



Noble Realty

The Tenancy Handbook

Your Introduction and Guide to
Renting with Noble Realty



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Welcome to Renting with Noble Realty

Congratulations on your tenancy approval. You have been approved because we are confident that like all our tenants we believe you will be able to pay the rent on time, keep the inside clean and maintain the property, lawns and gardens.

We have created this guide to assist you with being prepared for your tenancy and also to assist you with having the right expectations during your tenancy with Noble Realty. We believe that a smooth relationship can only occur when we all have the right expectations and work diligently to ensure we fulfil our tenancy obligations.

If you have any questions during your tenancy, please feel free to contact Noble Realty on 6555 9415.

Utility Connections - Make sure you organise your utility connections to take effect on or before the day you move into the property (electricity, gas, and phone). This can be done by calling your provider and informing them you will be moving. You will need to supply to them the address and move in date.

Important - Keys issued early

It is important to note we are unable to issue keys early, or grant access to the property any earlier than the allocated tenancy start date. An example of this is where access to the property is required to move boxes into a garage or bedroom to get the moving process started earlier or a removal truck company requires access a couple days earlier. Under all circumstances, we cannot issue any keys earlier than the start date of the tenancy for legal and security reasons.

During the Tenancy sign up we will go through the following with you:

- a) **Tenancy Agreement** - the specific details of your tenancy with you;
- b) **Payment of Rent** - how we would like you to pay your rent;
- c) **Zero Tolerance Late Rent Policy** - we will explain our zero tolerance policy to late rent payments;
- d) **Bond Lodgement** - sign the lodgement form that will accompany the lodgement of your Bond with the Department of Fair Trading;
- e) **Property Condition Report** - we will explain what you need to do with your property condition report;
- f) **Repairs and Emergency Repairs** – all requests must be in writing;
- g) **The Renters Guide Booklet** will be issued to you;
- h) **Any other important matters**; and
- i) **Monies receipted** - at this appointment we will issue you with a receipt for your payment of any rent/bond, unless already receipted beforehand. After all these transactions are completed, you will be given access to the property by providing you with the property keys.

Moving Into Your Rental Property

Changing Address

Ensure that you let financial organisations, road departments and other important bodies know of your change of address. You are responsible to have a redirection in place to avoid having mail returned.

Contact Details

If any of your contact details changed you are **obliged** to notify the office immediately.

Keys

Should you wish to copy keys it is important to note we will need back all keys given to you at tenancy start and also all extra copies created during your tenancy period. If you change the locks during tenancy, you are obligated to provide us with a full new set of keys for property access and written approval must be sought before proceeding.

Payment and lodgement of your bond. Your bond will be lodged with Department of Fair Trading and you can expect confirmation from them indicating your lodgement number.

Property Condition Report

Please ensure that you return your completed copy of your property condition report to us within **7 days** of the tenancy start date, ensuring you sign and date each page. If this is not returned, please be aware that the original condition report will be used for vacating inspection at the end of tenancy.

Tenant Contents Insurance

It is crucial that you have your own tenant contents insurance!

It is important to note that should your goods be damaged or destroyed by circumstances affecting the owner's property (i.e. fire, storm damage, power outages etc.) then your goods and possessions are **not insured** by the owner.

Example: An electrical fault in the building starts a fire and the property is destroyed. Your possessions will not be covered by the owner's insurance.

Example: You are away on holidays and the power cuts out due to an electrical fault in the building. You return home to find your fridge/freezer goods spoiled. The owner's insurance will not cover your fridge/freezer goods.

Example: A storm blows a tree onto the house and in the process your belongings are damaged. The owner's insurance will not cover your possessions.

In all cases above, tenant contents insurance should cover your goods for these given examples. Please check with your insurer however for the cover they can provide you. You need to ensure that all your goods are adequately insured and the owner/agent will not be liable for damaged or destroyed tenant possessions. Fire damage to your possessions is not covered by the owner's building or landlord insurance. You need to ensure you have adequate tenant contents insurance cover.

During Your Tenancy

General Repairs

We insist that all repairs are lodged in writing. You can lodge written repair requests by downloading a repair request form from www.noblerealty.com.au or use the provided repair request forms handed to you at tenancy start. You can lodge your repair requests by fax, post or email.

Emergency Repairs

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

- **Water pipes** have broken or burst
- **Blocked or broken toilet** (only if a second toilet is not available)
- **Serious roof leak or gas leak**
- **Dangerous electrical fault**, dangerous power point, loose live wire etc.;
- **Flooding, rainwater inundation** inside the property or **serious flood damage**
- **Serious storm, fire or impact damage** (i.e. impact by a motor vehicle)
- **Fault or damage** that makes premises **unsafe** or **insecure**
- **Fault** likely to **injure** a person, cause **damage** or **extreme inconvenience**

AFTER HOURS EMERGENCY REPAIRS - Should an emergency repair be required after hours, then you need to contact the office and leave a message, alternative contact your property manager.

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 after hours!

Routine Inspections and Photos

We will conduct a routine inspection at the property approximately every 3 months. 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. Please see a detailed list of what we look out for below.

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.

Routine Inspection Guide

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 and Toilet, Laundry and all tiling is clean
- All areas and rooms are fully accessible (not locked)

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 pool/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

Taking Care - Inside the Property

Misplaced Keys

If you have misplaced your keys during business hours you may come to our office to borrow our office set. If you have misplaced your keys after hours, you may call a locksmith to assist you back into the property. **This is at the tenant's cost.**

IMPORTANT! Most modern window fly screens can only be removed from the inside of the property. Attempting to remove them from the outside will result in damage to the fly screen frame work and will result in the fly screen having to be repaired or replaced **at your cost.** This may cost more than what it would cost to have a locksmith attend the property to allow you access back in.

Property Damage

If property damage has occurred you are obligated to let us know immediately or on the next business day if occurring on a weekend or public holiday.

Noise/Disruption

It is important to note that the utmost care must be taken to ensure that you do not infringe on disrupting your neighbours with noise. Loud music, parties or otherwise can disrupt a neighbour's right to peace and the quiet enjoyment of their residence.

In the case of units and apartments, particular care must be taken with respect to noise due to the close proximity of other properties, usually located on the other side of the wall. This also includes your obligation to ensure that your visitors are not disrupting neighbours when walking from your premises to their parked vehicles.

Air conditioners

Please regularly clean any filters and intake vents to ensure there is no build up of dirt and dust and that the unit is able to draw in air effectively, not hindering performance or in the worse case scenario, causing the unit to breakdown resulting in costly repairs and/ or replacement. Please also note that if an air conditioner breaks down due to filters and vents not being kept clean, costs to rectify the damage or even replace the unit **might be charged to the tenant.**

Heaters

Please ensure any combustion heaters are kept clean of ash build up and also ensure a protective mat is placed in front of the heater to protect against coals and ash falling out and singeing/damaging carpets or floors. For other heaters, please ensure that no combustible or flammable material is placed on or near heaters to avoid a fire risk.

Fireplaces

If the property you are renting has a fireplace, this should not be used unless you have been given permission from your landlord. Sometimes these are ornamental or the flue/chimney has been blocked up. Using them could cause a fire to occur. If this is the case, please ensure a spark catcher is used at all times in front of the fire to protect carpets and flooring from coal burns and ash damage.

Pot Plants

Please keep pot plants outside the property at all times. Pot plants placed inside on hard surfaces, tiles and floors like lino, may leave a circular indent, stains and damage. Pot plants placed on carpet areas run the risk of carpet rot underneath, should moisture overflow or escape even with plates and containers placed underneath to attempt to prevent this.

Aquariums

Like pot plants, aquarium stands can leave rust marks to floors and can cause carpet rot if placed on carpets. Furthermore, if placed on carpets the weight of the aquarium filled with water may cause permanent indentations and damage in the base of the carpet pile.

Strict No Smoking Policy

All properties have a strict '**no smoking inside**' policy. If tenants still choose to smoke inside the property they will be responsible for specialised cleaning and deodorising of the inside of the property to reduce and eliminate unpleasant smoke odours. This can easily run into the hundreds of dollars and is charged to the tenant.

Tenant Painting

It is policy that tenants do not paint any part of the property themselves without written permission from the owner. We have found in the past that some tenants have not painted the property to a professional standard, resulting in a professional painter being called in to rectify work. Do not undertake anything until you have approval from your landlord IN WRITING.

Fixtures and Fittings

If you wish to install or remove any fixtures or fittings, you must request this beforehand in writing.

Smoke Alarms

Should you believe for any reason the smoke alarm(s) installed are not working at the beginning of your tenancy, please let us know immediately. It is the tenants responsibility to maintain the smoke alarm replacement during the tenancy. Protect your safety by being vigilant and report to us any issues, to ensure your safety in the case of a fire.

Picture Hooks

If you wish to install any new picture hooks, please let us know in writing what type of hooks you wish to use. Please assess the type of walls that are in the property and the type of picture hooks that are suitable. We will let you know in writing before you are permitted to install appropriate picture hooks.

Washing Curtains

Some curtains and netting are machine washable but it is vitally important that this be established before any washing occurs. Drapes may only be suitable for dry cleaning, so please check all labels first. Sun damaged, brittle curtains or netting may disintegrate should they be machine washed, so it is best to check with the owner before cleaning them, as you could be responsible for them if damaged.

House Cracking and Movement

Please let us know if you notice any cracks to walls, ceilings and movement. If cracks were in place when you moved in, please let us know if you notice them worsening or growing larger. Please either report these in writing or point them out to us at the routine inspection.

Termites

Termites will quickly eat through a property and can cause extensive damage. Signs like wood becoming brittle (doorways, skirting boards, wood roof beams etc) sounding hollow when tapped or knocked and/or with the presence of mud deposits are the tell-tale signs of termites, other than obvious signs of seeing termites themselves.

Another warning sign inside can be blistering/lifting paint to inside walls, as they are known to eat away the paper backing to gyprock walls, allowing the plaster to crumble away allowing the termites to come to the wall surface, staying just under the paint lining. Wood lying around outside and even wooden furniture outside can attract and encourage them. Dripping outdoor taps next to the house can also cause damp and favourable conditions for termites to be attracted. If you see any signs of termites or termite damage, please bring this to our attention immediately.

General Cleaning

It is expected that the property be kept reasonably clean and this is also a tenancy agreement requirement.

Pay particular attention to:

- a) **Walls, switches, power points, skirting, doors and doorways** - please keep these free from marks and dirty finger marks.
- b) **Cobwebs/dusting** - please remove cobwebs to windows, walls and ceilings. Keep vents dusted. Light fittings and ceiling fans - keep them dusted regularly.
- c) **Windows/sills/window tracks and flyscreens** - keep regularly cleaned and dusted.
- d) **Floors** - please keep regularly swept and mopped. Floors in the kitchen and wet areas may need to be scrubbed to keep surfaces, tiles and grouting looking clean.
- e) **Ventilation** - please ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation, causing mould and possible health problems.
- f) **Wet Areas, bathroom, toilet and laundry grouting/tiles** - please ensure all tiles are kept free from grime, soap scum and mould.

Carpet Cleaning

All carpets need to be cleaned on a six to twelve month basis, simply because of general living. The best time is after winter or at the end of a wet period.

We recommend **professional steam cleaning** and we do not recommend the use of 'do-it-yourself' hire machines.

*** On vacating, you will be required to present a receipt to show the carpets have been professionally cleaned.**

In the Kitchen

Chopping Boards

Please ensure chopping boards are used on bench tops, so that bench tops are preserved from unnecessary cut marks and associated damage.

Grouting/Tiling/Taps

Be sure that if you notice grouting or silicone sealing coming off/loose around any tiles near or around the taps and/or taps dripping/leaking to let us know by repair request. If moisture should get in between tiles, this can damage the wall behind, and even seep into chipboard that is usually present in bench tops causing swelling and irreversible damage to the wood. Unfortunately this separating joint in the bench-top will greatly worsen over time due to swelling chipboard affected by moisture underneath!

Oven and Stove Tops

Please ensure that stove tops, grillers and ovens are kept free of burnt on food. Food, crumbs and spills when left long enough become burnt on, blackened and carbonised, making them very difficult to remove. Please use care when using scourers as these may scratch and damage enamel surfaces. When cleaning stoves/ovens use a spray-on oven cleaner. Be sure to read and follow the product instructions carefully, as even though these types of products are very effective, they tend to contain harmful caustic fumes and require rubber gloves to be worn at all times when using the product. Please also check that the product is suitable to the type of surface you are applying this too, as some surfaces like stainless steel may become permanently marred/stained using an oven cleaner.

Exhaust Fans/Vents and Range hoods

Please ensure any vents and range hood filters are kept clean. Ensure the exhaust fan cover is clean and kept free of grime build up. From time to time these should be taken down and removed to be soaked in hot soapy water and then scrubbed clean. Please use extreme caution when removing these. If you believe this is unsafe (i.e. a high exhaust fan) then let us know so we can arrange to have these cleaned.

Cupboards/Drawers

Most cupboards and drawers should be lined with liners, which is great for easy cleaning. However substances spilled like sauces will in time prove difficult to remove and may leave permanent stains. Cupboard shelving, doors, doorframes and inside drawers/cutlery tidies should be cleaned on a regular basis. Also keep food in sealable containers to avoid insects and vermin gaining access to food and breeding and also creating a disease risk from germs, faeces and urine.

Dishwashers

Dishwashers provided as part of your tenancy need to be cleaned on a regular basis and any build up of food remains removed.

In the Wet Areas- Bathroom, Toilet and Laundry

Shower Screens

If you notice cracking to glass in shower screens or shower doors please report this to us immediately. Wired shower screen glass can crack under thermal expansion (consistent hot and cold temperatures) where as toughened glass usually only cracks if impacted (hit by

something). If the shower screen is cracked due to impact damage, this will in most cases need to be **paid by the tenant**.

Blocked sinks/drains

Should a sink or basin become blocked, first try a drain cleaning product like Drano. Be sure to follow the product instructions carefully. If the sink or basin is still blocked after treatment, please let us know so we can arrange for a plumber to attend to the problem.

Foreign objects down drains

Please take care not to allow children to place toys or other items down drains. If your property has a septic tank system, please do not flush foreign objects like sanitary products down the toilet. Septic tank systems are not able to process this type of material.

If a plumber is employed by us to clear pipes, drains, basins or sinks and it is determined that the blockage was caused by something considered foreign, this expense will be billed to the **tenant for payment**.

Loose tiles

Should you notice loose tiles to walls, the shower recess or to tiles over the laundry trough etc, please be sure to let us know.

Wall water damage

Should you notice water damage to a wall adjacent to a shower recess, bathroom basin etc please let us know **immediately**. This can be identified by bubbling or peeling paint, or even water or mould marks to the flooring/carpet. This usually identifies either loose tiles or a broken/leaking pipe in the wall and will need attending to immediately to prevent further damage from occurring. Tell-tale signs of a broken pipe/leaking water to a wall adjacent or inside/behind the wall.

Taps leaking

Please report any taps leaking either from a tap head or tap handles. This includes washing machine taps. Sometimes washing machine taps will leak only when connected to automatic washing machine hoses as the tap water pressure exposes leakage in the taps.

Toilets leaking

Water trickling or leaking into the bowl from the cistern usually indicates a worn cistern washer and needs to be fixed by a plumber. Water left to trickle into the bowl continuously may **inflate your water bill** and therefore needs to be reported to us when noticed. Also leaking may occur to the tap behind the toilet.

Hot water system leaks

Should you notice the hot water service leaking from the valve or from the base of the unit please let us know. The leaking valve is usually fixable by a plumber, however water leaking from the base of a water storage unit usually indicates the unit has rusted through and may need replacement in the near future.

Taking Care - Outside the Property

Water Restrictions

It is important for you to be aware of what water restrictions are in place for the region. For up to date water restriction information please log onto www.midcoastwater.com.au

Watering Your Garden and Water Restrictions

Watering your lawns and gardens must be done within watering restrictions; however we insist that watering is conducted to the maximum allowed by the restrictions in place. What we do not want is watering not done at all because of a wrong belief that a total watering ban is in place. Watering is still required unless the current water restriction has banned all forms of watering.

Watering Systems

Please ensure that all watering systems are working properly and are checked regularly throughout the tenancy to ensure they continue to work effectively. Watering systems can only be used should current water restrictions allow.

Weeding and Shrub Trimming

Weeding of gardens beds, inside lawns, paths, paving and other outside areas are the responsibility of the tenant. Trimming of bushes and shrubs in and around the garden are also the responsibility of the tenant.

Lawn Maintenance

Please ensure that lawns are regular mowed and edged, keeping them neat and tidy. Should you wish to have someone regularly mow your lawn, let us know and we would be happy to recommend a service to you. **This is at the tenants cost.**

Supplied Hoses/Fittings

Supplied hoses, fittings and accessories must be kept in good condition and please ensure that everything is returned and in place upon vacating of the property, free of any damage.

Rubbish

Please ensure any rubbish is regularly removed from the property. This includes car parts, tyres and things like lawn clippings, drink bottles as well as other items that can easily be considered rubbish or general junk. Formal household rubbish and waste must only be placed inside rubbish containers (i.e. wheelie bins) and removed weekly from the property or otherwise as required. This cannot be allowed to accumulate. Please log onto www.greatlakescouncil.com.au for details of bin collection for your area.

Oil Drillage

Any cars parked on driveways, under carports and garages must have a drip tray placed underneath. Only if the vehicle does not drip any oil at all is a drip tray not required. Please also note that any visitor's cars must be parked off the premises if they drip oil. Should oil drillage occur at anytime, this must be cleaned up immediately to prevent oil seeping in and permanently staining. Please note any permanent staining will result in compensation being charged to the tenant.

Parking on Lawns/Gardens

It is important that at no time can cars or any type of vehicle be parked on any lawns, gardens or any area not created for or designated as a vehicle parking area. Damage to lawns and landscaping can be costly. Engine oil drippage to gardens and lawns will also create permanent damage to the soil area, being costly to rectify. Any damage of this type will be charged to tenants in full. Please do not park on lawns or garden areas.

Also oil stains are difficult to remove from driveways. Prevention is always better than costly cleaning and repairing lawns and gardens!

Swimming Pool Maintenance

Pool Cleaning

It is part of your Residential Tenancy Agreement to keep the pool maintained at all times. Below is a list of tips to keep the pool well maintained at all times.

- Check and empty skimmer and pump baskets daily
- Cut back trees and shrubs around or over-hanging your pool - leaves and debris sitting on the bottom or floating in a pool burn up chlorine
- If your filtration system begins to make an abnormal sound or do anything unusual, switch it off and contact our agency ASAP
- Test your water regularly
- Use only **quality chemical products**

Although **automatic pool cleaners** are a great extra to have, it is important to remember that they only move the debris from the floor and walls of the pool and deposit it somewhere else, so regular checking and emptying is still necessary for effective maintenance.

Rental Payments!

Zero Tolerance Policy applies for late rental payments.

Noble Realty does not tolerate rental arrears. We expect your rent to be in advance as per your lease agreement, at all times.

If your rent does fall behind you will be hearing from our office.