



Tenant Handbook

Professionals Northern Coast
P: 9562 2888
Shop 18, Brighton Village S/C
BUTLER WA 6036

Professionals Lagoon
P: 9561 1047
2/5 Village Row
YANCHEP WA 6035

Professionals Granger Clark
Ph: 9249 6888
The Market Place S/C
BALLAJURA WA 6066

Welcome to Renting with Professionals Granger Clark

Our team at the Professionals Granger Clark would like to welcome you to your new home and we look forward to being of great service to you during your tenancy. We have prepared this tenant handbook to answer some general questions you may have. If misplaced, this document is available online and can be accessed by clicking the following link <http://www.grangerclark.com.au/>

Our goal is to provide you with exceptional customer service and be available to you if you have any questions or concerns. Along with great customer service, we also provide the latest technology to give you 24 hour online access to our website where you can view invoices and other information relating to your tenancy.

Our tenants are one of the most important parts of our business, so if there is anything we can do to help, please feel free to contact us.

Office Details:

Address

The Market Place S/C
12 Illawarra Crescent North, Ballajura WA 6066

Hours:

Monday - Friday 8:30am – 5:00pm

Contact Details:

Ph: 9249 6888

E: propertymanagement@grangerclark.com.au

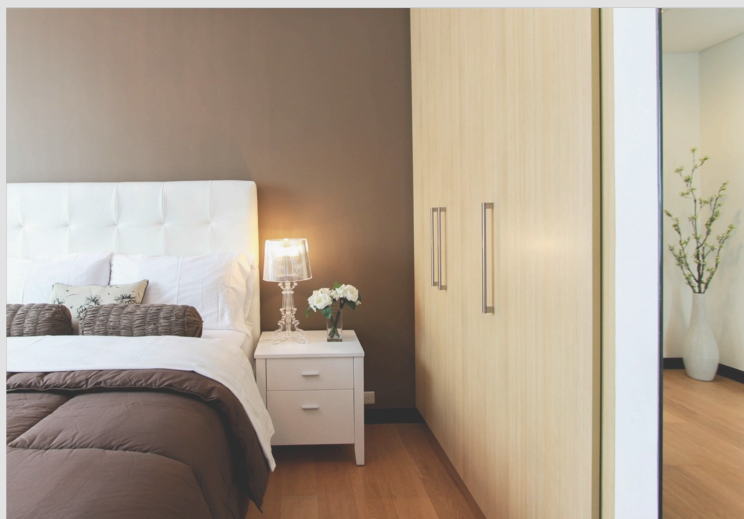


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<https://www.facebook.com/professionalsgrangerclark/>

If you need to see your Property Manager, AN APPOINTMENT IS NECESSARY.



During Your Tenancy

Your Rent Payments

Our preferred method of payment is by EFT.

Trust Account Name: Professionals Granger Clark Trust (NAB)

BSB: 086-420

Account Number: 914 558 377

Please ensure you use your address and/or last name as a reference.

Zero Tolerance Policy for Late Payments

We pride ourselves in our careful tenant qualification and screening processes. Your application has been approved ONLY on the grounds that we are confident that you will pay the rent on time, every time. However, a minority of tenants still fall behind in their rent payments despite all of our tenant screening procedures.

We believe that a smooth relationship can only occur when we all have the right expectations and therefore, we would like to explain our **Rent Arrears Policy**.

1-3 days late - we will send you an SMS text, email or phone call

4+ days late – Termination for “Non Payment of Rent” will be issued

Our follow-up procedure involves phone calls and persistent personal contact. This has caused some people upset, embarrassment and also resentment, however as paying your rent on time forms part of the Lease Agreement it is important that you understand your obligations.

It is important to note that this policy also applies to invoices (ie. Water consumption accounts).

If you fail to meet your obligations regarding your rent payments we will seek the Landlords instructions to apply to the Magistrates Court for vacant possession of the property. Please note, the Landlord may also choose to employ a third party to recover the outstanding debt.

For more information regarding rent payments, please visit our website

<http://www.grangerclark.com.au/tenant-information-videos/>

When you vacate, if you fail to pay any outstanding debts relating to the property (ie. Rent, invoices, cost of repairs etc.) your details will be lodged on the **National Internet Tenancy Databases**. This will affect further tenancy arrangements with other Real Estate Agents not only in your local area, but across Australia and New Zealand. It is important to note that all Real Estate Agents check these tenancy databases as part of their tenant qualification and screening procedure.

Therefore we encourage you to ensure your rent is paid on time, so that it does not affect your future renting prospects.

Water Consumption

The water consumption is billed directly to the owner via our office and then an invoice will be emailed to you. Please make payments directly into our Trust Account.

Water consumption is received from the Water Corporation every 2 months.

Payment of the water consumption account is due within 14 days, and it is important to remember that our rent arrears policy also applies to invoices.

Lease Renewals and Rent Reviews

We will contact you 90 days prior to the expiry of your Lease Agreement to discuss if you would like to continue your tenancy.

Once your intentions are communicated, we will contact the Landlord for further instructions.

Please note a rent review may occur at the time of renewal and may be adjusted in accordance with the current market conditions.

If you wish to vacate the property we will require advice in writing not less than 30 days prior to the expiry of your Lease Agreement.

For answers to questions regarding lease renewals and rent reviews

you can visit our website

<http://www.grangerclark.com.au/tenant-information-videos/>

Property Condition Report

At the commencement of your tenancy you will receive an email from Reports Online providing you access to your Incoming Property Condition Report. You will have access to this report for 7 days to make any amendments/comments. Upon expiry of the 7 days this report will no longer be available to you to make any further amendments.

We encourage you to take your time and be thorough as this report will be used at the final bond inspection when you vacate.

Additionally, you will have access to the Property Condition Report Photographs throughout your tenancy.

Routine Inspections

Our team will conduct a routine inspection at the property approximately every 3 months unless otherwise advised at the commencement of your tenancy. The main purpose is to provide a report to the owner that details the condition of the property, and also to check for any repairs and make any maintenance recommendations to the owner.

Please note that the inspection will involve taking photos and videos of the property and any repairs if required.

A notice will be emailed to you 7-14 days prior advising of your inspection time and day. An SMS reminder will be sent the day prior.

We understand that you may have other commitments, so whilst you are always welcome, you are not required to be present for the inspection.

Please note if you have any maintenance to report, please notify your Property Manager in writing. You do not wait until a routine inspection is conducted.

For tips on how to prepare for your inspection you can visit our website

<http://www.grangerclark.com.au/tenant-information-videos/>

Utility Connections - Getting Connected

It is your responsibility to ensure your power, gas, phone, internet, etc have been connected into your name.

We will arrange for ConnectNow to contact you to assist you in connecting these services.

Pets at the property

If the Landlord has approved for you to have a pet at the property, the following conditions apply for the duration of your tenancy:

- **Yard Kept Clean** - keep the yard clean and free from animal faeces.
- **Flea infestation** - in the event of any fleas or flea eggs being present as a result of the animal, you will need to arrange for flea fumigation of the property prior to and upon/after vacating the premises. This is at tenant cost.
- **Damage Rectification** - repair any damage to the premises caused by the animal, and will protect and immediately rectify any damage caused to garden and irrigation systems and fittings.
- **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.
- **Temporary Pets** - the tenant will not harbour, substitute or "pet-sit" any other pet without permission
- **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 and possible eviction action.



For tips on keeping a pet at the property you can visit our website

<http://www.grangerclark.com.au/tenant-information-videos/>

Vacating the property

When you intend to vacate the property, in all instances we require your notice in writing (an email is sufficient)

- If you are leaving at the end of your current fixed term lease, we require at least **30 days notice**
- If you are leaving on a non-fixed term (periodic) lease, we require at least **21 days notice**

Should you wish to vacate your property prior to the expiry of your fixed term Lease Agreement, please contact our office for further information.

Getting your bond back quickly

We understand that when you vacate the property you would like your security bond refunded as quickly as possible. For this to happen without any unnecessary delays, we recommend the following:

- **Rent** –ensure any outstanding rent is paid (including any outstanding invoices)
- **Cleaning** - ensure the property is professionally cleaned, including the carpets as per the terms of your Lease Agreement
- **Fumigation** — If you have pets, please ensure the property is treated for fleas
- **Gardens** - ensure lawns are mowed and gardens are weed free
- **Keys** - ensure that all keys, remote controls etc have been returned

If you require any assistance getting your property ready for the final bond inspection, we use and recommend the following contractors:

Carpet Cleaner

Jim's Carpet Cleaning—0431 587 280

Cleaner/Window Cleaner

Jim's Cleaning—0421 653 566

Gina & Nick's Professional Cleaning—0420 525 355

Cleanteck—0403 619 223

General Maintenance

James Handyman & Maintenance—0418 910 945

Property Maintenance Crew—1300 030 920

Renewed Property Services—9305 4625

Pest Controller/Fumigator

Half Price Pest—0405 109 097

Cheap Pest Control—0422 500 250

Gardener

Tommos Mowing & Maintenance—0447 885 246

Multi—Gardener—0417 910 217

Painter

VSPEC Painting - & Decorating—0423 885 545

J & K Yates Painting—0418 499 634

For tips on how to prepare for your final inspection you can visit our website

<http://www.grangerclark.com.au/tenant-information-videos/>

Emergency and After Hours Contractors

We understand that emergencies do happen, however as our Property Managers are only available during business hours.

Should an emergency repair be required outside of our office hours, we recommend contacting the below contractors. 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 afterhours!

Locksmith

Atlantis Lock & Key
0422 091 375

Plumber

Aqua Plumbing—0411 184 322
WA Plumbing & Gas—0416 131 430

Electrician

Lumos Electrical Services—6120 1982

Glazier

Balmain Glass & Glazing—0419 943 028
Action Glass—9249 2429 (24 hours)

1) ESSENTIAL SERVICES are listed in the Residential Tenancies Regulations 1989 and include repairs to:

- a burst water service,
- gas leaks,
- broken hot water system,
- sewerage leaks or
- dangerous electrical faults.

2) OTHER URGENT REPAIRS are those that are not an essential service, but might cause damage to the premises, injure a person or cause undue hardship or inconvenience to the tenant/s, e.g.:

- Broken refrigerator or washing machine where these appliances are included in the tenancy.

DAMAGE TO PROPERTY/BUILDING

If damage to the property you are renting is caused maliciously by another person please contact your local police station straight away. Please make a note of the report number as your Property Manager may ask for this for insurance purposes.

GAS LEAK

If there is an overpowering gas smell at a property please locate the main gas supply in the metre box/power board and turn off supply immediately, then contact your gas company.

ELECTRICAL FAULT

If an electrical fault happens during your tenancy and there are live wires or a fire started by a fault please call the fire department IMMEDIATELY. AIR CONDITIONING FAULTS are not classed as an urgent repair. If your air conditioner does start to leak please DO NOT continue to use it as you will be liable for any subsequent damage.

NO POWER/ELECTRICITY

Check power board/metre box and confirm all switches are pointed to the “on” position.

Make sure your electricity bill is paid up to date and disconnection hasn’t taken place.

Contact Western Power on 13 13 51 and check if they are aware of any power outages in the area.

If possible, check with a neighbour and confirm if they are experiencing the same issue.

If your lights are working but your power points etc are NOT then please switch off all power points throughout the entire property and unplug all appliances & white goods etc. Once this is done go to your power board/ metre box and make sure all the switches are ‘on’. Then return inside and plug in your appliances one by one. If the power flicks off again then the last appliance plugged in is your offender. Do NOT continue to use this appliance as it is faulty.

NO HOT WATER

Check power board/metre box and confirm all switches are pointed to the “on” position.

Make sure your electricity or gas bill is paid up to date and disconnection hasn’t taken place and contact supply company check if they aware of any gas outages in the area.

If you have a gas hot water system, please ensure the pilot light is lit at all times. It is a good idea to familiarise yourself with how your system operates early on in the tenancy.

RUNNING TAP/BURST PIPE

If a washer has given way and your taps are beyond a leak please turn your water off at the mains which is generally located somewhere on your front verge/ nature strip. If a pipe has burst please turn the main water supply off immediately.

STORM DAMAGE

If at any time you experience damage during a storm, please email your property manager and report it to us for actioning repairs. If the damage is severe and life threatening, please contact the State Emergency Service (SES) on 13 25 00.

LOCKED YOURSELF OUT?

In the event you have locked yourself out you must call a locksmith at your own cost. Professionals Granger Clark is only required to supply you with keys during ‘Normal Business Hours’ Monday to Friday 9am to 5pm (not including public holidays).

Our clients are the most important part of our business, so if there is anything we can do to help, please feel free to contact us!

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