroyed by circumstances affecting the property (e.g. fire, storm, power outages etc.) your goods and possessions are not insured by the owner.

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During your tenancy

General Repairs

General repairs must be lodged in writing, via email. Please ensure that your request is detailed so it can be attended to as quickly as possible. Photos of the general area to show context, and closer up of the area are extremely helpful.

An example of the incorrect way of reporting a repair:

"Toilet leaks and needs repair"

An example of the correct way of reporting a repair:

"Second level, main bedroom ensuite toilet is leaking from the cistern. This leak occurs after flushing and continues for about 30 minutes."

Emergency Repairs

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

- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- a failure or breakdown of the gas, electricity or water supply to the property
- a failure or breakdown of any essential service for hot water, cooking, heating, cooling or laundering
- a fault or damage which makes the property unsafe or insecure
- a burst water service
- an appliance, fitting or fixture that uses water or is used to supply water that is broken or not functioning properly, so that a substantial amount of water is being wasted
- a blocked or broken toilet
- a serious roof leak

Fire Safety

The smoke alarms in your property are serviced by an authorised fire safety inspection company. They will contact you throughout the tenancy to coordinate routine inspections. If you experience any issues with your smoke alarms, please contact us immediately.

Mail

If you receive any mail not addressed to yourself please drop it into our office and we will forward to the intended recipient.

Pets

Pets must be approved by the landlord and if so, please be mindful of their impact on the home and garden and arrange for damages to be repaired. Please feel free to contact us prior to getting a new pet and we will contact the owner to discuss.

Lease Renewals

We will be in contact prior to your lease expiring to discuss your wishes and those of the landlord, however please feel free to contact us at any time beforehand to discuss your options.

Routine Inspections

We will conduct a routine inspection at the property about 4-6 weeks after lease commences, then approximately every 6 months. The purpose of our inspections are to ensure the property is being maintained for both repairs and cleanliness. Please see a detailed list of what we look out for below.

How you present your property for routine inspections plays a key role in securing a positive reference when your tenancy ends.

What we look out for at inspections inside the property

- Walls, light switches, doorways and doors are clean from marks
- The carpets are clean and stain free
- The windows and screens are clean
- The kitchen area is clean and oven/stove top is free of burnt-on food and carbon staining
- Shower, Bathroom, Toilet and Laundry and all tiling is clean and mould free.
- All areas and rooms are fully accessible (not locked)

What we look out for at inspections outside the property

- The lawns are freshly cut/ edged and maintained
- Gardens tidy and presentable / weeds removed
- Rubbish/lawn clippings removed
- No unregistered car bodies on the property
- Oil Stains removed from carports, garages and driveways
- All areas, garages, store rooms etc are all accessible
- Swimming pools/spa - water and sides / bottom are clean

If you have an approved pet

- Any droppings are picked up and removed
- Any pet damage or rubbish scattered is repaired and cleaned up
- Ensure all/any dogs are properly restrained for the inspection

Changes in housemates

If there is a change of tenants during your tenancy, please contact us. The new tenant will be required to submit an application and upon approval, a change of shared tenancy documentation will be required to be signed by all parties.

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Your rental payments

Rent on time

On time payments are one of the most important attributes to your future reference and chance of obtaining your next property.

Our office has strict policy for late rental payments - our owners rely on these payments to be timely. If you default on your rent we will take immediate action from day one of your rental arrears. All rental arrears will be recorded on your tenancy ledger - you can ask to see a copy of this at any time. To ensure your rent is paid on time, please set up a weekly direct debit.

Please ensure your rent payments are received at our office on or before the due date.

If you feel we have made any discrepancies in receipting your rent you must provide us with the relevant bank statement or receipts before we can attempt to rectify.

Rent in advance

A minimum of 2 weeks rent in advance is required when you first begin your lease. You must then make sure you pay your rent on time according to the frequency you agreed to in your lease, i.e. weekly, fortnightly, or monthly. We highly recommend that you commence rent payments the week following your lease start date, to ensure you remain in advance at all times.

Bond

This is required at the beginning of a lease and is equivalent to 4 weeks rent. Example a property renting for \$600.00 requires a \$2400.00 bond. Your bond is held by the Rental Bond Board for the duration of your tenancy.

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Taking care of your new home

Misplaced keys or changing locks

If you lose your keys or lock yourself out during business hours, you can collect a spare set from our office. They must be returned on the same day they are borrowed. If you wish to change any locks, you must obtain permission from us and ensure we are provided with a new full set of keys.

Hot water

Many properties have small hot water heaters that don't produce a large amount of hot water. Time may be required between showers, washing etc. to allow for water to re-heat, especially during winter.

Property damage

If property damage occurs please let us know immediately or on the next business day. If it has occurred through tenant mistreatment all repair costs will be at your expense.

Noise disruptions

The utmost care must be taken to ensure that you and your guests don't disrupt your neighbours with noise from parties, vehicles etc.

Air conditioners

A/C filters and vents must be cleaned regularly to ensure they work effectively. If you notice the A/C not functioning despite filters/vents being clean please send through a repair request.

Fire places

Fireplaces must not be used unless you have written permission. Often they are ornamental or the flue/chimney has been permanently blocked so using them could be dangerous. Please check with us before using any fireplaces.

Pot plants

Please keep pot plants outside as much as possible. Indoor plants must be kept off the floors or in a waterproof, rustproof, mark-proof pot. Any damage caused by pot plants will be repaired at your expense.

Fixtures, fittings, picture hooks

If you wish to install, remove or change any fixtures, fittings, paintwork or picture hooks/adhesive, you must request this beforehand in writing.

Ventilation

Be mindful of air flow through the property. Make sure it's aired regularly to minimise dampness and odours, particularly in the bathroom to allow heat to escape. The most common cause of mould is poor ventilation caused by windows and doors always being shut.

Dishwashers

Dishwashers need to be cleaned with particular attention to the filter on a regular basis as the build-up of food can cause them to malfunction. If any necessary repairs are caused by lack of maintenance the cost may be payable by you.

Watering your garden

Watering must be done within local council watering restrictions; however we advise you to water adequately within these parameters to ensure gardens are properly maintained.

Weeding and shrub trimming

Weeding and shrub trimming are your responsibility (unless otherwise stipulated) and need to be done on a regular basis. If you require a gardener we can help with contacts.

Rubbish

Please use the correct bins, taking care to recycle. General rubbish should be put in tied bags and the bin area should be kept tidy. Both strata titled properties and separate dwellings should have dedicated bins for household rubbish, garden clippings and recycling. Where necessary ensure bins are put out on the correct days for collection. If you're uncertain of these days see your local council website.

Oil drippage

Any oil marks from cars must be cleaned immediately. Any stains may result in cleaning costs or compensation being paid to the landlord.

Parking on lawns and gardens

At no time should vehicles be parked on lawns or garden areas. You will be liable for any damages caused from doing so.

Swimming pools

Please refer to the special conditions of your lease if you have a pool. If you're in a strata property please abide by the strata rules on pool use.

Strata title / owners corporation

If you're in a strata building, be mindful to follow its set of rules and regulations. A copy of the by-laws will be provided to you at the commencement of your tenancy. Some repairs and maintenance are the responsibility of the owner and others are to be carried out by strata. We will liaise with the appropriate body in order to action any outstanding items.

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Related entity Villager Property Group Pty Ltd
ACN: 620 125 895

Related entity FOLLO Pty Ltd
ABN: 21 632 810 756 ACN: 632 810 756