



Tenant Information

Office Hours

The office is open from Monday to Friday between 8:30 am and 5:30 pm.
On Saturdays our team members can be contacted via their direct office numbers or mobile phones.

In the event of an **emergency** (outside of these times), all you need to do is call 0452 200 291 and your call will be answered by our 24/7 helpdesk.

Rental Payments

Your rent must be paid in advance at all times.
If at any time you are unable to make a rental payment in full and/or on time, please make immediate contact with your Property Manager.

Please note that if you are sharing the property with another person (whose name is on the Tenancy Agreement), you are both equally liable for paying the rent.

All rental payments must be made by the method that has been provided to you.
Unfortunately, we cannot accept cash or personal cheques over the counter in the office.

Property Condition Report

Two copies of the Property Condition Report are provided to you. This report is very important as it outlines the condition of the property at the commencement of your tenancy.

When you have vacated the property the condition at that time is compared to the condition at commencement and any variation (fair wear and tear excepted) will be your responsibility to reinstate.

Please review the Property Condition Report thoroughly making any additional comments you feel are necessary to accurately establish the condition of the property. It is in your best interests to ensure that it is a comprehensive and accurate description of the property's current condition.

When you have completed the Report, please sign and return it within the first 7 days of your tenancy, retaining one copy for your records.

If a signed copy is not returned to this agency and a dispute arises at the end of your tenancy, the condition of the property will most likely be assessed as that indicated on the Report completed by this office.

Rental Bond

Your Rental Bond will be lodged with the NSW Office of Fair Trading and is held as security against any unpaid rent or damage to the property. Upon lodgment you will receive written confirmation from the Department of Fair Trading providing you with a Rental Bond

rentalfirst

Registration Number.

Your Rental Bond will be refunded to you soon after you vacate the property, provided all rent has been paid and no monies owing for cleaning or repairs.

Repairs and Maintenance

All requests for repairs and maintenance must be reported via email to repairs1@rentalfirst.com.au with the description of problem and a photo attached. Repair request can also be submitted on our Website (www.rentalfirst.com.au / **for tenants** / fill out **Property Repair Request Form**). We do not accept verbal repair requests. Wherever possible please supply photos as proof of the problem.

In the event of an urgent repair required outside office hours, and your Property Manager is un-contactable, arrangement for repairs can be made directly with the trades people listed on the front page of your Residential Tenancy Agreement.

Your Property Manager will attend to all non urgent repairs within 2 business days; however in many instances it will be necessary to obtain the owner's approval before any work can commence.

Routine Inspections

During the course of your tenancy, your Property Manager will inspect your property periodically, after you have been given 7 days notice. This will include an inspection 3 months after your tenancy commences and then every 6 months.

We will contact you in advance to arrange a mutually convenient time. The purpose of these inspections is to advise the owner of the condition of the property, how it is being maintained by you, and to allow you to advise us of any repairs or maintenance you feel are needed.

Keys

Our office retains a duplicate key to all properties for emergency access.

Unfortunately, locks can only be changed, added to or altered after you have obtained permission from your Property Manager, and you would then need to supply us with any new keys.

Insurance

Unfortunately, the owner's insurance cover on the property does not extend to cover your belongings. On this basis, we strongly suggest that you take out comprehensive contents insurance to cover your belongings against fire, theft and other perils.

In the event that you, another occupier, or visitor accidentally damages the property and rectification work is required, you may be required to pay any excess that may apply to the owner's insurance cover.

Sub-Leasing

Your Tenancy Agreement states the maximum permissible number of people who can occupy the property. If there is any change, in either the original occupants or any additional occupants move into the property, please notify your Property Manager immediately.

The owner's consent is required should you wish to sub-lease the property.

Visitors and Guests

All tenants named on the Tenancy Agreement are equally responsible for the behavior of their guests (including any children) while on the property.

Termination of the Tenancy Agreement

If you would like to advise us of your intention to vacate the property, you may use one of our "Vacating Notice" forms. These can be found in the "Documents & Links" section of this website.

Please read below for important information relating to terminating your Tenancy Agreement.

Your Tenancy Agreement is a legal contract providing protection for both you and the owner. You can terminate this agreement in one of the following ways:

- If you intend to vacate at the end of your Tenancy Agreement you are required to give 14 days written notice to us, prior to the expiry of your agreement.
- Once the fixed term of your Tenancy Agreement has expired you must give us at least 21 days written notice in advance.

Breaking the Tenancy Agreement Early

If any unforeseen circumstances arise and you have to vacate the property prior to the expiration of your Tenancy Agreement, please contact your Property Manager immediately. In this situation we will endeavor to find another tenant to take over your tenancy.

If this occurs, you will be responsible for the following:

- Payment of all rent until another suitable tenant commences the tenancy
- Payment of a letting fee - 1 Weeks rent + GST
- Payment of an agreement preparation fee of \$33
- Payment of any advertising costs of \$220

A Vacate notice may be sent to us using any of the following methods:

- Posted to Rental First, PO Box 315, St Leonards NSW 1590
- Hand Delivered to our office address

Unfortunately we cannot receive Vacating Notices by email as they are not legally acceptable.