

Table of Contents

Important Information To All Tenants	
Bond Lodgment.....	
Renting A Home – Guide For Tenants & Landlords	
Connecting Your Utilities	
Arranging Your “Move In”	
Condition Report.....	
Routine Inspections	
What if property under for sale	
How To Pay Your Rent	
What To Do If You Lost Your Keys.....	
Changing Or Ending A Tenancy Agreement	
What Do I Do If I Have A Maintenance Issue	
No Power.....	
No Hot Water.....	
Washing Machine Not Working	
Lights Not Working.....	
Dryer Not Working	
Stove Not Working	
Oven Not Working	
Bad TV Signal	
Faulty Appliances	
Garage Remote Not Working.....	
Smoke Alarm Is Beeping.....	
Condensation	
Any Other Issues?.....	
Routine Inspection Guide	

Important information to all tenants

- Upon signing your lease agreement, please note that you are signing a legal binding document and are entering a fixed-term contract.
- Strictly no pets shall be allowed within the premises. This is clearly stated in the lease agreement. Anyone breaches such condition by keeping pets will be served a Notice to Vacate.
- Rent shall be due on or before the first day of every month. Failure to do so will be deemed as a breach of the lease agreement and a Notice to Vacate will be issued. For methods on how to pay your rent, refer to page 4.
- Smoking is strictly prohibited in our premises for lease.
- Please note that all mattresses shall be placed properly on bed frame or bases. Sweat can seep through and eventually rot the carpet below. If such case occurs, carpet would have to be replaced under tenants' expenses.
- Please advice our office immediately if your mobile or home phone number has changed. Communication is vital throughout your tenancy for a number of reasons including safety and maintenance issues.

Bond Lodgment

In accordance with legislation, your bond money will be held in trust by the Residential Tenancies Bond Authority (RTBA) until the termination of your tenancy. RTBA in Victoria do not pay interest on your Bond.

Elite will provide a Bond Lodgment Form for you to complete. The form will be provided upon signing your lease.

Within 2 weeks of your tenancy commencing, you shall expect to receive a receipt from RTBA acknowledging your Bond and provide you with a Bond reference number. Please quote this reference number when contacting RTBA.

RTBA can be contacted by phone on 1300 137 164

The Bond payment is only payable by **Bank Cheque/Money Order** to “**RTBA**”

At the termination of the lease, please ensure that your signature on Bond Release Application is exactly the same as on the Bond Lodgment Form. Otherwise RTBA will not release the funds till appearing on Victoria Civil and Administrative Tribunal (VCAT).

Renting a Home – Guide for Tenants & Landlords

You will be provided with a copy of “Renting a home – Guide for Tenants & Landlords”. This guide explains the responsibilities of tenants, landlords and agents under Victoria’s residential tenancy laws. Consumer Affairs Victoria (CAV) produces this guide as a summary of rights and duties for landlords and tenants under tenancy agreement.

Connecting Your Utilities

Tenants are responsible for connecting the utilities in each property. Tenants shall be responsible for Telephone, Gas, Electricity and Water usage charges, and any additional services that is arranged to be provided on the property i.e. Internet services, Foxtel etc... To connect these services, installation shall be arranged by tenants at least 2-3 days prior to move-in.

For your convenience, Elite can help to arrange a FREE connection service provided by “On the move” for tenants. On The Move can connect on your behalf Electricity, Gas, Telephone and Water with the supplier of your choice.

“On The Move” can be contacted by phone on 1300 850 360

Arranging Your “Move-In”

Most rental properties have either a building manager or a concierge who will need to be contacted prior to your move-in date to arrange a suitable time to access the lift and common areas.

Due to high demand of lifts usage, lifts will not be available at all times and days; therefore lifts need to be booked in advance for the specific times that you require. We recommend tenants to **contact the building manager or concierge at least 2-3 days** prior to your move-in date.

Condition Report

A Condition Report will list the present condition of the property on a scale of Good, Fair & Poor. Prior to moving into the property, Elite will provide you with a copy of the Condition Report. It is important to note that this report reflects the condition at the commencement of your tenancy, the report is also used at the termination of your tenancy primarily to ascertain what changes has occurred during your tenancy.

Upon commencing your stay in the property, tenants shall read through the report in detail and ensure that the report accurately describes contents and conditions of the property. Please contact your property manager if you have any comments or questions of the report. The Condition Report needs to be signed and returned to your property manager within 3 business days.

This document is extremely important and will be used as a comparison when you vacate. In order to determine your bond refund, we will compare this report with an outgoing report at the end of your tenancy. If you fail to return a copy of this report, you could forfeit your right to object if there is a disagreement at the end of your tenancy.

Other than issues of fair wear & tear to the property, all damages shall be repaired and paid upon completion of tenancy. If necessary, the costs of repairs may be taken from the Bond that is held, whether through mutual agreement or by applying to the Victorian Civil and Administrative Tribunal (VCAT).

Routine Inspections

In accordance with the Residential Tenancy Act, Elite Rental Team will conduct routine inspections of the property every 6 months.

You will be notified in writing by post/mail of the date and time prior the routine inspection. In the event that you are unable to attend the inspection, Elite rental team will access the property using the spare key. A business card/note will be left on the kitchen bench after the inspection. Elite rental team will be in contact with you after the inspection if there are any issues requiring after. During this inspection, it is important that you advise your property manager if there are any issues or maintenance requirements for the property.

The Residential Tenancies Act outlines a number of other instances where your property may need to be accessed. Such instances include urgent maintenance/repair being required, for valuation purposes, for sales inspections etc. You will be advised with a written notice at least 24 hours prior accessing the premise.

Please refer to the Routine Inspection Guide attached in this handbook.

What if property under for sale?

According to Section 85(b) of Residential Tenancy Act 1997, an agent can enter the premises to show prospective buyers, provided that agreement is within 7 days and not less than 24 hours' written notice before the entry is required, it can be in the form of mail/email/text message. In relation to your lease agreement, **NOTHING WILL CHANGE.**

If the property is to be sold to a new owner(s), he/she inherits your lease. The sale of the property does not terminate or end your lease. You will continue to have your rights to the property as a tenant when the new owner(s) assumes the responsibility as your landlord. If the property is sold to someone who wishes to live there, you will be given sufficient notice to vacate, however this will not happen until your current lease comes to an end.

How To Pay Your Rent?

Rent is due in advance as per your lease agreement. If you are experiencing any difficulties in meeting your commitments, please ensure you immediately contact our office.

If the lease agreement is in joint names, all parties to it are individually and jointly responsible. If the agreement is in multiple names and one party does not have the funds to meet their commitments, the other parties are responsible to meet that commitment.

Rent can be paid by following ways:

- Bank Cheque/Money order to :
 - **Elite Real Estate & Development (Vic) Pty Ltd**
 - **Hanestate Pty Ltd**
 - **H&J Estate (Aust) Pty Ltd**
 - **Trendzone (Aust) Pty Ltd**

your property manager will cross off whichever is not applicable
- Direct Debit (please speak to your property manager)
- Bank Deposit/internet transfer

Financial Institution	Westpac Banking Group	
Account Name	BSB No	Account No
Elite Real Estate & Development P/L		
Hanestate Pty Ltd		
H&J Estate (Aust) Pty Ltd		
Trendzone (Aust) Pty Ltd		

your property manager will cross off whichever is not applicable

Please note: if you wish to deposit any monies directly into above account, please ensure you **quote your apartment number as a reference**. Otherwise we may not know that the money is from you and will assume payment has not been made. Please also keep your direct deposit receipt for future reference.

We have a system in place to deal with rental arrears. Reminders will be sent to you when rental arrear occurs. If rent remains unpaid after certain days, a Notice to Vacate will be issued and an application will be lodged to Victorian Civil and Administrative Tribunal (VCAT) seeking vacant possession, rental arrears and recovery of all associated costs. Your name may also be lodged on the National Tenancy Database which will affect your ability to obtain a rental property in the future.

****please be mindful that landlords have financial commitments and rely on the rent to cover their cost and expenses***

What To Do If You Lost Your Keys

In the event that you lock yourself out or lost your key, Elite Property Management team is able to assist you within office hours. Please be advised that a service charge will apply and will be required upfront. If you require new keys, you will need to place an order at the Elite reception and payment will also be required upfront.

If you lock yourself out outside office hours, please contact **Advanced Locksmith 0401 357 607**. The costs charged by Advanced Locksmith will be determined by the time and the job required.

If you change the locks during your tenancy, it is the provision of the Residential Tenancies Act 1997 that you must supply our office with a spare duplicate key.

Changing Or Ending A Tenancy Agreement

If you wish to vacate the property at the end of your tenancy, you are required by law to provide Elite with a written notice 28 days prior to the end of your lease. *Copy of Vacating Advice Form is attached in this handbook.

Please note that this period is effective from when our office receives your written notification so it's advisable to allow 3 days for postage. If you wish to end your lease within in the term of your lease, please see the section below:

BREAKING YOUR LEASE

If you wish to vacate during the term of agreement, or if you have someone that would like to take over the lease, you will be breaking your lease. If you wish to break your lease, you as the tenant are responsible for reimbursing the landlord for any losses suffered. You will be responsible to pay rent until the property is re-let or your lease expires whichever occurs first, and any other costs incurred to secure a new tenant such as advertising costs and a letting fee. Please speak to your property manager to discuss in more details.

Please be advised that any changes in tenancy could affect the bond refund process when you vacate. It is imperative that the procedures, as set out in the Residential Tenancies Act 1997 are adhered to. All parties who signed the original bond form must sign the bond claim form, in the same manner. Please speak to your property manager if you need more information.

LEASE RENEWALS

If instructed by the landlord, Elite Rental Team will contact you with regards to a further "fixed term tenancy" prior to the expiration of the current fixed term agreement. At this time a rental review will also be undertaken and you will be advised by post of any rental increase.

Upon acceptance by all parties, Elite Rental Team will complete and execute a new fixed term tenancy agreement and provide the tenants and landlords with copies of new documentation.

In the event that you are not offered a new fixed term tenancy, you may submit a Notice to Vacate or you may stay on at the property on a periodic or monthly tenancy until further advised.

LEASE ASSIGNMENTS

Lease assignments or a transfer of lease, must not be undertaken without the written approval of the landlord. Contact your property manager to seek further instructions prior to making any changes to the occupants in the premises. ** Fees may apply **

CLEANING THE PREMISES

All properties must be returned to Elite in a clean & presentable condition, and the carpets in the premises must be professionally steam cleaned. A vacating cleaning guide is attached to this handbook. Upon returning keys to your property manager, they will conduct a comprehensive vacating inspection. Vacating inspections are extremely detailed and are completed in conjunction with a Condition Report provided to you at the commencement of your lease.

DISCONNECTING YOUR UTILITIES

When vacating, you should arrange to disconnect all utilities that are connected and billed to you directly at the property. Failure to arrange disconnection may result in new occupants using your utilities at your cost.

Ensure that all UTILITIES being disconnected TWO DAYS after you have hand in your keys. If final check cannot be conducted due to early disconnection of utilities, fee of getting connections connected will be charged.

CLAIMING YOUR BOND FROM RTBA

Once the vacating inspection has been completed your property manager will advise you of any issues that remain outstanding in regards to the property.

In the event that the property is not returned in the same condition that it was leased to you (excluding fair wear & tear), your property manager will advise you of the necessary costs or repairs. If no agreement can be negotiated a claim will be made against the bond for rectification of any outstanding matters.

If the property is returned in good order with no rent outstanding and no damages found, your property manager will request that you complete and return to our office a Bond

Claim Form. It is then processed by Elite and the Residential Tenancies Bond Authority will refund the bond directly to your nominated bank account or by a cheque to you.

Please ensure that you sign the Bond Claim form exactly the same as you signed the Bond Lodgment. Do not make any alterations or erasures on the form, otherwise it will not be accepted by the RTBA.

The RTBA can be contacted by phone on 1300 137 164

What Do I Do If I Have Maintenance Issues?

We as your property managers are here to assist you during your tenancy. Listed on the following pages is a guide on resolving maintenance issues.

If you have maintenance issues that you are unable to resolve yourself after reading the following, please lodge your maintenance issue with Elite immediately. Failure to do so could leave you responsible for damages incurred. Maintenance Request Form will be provided to you together with this pack. You can lodge your request in writing, in person, by fax or email.

If you need EMERGENCY repair(s) please follow the guidelines as specified in the "Renting a home Guide page 16 to 17". *****Please contact Bobby Sung on 0433 113 587 if you require assistance after hours, during weekends or public holidays*****.

The emergency number should only be used for problems arising of essential services such as electricity, plumbing, drainage and water supply or when the property is in danger if repairs are not carried out urgently. If an emergency callout is made for non-essential repair, you will be responsible for the additional urgent callout fee.

PLEASE NOTE: If Elite attends your apartment to resolve a non-urgent maintenance request, please be aware that where a tenant has failed to follow the guidelines of this handbook, a \$50 call out fee will apply when we believe the tenant could have resolved the matter himself or herself.

In the event that the tenant is not home and an appointment has been booked directly between the tenant and a trades-person, please be advised that should a call out fee be charged by the trades-company – the tenant will be liable for the charges.

Resolving Maintenance Issues

- **No Power**
- **Kitchen/Bathroom/Laundry Sink Blocked**
- **No Hot Water**
- **Washing Machine Not Working**
- **Lights/Power Points Not Working**
- **Dryer Not Working**
- **Stove Elements Not Working**
- **Oven Not Working**
- **Bad TV Reception**
- **Faulty Appliances**
- **Garage Remote Control Not Working**
- **Blinds Not Open/Close Properly**
- **Blinds/Scratches Marks**
- **Smoke Alarm Is Beeping**
- **Condensation**

No Power

If you have no power in your apartment, please check the switch/meter/fuse box and ensure that all switches are turned to the “on” position. It may have been that there was an overload and the safety switch has been activated.

If all points are situated in the “on” position and you still have no power, please contact your service provider as there may be a fault in the street/building. (the best way to find out may be to contact a neighbor)

If your power went off while you were trying to turn an appliance on, check that the appliance is not faulty? Test your appliances by turning the power back on, then unplugging and plugging into a different power point.

Kitchen/Bathroom/Laundry Sink is Blocked

If there is a major blockage with sewerage overflow, please call the building manager immediately, or call our office on 9663 9977/ 9326 9977/ 9642 2298.

If your sink is taking a long time to drain away, we suggest you try the following options;

- Pouring hot water down the sink or using proprietary drain cleaner such as “Draino” to try free the blockage
- Remove hairs, soap, food etc from the waste and pipe
- Remove any food from the kitchen waste & pour boiling water down the drain.

No Hot Water

- Please ensure that you have registered your details with your power company and paid your bill on time. It may be a good idea to contact the power company first.
- Please make sure that the gas tap is turned to 'on' position.
- If you have an electric hot water service, please check that it is turned on; if this doesn't work please check the fuse in the meter box.

Washing Machine is not working

- Please ensure taps linked to the washing machine is turned on.
- Please make sure the appliance is plugged in and turned on properly.
- Please also ensure whether the door of the appliance is closed properly.
- If the machine has stopped half way through a cycle, this may be because the machine is overloaded. Please ensure the washing machine is not overloaded and the load is evenly distributed.

Lights are not working

- Please make sure faulty light bulbs are replaced.
- Please check the switchboard/fuse box and make sure all switches are at 'on' position.

Dryer is not working

- Please make sure the appliance and the master switch is turned on properly.
- Please check whether the filter needs to be cleaned. Dryers may shut down automatically due to overload of lint in the filter.
- Please refer to your manual first before calling for assistance; ensure you have selected the right option.

Stove is not working

If it is electric:

- Please check the appliance is plugged in and the power is switched on.
- Please check your fuse box whether there has been an overload and the safety switch may need to be reset.
- Please ensure the connections are not loose or dirty.

If it is gas:

- Make sure the gas tap is turned to 'on' position. If problem persists, please contact your building manager.
- Water/moisture may enter the gas cover, please ensure the gas cover is dry.

- The cooking stove may not be correctly aligned. Please ensure that the parts are correctly aligned with each other.

Oven is not working

If it is electric:

- Please check that the appliance is plugged in and the power seitch is turned on.
- Please check the fuse box, whether there has been an overload the safety switch may need to be reset.
- Please check the connections and make sure that they are not loose or dirty.

If it is Gas:

- Please make sure the gas-tap is turned on at 'on' position. If problem still occurs, please contact building manger.

Bad TV Signal

- Please make sure the aerial is plugged in both sockets and is tightly secured.
- Please try to retune TV channels on both sockets.

If the above options have been tried and the service hasn't improved, then you may contact; Acton Electrical – Dale 0418 322 849 (Monday to Friday 9am-3pm). If the problem is a result of failing to check the above methods, you will be charged for the cost of the electrician.

Faulty appliances (Furnished or white goods supplied apartments only)

If you appear to have a faulty appliance, please refer to the manual first. If you are still confident that they appliance is faulty, please submit a maintenance request in the methods mentioned at the start of this handbook.

Garage remote is not working

- Please ensure the batteries are replaced within the remote.
- If you have replaced the batteries and your remote is still not working, please contact the building manager.

Smoke alarm is beeping

- There is a 9 Volt battery in each of your smoke detectors. If you are experiencing a slow continuous beeping noise, this may be due to the battery is going on flat and requires to be changed.

- Tenants are responsible to ensure the smoke detectors are working at all times. There is a test button on the device. To test, simply hold down the button and if it beeps back then it is working.

Condensation

Some tips on dealing with condensation:

- Please identify where and what is causing the condensation.
- While cooking/boiling, please ensure the exhaust fan/range-hood is turned on to help absorb the smoke/steam. Open the balcony door or windows while cooking is recommended to allow ventilation.
- When taking a shower, close the bathroom door to contain the steam. Turn the exhaust fan on and open the window (if applicable) to let the moisture escape.
- If using a clothes dryer, close the door and leave exhaust fan on whilst dryer is running. Otherwise apply appropriate method to absorb moisture from the dryer.
- When heater is turned on in apartment during cold weather may result the apartment being warmer than outside. As a result, condensation may occur on walls and especially on glass windows, which is easily detected if occurs. It is wise to wipe it away with a towel or similar to dry the surface off and then air out the room by opening the windows and doors or turning on and exhaust fan.
- If mould is forming as a result of condensation, use one of the following methods: Straight white vinegar (spray it on and leave it to dry); tea tree oil (mix 1 teaspoon of oil to 1 cup of water, spray affected areas and leave to dry).
- It is important to keep moisture in the apartment at appropriate levels by ventilating the place regularly. This is also essential for fresh air for health/hygiene. An easy way to ventilate your place is to open up the windows and doors when the weather is warmer during the day or run your exhaust fan a little more than usual.
- Using dehumidifiers – recommended products – Dry Home DH24 and Omega Altise ODE20

Any other issues?

If you have any other queries or issues that are not mentioned in this guide, please feel free to contact our office straight away to discuss. However, if this guide does not resolved your issue, please proceed to lodge your maintenance request with our office in the ways described at the start of this section.

Routine Inspection Guide (What we look out for during the inspections)

We will conduct our first routine inspection at the property approximately 6 months after the commencement of your lease and every 6 months thereafter. The main purpose 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.

We ask that before the periodic inspection you:

- Ensure that our office has your current phone numbers and email address
- Your rent is paid in advance (as per your Residential Tenancy Agreement)
- Provide keys to new locks to this office as well as any security device codes and the location of the device
- Ensure any damage to the property is repaired or rectified
- Ensure all terms of your Residential Tenancy Agreement are being met (refer to your current agreement)
- Ensure any pets (if you are permitted pets) are secured, so they cannot run loose
- Ensure a list of any outstanding maintenance or issues you would like us to inspect and report to the landlord is sent to our office via fax or email

Attendance to the following matters prior to our inspection will save time and prevent unnecessary (and often unpleasant) conversations/actions. Subject to the condition of the property at the commencement of your tenancy (refer to your Condition Report, issued when you signed your Tenancy Agreement) you should ensure that:

- The property is very clean and tidy throughout with any stains removed from the carpets
- All cupboards, shelves, drawers and benches are cleaned
- Walls and doors are cleaned of all marks
- Stove, griller, oven and exhaust fans are cleaned
- Windows and sills are cleaned inside, and outside where possible
- All garbage, bottles and rubbish is removed from the premises
- The garage and/or storeroom is cleaned out, free of cobwebs and grease marks are removed from car space/garage
- Bathrooms are thoroughly cleaned, with all mould and soap scum removed from tiles and grouting. Ceiling mould must also be removed. Toilets to be cleaned inside and out, and the bathroom floors to be mopped
- Lawns and edges are trimmed and gardens weeded (this applies to townhouses and houses)

If all of these items are met of all routine inspections during your tenancy term, this will assist you in receiving a very positive rental reference from Elite upon vacating the premises.

*Photos also note that the inspection may also involve taking photos of any repairs required, and a photo of the grounds front and back. It is policy that we **do not take** photos of tenant possessions.*