

Tenancy Handbook

Your Introduction and Guide to Renting with

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TENANCY HANDBOOK CONTENTS

| | |
|--|-----------|
| Welcome | 5 |
| Getting started- What You Must Do First! | 5 |
| Utility Connections | 5 |
| Power and Gas | 5 |
| Telephone and Internet | 5 |
| Getting Ready for your Tenancy Induction | 6 |
| Moving into Your Rental Property | 8 |
| Changing Address | 8 |
| Contact Details | 8 |
| Keys | 8 |
| Property Condition Report | 8 |
| Tenant Contents Insurance | 8 |
| During Your Tenancy | 9 |
| General Repairs | 9 |
| Emergency Repairs | 9 |
| Routine Inspections and Photos | 10 |
| Inside the Property- Routine Inspections | 11 |
| Outside the Property- Routine Inspections | 11 |
| If you have an Approved Pet- Routine Inspections | 11 |
| Rent Reviews | 11 |
| Lease Renewals | 11 |
| Landlord Mail and Contact | 11 |
| Septic System Care- Rural properties only | 12 |
| Bore & House Pump- Rural properties only | 12 |
| Your Rent Payments | 13 |
| Zero Tolerance Policy for Late Rentals | 13 |
| TICA- National Tenancy Database – Rent Default | 13 |
| Dishonoured Cheques | 14 |
| Paying Your Rent into the Office | 14 |
| Calendar Monthly Payments | 14 |
| Understanding 'Rent in Advance' | 14 |

| | |
|--|---------------|
| Taking Care – Inside the Property | 15 |
| Misplaced Keys | 15 |
| Property Damage | 15 |
| Noise/Disruption | 16 |
| Air Conditioners | 16 |
| Heaters | 16 |
| Fireplaces | 16 |
| Pot Plants | 16 |
| Aquariums | 16 |
| No Smoking Policy | 17 |
| Tenant Painting | 17 |
| Fixtures and Fittings | 17 |
| Smoke Alarms | 17 |
| Picture Hooks | 17 |
| Washing Curtains | 17 |
| House Cracking and Movement | 18 |
| Termites | 18 |
| General Cleaning | 19 |
| Carpet Cleaning | 20 |
| In the Kitchen | 20 |
| Chopping Boards | 20 |
| Bench-top Joins | 21 |
| Grouting/Tiling/Taps | 21 |
| Oven and Stove Tops | 21 |
| Exhaust Fans/Vents and Range Hoods | 21 |
| Cupboards/ Drawers | 22 |
| Dishwashers | 22 |
| In the Wet Areas – Bathroom, Toilet and Laundry | 22 |
| Shower Screens | 22 |
| Blocked Sinks/drains | 22 |
| Foreign objects down drains | 22 |
| Loose Tiles | 23 |
| Wall water damage | 23 |
| Taps Leaking | 23 |
| Toilets Leaking | 23 |
| Hot water system leaks | 23 |
| Taking Care – Outside the Property | 23 |
| Watering Your Garden and Water Restrictions | 23 |
| Watering Systems | 24 |
| Weeding and Shrub Trimming | 24 |
| Supplied Hoses/Fittings | 24 |
| Rubbish | 24 |
| Oil Drillage | 24 |
| Parking on Lawns and gardens | 25 |
| Swimming Pools and Outdoor Spas | 25 |

Your Tenancy Handbook

| | |
|--|--------|
| Pool/Spa Cleaning | 25 |
| Supply of Chemicals | 26 |
| Pool/Spa covers, accessories, equipment and pool furniture | 25 |
| Pool/Spa Fences and Gates | 25 |
| Pets at the Property – Right Expectations | 26 |
| Bond – Changing Tenants | 28 |
| Sub-letting | 28 |
| Property for Residential Use Only | 28 |
| Saving Water – 20 Great Tips | 28 |
| In the Kitchen | 29 |
| In the Bathroom | 29 |
| In the Toilet | 29 |
| In the Laundry | 30 |
| Around the House | 30 |
| In the Garden | 30 |
| You're Safety – Being Aware | 31 |
| Saving Power – Some Tips | 32 |
| Keeping Cool and Saving Power | 32 |
| Keeping Warm and Saving Power | 32 |
| Other Useful Power Saving Tips | 32 |
| Strata Titles/Body Corporate | 32 |
| Common Property | 32 |
| Parking | 33 |
| Noise and Disturbance | 33 |
| Taking Responsibility for your Visitors | 33 |
| Vacating the Property | 33 |
| Notice in Writing | 33 |
| Ending a Fixed Term | 33 |
| Ending a Non-Fixed (Periodic) Term | 33 |
| Breaking a Fixed Term- Defence Clause | 33 |
| Breaking a Fixed Term- Territory Housing Clause | 34 |
| Breaking a Fixed Term- Normal | 34 |
| Getting Your Bond Back Quickly – Criteria | 34 |
| Outstanding Rent | 35 |
| Cleaning | 35 |
| Carpet Cleaning | 35 |
| The Final Inspection | 35 |
| Outstanding Monies/Damages | 35 |
| Eviction | 36 |
| National Tenancy Database- TICA | 36 |

| | |
|--|----|
| For Sale / Sold- when a property goes on the market | 36 |
| Trades Guide – Get Some Help to Get Property Ready | 37 |
| Who we use | 37 |
| Council contact details | 37 |
| EMERGENCY SERVICE information | 38 |

Welcome to Renting with (EMPM)

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/outside clean and maintain the lawns and gardens.

We have created this guide to assist you with being prepared for your tenancy induction, and also to assist you with having the right expectations during your tenancy with us.

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.

Getting Started - What You Must Do First!

Utility Connections - Getting Connected

It is a tenant responsibility to ensure your power, gas, phone, internet, etc have been connected into your name. If the property is a 'Shared' property, the 'Power' may stay in the Owner's name and charges are calculated as per 'Sub-meter' for each residence. Invoices will be supplied to the tenants for reimbursing the owner; or a condition of your Lease may state 'Power' connection is to be in one tenants name and for the tenants to pay the bills.

Power

Power and Water (Electricity)- (Jacana Energy) 1800 245 092 www.powerwater.com.au

Gas

Origin 13 2461

Kleenheat 13 2180

Telephone and Internet

Telstra 13 22 00 www.telstra.com.au

Optus 13 33 45 www.optus.com.au

AAPT 13 88 88 www.aapt.com.au

Your Tenancy Handbook

Virgin mobile 1300 555 100 www.virginmobile.com.au

Vodafone 1300 650 410 www.vodafone.com.au

These are just some suggestions for you to have a look at. Please check the internet for others.

Please know that the payment of these services is your responsibility, so ensure they are connected into your name before you move into the property.

Getting Ready For Your Tenancy Induction

To ensure you have the right expectations regarding the start of your tenancy and the induction process, we ask you to observe the following important points:

- a) **Keeping Your Appointment Time** - the time you have been allocated for your tenancy induction has been specifically allocated amongst our other appointments, which are usually 'back-to-back'. This means it is crucial you are on time for the appointment because if you are late, our induction time may have to be allocated several hours later until the next complete time slot is available.

Avoid being inconvenienced! Therefore to avoid unnecessary delays and inconvenience please ensure you are on time for your appointment. If you believe you will be delayed, even by 10 minutes, please call us ahead so we can confirm if another appointment time will need to be made to accommodate your change in appointment circumstances.
- b) **Appointment Time Allocation** - as we need to explain all your tenancy details thoroughly, please allocate up to 30 minutes for your tenancy induction.
- c) **All Persons should be Present** - all tenants approved on the application should be present (people who will be legally responsible and signing the lease).
- d) **Bond and Rent** – We regret that we are unable to accept a personal or a company cheque. You can arrange with us to pay your first payment of rent and bond by BPay or Cash; however this must be previously agreed to and arranged with enough time for the funds to transfer to our account before the start of tenancy.
- e) Bank Cheques/Money Orders to be made out to **Elaine Mills Property Management**. Sorry, but **NO** Personal Cheques or Business/Company Cheques accepted.

Possession Granted - please note that possession will be granted once the following has been fulfilled-

- a) **Tenancy Start Date** - your tenancy start date has commenced, as per your tenancy agreement

Your Tenancy Handbook

- b) **Rent - your first 2 weeks** rent has been received by our agency.
- c) **Bond - your full bond payment** has been received by our agency.

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 Induction we will go through the following with you

- a) **Tenancy Agreement** - the specific details of your tenancy with us.
- 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 held in Trust** – as the NT doesn't have a bond authority, all Tenants bonds are held in a Trust account (by the Agent) on behalf of the Tenant.
- e) **Property Condition Report** - we will explain what you need to do with your property condition report.
- f) **Repairs and Emergency Repairs** - our procedure.
- g) **A Guide to Renting in the Northern Territory** - <https://consumeraffairs.nt.gov.au/for-consumers/residential-tenancies>
- h) **Any other important matters**
- 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 of this is 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 others and other important bodies know of your change of address.

Contact Details

Once your new contact details are available, like a landline phone number and postal address, (if different from your residential rental property address), please email your Property Managers as stated in your lease.

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.

Property Condition Report

Please ensure that you return your signed/amended copy of your property condition report to us, within **5 business days** of receiving a copy. If this is not returned please be aware that the original inspection will be used for end of tenancy comparison, regardless of whether you agree to the original report or not.

Tenant Contents Insurance

It is crucial that you affect 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 One: 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 Two: You are away on holidays and the power cuts out due to an electrical fault in the building. Your return home to find your fridge/freezer goods spoilt. The owner's insurance will not cover your fridge/freezer goods.

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

Your Tenancy Handbook

In all cases above, quality 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 online using the maintenance tracker link sent to you at the start of the lease.

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** (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)
- **Failure or breakdown** of the **gas, electricity or water supply** to the premises
- **Failure or breakdown** of an **essential service** or appliance on the premises for water or cooking
- **Hot water service failure** on a weekend, or long weekend (this would not be considered an afterhours emergency if this occurs on a week night)
- **Fault or damage** that makes premises **unsafe or insecure**
- **Fault** likely to **injure** a person, cause **damage** or **extreme inconvenience**

Afterhours emergency repairs. For any life-threatening emergencies, storm damage or fire damage please dial **000**.

Should other emergency repairs be required after hours, please contact Rob Mills at 0418 810 139 or leave a message including your home number, property address and emergency details.



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!

Routine Inspections and Photos

We will conduct a routine 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 general internal/external photos as well as photos of the grounds front and back. It is policy that we **do not take** photos of persons or specific identifying possessions.

Your Tenancy Handbook

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 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 to 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

Rent Reviews

Rent reviews occur before lease renewal time and are adjusted in accordance with market conditions. Please also note that a rent review may occur during a fixed term lease, as long as this is indicated with a clause in the tenancy agreement terms and conditions.

Lease Renewals

You may or may not be offered a lease renewal. The Landlord will provide us instructions.

Once your invitation is received, it is important that you let us know whether you accept the renewal invitation or you wish to vacate. We need this advice in writing from you as soon as possible.

Landlord Mail and Contact

Should you receive any mail addressed in their name (the landlord name is on your tenancy agreement) please forward this mail to us as soon as possible. It is important also to know that under no circumstances can the landlord be contacted directly. As the duly appointed agent the landlord can only be contacted through us. We are employed as the acting landlord of the property.

Your Tenancy Handbook

Please email your Property Manager as stated in your lease should you have any queries to bring to the landlord's attention.

Septic System Care- Rural properties only

Many of these tips help reduce the volume of waste water going into the septic system, and help avoid the use of chemicals which interfere with how well the septic system does its job.

Wash your clothes in stages over several days – this will avoid flooding the system with large amounts of water at one time. Use low-phosphorus or phosphorus-free detergents. Phosphorus is a major pollutant of waterways and contributes to the growth of algal blooms.

Report any leaking taps or toilets.

If you've got a blocked drain, **DON'T use caustic soda or drain cleaners** in a septic tank, use hot water or products from the local hardware shop that can assist in this area.

Use a sink strainer in the kitchen– this prevents particles of food getting into the septic system. Food scraps can slow down the digestion process and can make solids build up in the tank more quickly (so you need more frequent pump-outs).

Don't pour oils and fats down the sink – they solidify and may block the system and build up in the tank. Instead, put small amounts in the compost or into a container such as a milk carton to throw out with the rubbish. Chemicals like solvents, oils, paints, disinfectants, pesticides, household cleaning products and bleaches can kill the helpful bacteria in your septic system. This may 'kill' the system and stop it digesting effluent, which leads to the septic needing to be pumped out and may be at the tenants cost.

Solution: Switch to natural cleaners if possible, use smaller amounts or look for products that say they are 'Safe for Septics'.

Bore and House pump operations- Rural properties only

Instructions will be in your PCR.

For the **Bore** - Disconnection of power lead at the bore is to prevent damage to the bore from lightning strikes while not in use.

For the **House Pressure Pump**- Make sure that the ground level or overhead tanks do not run out of water as this may result in damage to the pressure pump and tenants could be held responsible.

If you have any problems or if you are unsure, then please contact us on (08) 8983 1800 for assistance or ring Rob Mills at 0418 810 139 and leave a detailed message including your name, property address and nature of issue.

You're Rent Payments

Zero Tolerance Policy for Late Rent Payments

We pride ourselves in our careful tenant qualification and screening processes. Applications are approved ONLY on the grounds that we are confident that the rent will be paid on time, every time. However a minority of tenants still get behind in their rent, despite all of our tenant screening procedures. As we do not know who this will be when we sign tenancy agreements, we need to advise each tenant our Zero Tolerance policy for late rent payments.

Follow-up involves phone calls, SMS messages, Letters, Emails and persistent personal contact. This has caused some people upset, embarrassment and also resentment. However we cannot apologise for such action as **we believe that the rent must be paid on time...all the time!** We make it clear that our clients who own the rental property have taken out a mortgage. This person has approved your application ONLY on the grounds your rent will be paid on time...**every time!**

Therefore if you believe you may be late with a rent payment, **you must notify us at least 3 working days beforehand** so we can inform the landlord to prepare and make other arrangements with their mortgage payments, should this be required. In some cases we ask you to do all that you can do to borrow the money from other sources (i.e. your family, friends, employer, bank, credit cards, pawnbroker etc) should you not be able to make a payment on time. **However, should we not be contacted our policy will then be...**

- **1 - 7 days late** - we will send you an SMS text
- **7-10 days late** - email, SMS, phone call
- **10-14 days late** - phone call, letter, email, SMS,
- **After 14 days late-** RT03- Unpaid Rent breach notice, start applying for eviction, TICA lodgement

EVICTION will follow if the problem is not fully remedied!

Sometimes, some tenants are continually late with payments. If we have a tenant that is consistently behind despite all of our best efforts, we will recommend to the landlord for this lease not to be renewed. The tenant will then be required to vacate the property at the end of their lease and also be furnished with a poor performance reference should a new landlord or agent require one.

TICA- National Tenancy Database – Defaulting Tenants

In extreme cases, details of the tenancy are lodged on a **National Tenancy Data Base. This will affect** further tenancy arrangements with other real estate agents not only in your local area, but across Australia and New Zealand. **This will cause you severe inconvenience and hardship** for your future accommodation prospects. Tenant's names remain on this database for 3 years. It is important to note that all real estate agents check this tenancy database when they receive an application for tenancy. If your details come up, you may find your application rejected.

Therefore we encourage everyone to ensure their rent is paid on time, so that our business relationship remains beneficial for both parties.

Please call us should you have any queries regarding our **Zero Tolerance Late Rent Policy.**

Paying Your Rent into the Office

We ask that you only pay your rent as agreed on your tenancy agreement, and as discussed in your tenancy induction. We are unable to give out change as we do not hold cash in the office.

Calendar Monthly Payments

Should you be requested to pay by calendar month, it is important to understand that the term 'calendar month' does not refer to 4 weeks or 28 days. As each month has 28, 30 or 31 days; a calendar monthly amount is more than 4 weeks rent.

To calculate this properly and evenly, we use this simple calculation.

- a) Weekly Rent divided by 7 days = Daily Rent**
- b) Daily Rent x 365 days = Yearly Rent**
- c) Yearly Rent divided by 12 months = Calendar Monthly Rent**

This calculates 12 equal calendar monthly payments, which will be due on the same date each month (i.e. the 1st of each month); instead of the same day (i.e. every second Friday) as is the case with fortnightly payments. Please note that a calendar month payment is approximately 4.33 of a week's rent.

Understanding 'Rent in Advance'

Please ensure your rent is always paid in advance. Some tenants find this concept hard to understand, and some mistakenly believe that the first 2 weeks rent paid is held in trust for use at the end of tenancy, like a bond. It is important to note the first 2 weeks rent paid for your first 2 weeks of tenancy.

Rent in advance concept is simple to understand. If you go into a shop and you select a can of drink from the fridge. If you open the can, drink the contents and then walk to the counter to pay you would agree you might find the store owner not pleased with your actions! The right thing is to pay for the can of drink first, then consume the contents after paying!

Paying rent in advance works exactly the same way. You purchase the time period in advance, and then consume the time period by dwelling in the property. Once the time period is finished or consumed, you then pay for the next time period again before using it, by continuing in the lease and dwelling in the property. This is the meaning of rent in advance.

Taking Care - Inside the Property

Misplaced Keys

If you have misplaced your keys during business hours you may come to our office and borrow our office set; and return them as soon as possible. If keys haven't been returned, a rekey cost will be forwarded to you or held from your Bond.

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 cost.

IMPORTANT! Most modern window flyscreens can only be removed from the inside of the property. Attempting to remove them from the outside will result in damage to the flyscreen frame work, and will result in the flyscreen 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.



This flyscreen frame was damaged when the tenant had locked their keys inside and tried to take off the screen from the outside to get through the window!

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 tenants.

Heaters

Not generally used in the Top End of the Northern Territory, but we do get use to the hot climate and any changes in temperature send us running for the Ugg boots and blankets. If you do end up using other heaters, please ensure that no combustible or flammable material is placed on or near heaters to avoid a fire risk.

Pot Plants

Please keep pot plants outside the property at all times, with the use of a movable base to prevent staining. 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 or stains on floors and can cause carpet rot if placed on carpets, water damage to timber or floating timber floors and timber skirtings. 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. If however the owner of the property approves an aquarium inside, hard plastic feet or furniture leg protectors will need to be used; this will prevent rust stains and or rubber marks on tiled floors or other hard surfaces.

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 company policy that tenants do not paint any part of the property themselves. 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. It is a policy that any painting can only be carried out by experienced, professional painters with our written permission.

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 or the batteries are not functioning, please let us know immediately. Protect your safety by being vigilant and report to us any issues, to ensure your safety in the case of a fire. Smoke Alarms are inspected annually and or before each new tenancy. Monthly dusting or vacuuming of cover is recommended too. This will prevent accumulation of minor dust particles or insects which can cause the alarm to go off prematurely.

Picture Hooks

We prefer the 3M removable 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

Most 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 the strength of fabric by gently tugging on the material with your fingers. If the material easily pulls apart in your fingers, the material is unsuitable for washing.

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.



Wall Movement- cracking to walls and ceilings can create extensive damage. Be sure to report to us immediately should you notice any wall movement or cracks to walls or ceilings.

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.





Termites are small and very destructive! (Picture not to scale)

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, skirtings, 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) **Curtains/blinds** - keep these cleaned, dusted and also (if suitable) machine or dry clean curtains and netting on an annual basis.
- d) **Windows/sills/window tracks and flyscreens** - keep regularly cleaned and dusted. Please note most modern windows are easily removed from their tracks by lifting the sliding window up at the bottom, and pulling this out for easy cleaning.
- e) **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.
- f) **Ventilation** - please ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation, causing mould and possible health problems.
- g) **Wet Areas, bathroom, toilet and laundry grouting/tiles** - please ensure all tiles are kept free from grime, soap scum and mould.

- h) **Smoke Alarms** – should be regularly cleaned and this will prevent accumulation of minor dust particles and insects, which can cause the alarm to go off prematurely. Cleaning can be done by using a duster or vacuuming the outside cover.

Carpet Cleaning

All carpets need to be cleaned on a six to twelve month basis, simply because of general living.

We recommend professional steam cleaning, 'do-it-yourself' hire machines, may lack the ability to adequately withdraw soapy water from the carpet. Sometimes it is tempting to not have the carpets cleaned on vacating because they have been used only minimal and some rooms hardly used at all.

We liken this type of situation to borrowing a shirt. Even if we may have worn this for only an hour and not a full day, it is expected that it be returned clean. It is the same for carpets as the next tenants taking possession also need to have clean carpets so this expectation can be transferred to them. **On vacating please present a receipt to show the carpets have been professionally cleaned.**



It's best to use a professional carpet cleaner and not use 'do-it-yourself' hire machines!

Furniture Cleaning

If the property has lounge suits, fabric covered chairs or mattresses for a tenants use; these will also need to be cleaned on a six to twelve month basis, simply because of general living. We also recommend a professional cleaner.

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.

Bench-top Joins

Be on the lookout for joins in the bench-top that have gaps, and the surface laminate has started to bulge or lift at a join. Please let us know if this is starting to occur as this may indicate moisture has seeped into a join, and is swelling the chipboard wood underneath.



Unfortunately this separating join in the bench-top will greatly worsen over time due to swelling chipboard affected by moisture underneath!

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.

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 to, as some surfaces like stainless steel may become permanently marred/stained using an oven cleaner. Also make sure the product is 'Septic Safe' for Rural properties.

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

Your Tenancy Handbook

us know so we can arrange to have these cleaned. This will in most cases need to be paid by the tenant.

Cupboards/Drawers

Most cupboards and drawers are lined with white lining, 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 at least on an annual 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 Draino or a 'Septic Safe' alternative for Rural properties. 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 and cooking fats/oils down the toilet. Septic tank systems are not able to process these types of material. Please only use 'Septic Safe' cleaning products to prevent killing the septic system.

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.

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 the quarterly water bill and therefore can lead to an excess water charge, so please report 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

Watering Your Garden and Water allowances

Watering your lawns and gardens must be done to keep lawns & gardens in a healthy condition. Please refer to your lease regarding any water allowance in applicable.

Your Tenancy Handbook

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.

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 tenant 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. Lawn clippings should not be placed in garden beds.

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.

Rural area's do not have council rubbish collection; however there are private contractors who supply you with a domestic wheelie bin. Please check your local guide for contractors and their cost of rubbish collection.

Check out the council websites for your area: www.darwin.nt.gov.au, www.pcc.nt.gov.au, www.litchfield.nt.gov.au,

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 Pools and Outdoor Spas

If the property you are renting has a swimming pool and spa please pay attention to the following.

Pool/Spa Cleaning

Pool/spa cleaning and maintenance, unless it is agreed that the landlord will be supplying a regular cleaning and maintenance service as per your tenancy agreement, this will be a tenant responsibility.

Your Tenancy Handbook

Please note that if regular cleaning does not occur by the tenant, high costs can be incurred to bring it back to its original clean state. If this occurs, this will be at tenant cost. It is also a tenant responsibility to ensure that the pool/spa is kept topped up with water, and must not empty the pool/spa without written approval from us.

Supply of Pool Chemicals

Supplying of pool treatment chemicals will be a tenant responsibility, at tenant cost.

Pool/Spa covers, accessories, equipment and pool furniture

It is the responsibility of the tenant to maintain and keep in good condition any accessories, cleaning and maintenance equipment. This also includes any outdoor/pool furniture supplied. Pool cleaning/equipment must be kept out of the sun and stored responsibly. Supplied pool/spa covers must be neatly rolled or folded up and stored away out of the weather when not in use to preserve its lifespan and usefulness.

Pool/Spa Fences and Gates

We must be notified immediately if fences and gates are not functioning correctly, and the gate fails to self-close promptly when opened.

These regulations can be found at <http://www.lands.nt.gov.au/building/swimming-pool-fencing>

Pets at the Property - Right Expectations

Should the landlord have granted permission to keep pets as per your tenancy agreement and/or written and signed 'Pet Clause', the following conditions apply for the duration of this tenancy, and any renewal or extension:

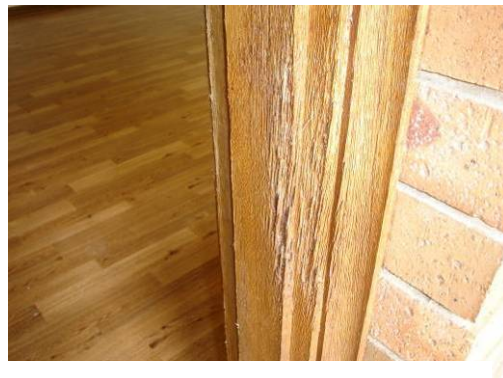
- a) **Yard Kept Clean** - keep the yard clean and free from animal faeces.
- b) **Rubbish Kept Cleared** - clean up any rubbish/items scattered by the pet.
- c) **Flea infestation** - in the event of any fleas or flea eggs being present as a result of the animal, you will need to arrange for flea fumigation of the property prior to and upon/after vacating the premises. This is at tenant cost.
- d) **No Pets Inside** - pets are not allowed inside the residence at any time.
- e) **Damage Rectification** - repair any damage to the premises caused by the animal, and immediately rectify any damage caused to garden irrigation systems and fittings.
- f) **Garden Damage** - replace plants or vegetation damaged or destroyed by the pet directly, or indirectly (ie. plants died because a garden irrigation system was damaged by the pet).
- g) **Additional Pets** - other than any pet listed on the 'Pet Clause' which has been approved by the owner; no other animals of any kind are to be on the rental premises, (even on a short-term or temporary basis). This includes dogs, cats, birds, fish, reptiles, or any other animals.

- h) **Temporary Pets** - the tenant will not harbour, substitute or "pet-sit" any other pet, and will remove any of the pet's offspring within 45 days of birth (should this occur).
- i) **Leftover Food** – regularly dispose uneaten food, as this may attract other animals and/or insects if not done so. Dog bones also need to be regularly disposed of and not left in the garden for others to step on or to be flicked up by the lawn mower etc.
- j) **Bi-Laws and Local Council** - abide by all local, city or state laws, licensing and health requirements regarding pets, including vaccinations.
- k) **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.
- l) **Tick & Flea Spray**- If tick or fleas found at the property during your tenancy or at the final inspection, you as the Tenant is responsible for costs of eradication

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.



Irrigation and lawn damage caused by a pet



Doorway and flyscreen damage caused by a pet



Bond Changing Tenants

Should permission be granted for tenants to change/transfer during a tenancy agreement, then the outgoing tenant must liaise and arrange with the incoming tenant to be paid their share of the bond lodged. Please ensure that you then liaise with us for any transfer of names required on the original bond held. Written notification is required and all parties must sign in agreement. EMPM has a 'Tenant Memorandum Of Variation- Changing Name on Lease' document, for this purpose.

Sub-Letting

Subletting is not permitted without written approval from us. This includes assigning the tenancy over to a third party, or allowing other occupants to move in without our express permission. Permission usually involves a formal application being completed and submitted by the prospective tenant/occupant.

Property for Residential Use Only

The property is for residential use and can only be used as a place of dwelling unless otherwise agreed in writing by us. The property cannot be used for commercial, industrial or illegal purposes. The use of the property cannot breach local council zoning regulations and also cannot be in breach of the law.

Saving Water - 20 Great Tips



Tips and water use info from the book '365 Water Saving Tips', Published by Hinkler Books Pty Ltd, Heatherton Victoria.

Since the majority of water usage occurs inside the home, we have put together some useful water saving tips to help you reduce your water usage and save you money.

In the Kitchen

- Did you know that 5-15% of a household's water use is in the kitchen?

Your Tenancy Handbook

- **A dishwasher uses 20-50 litres of water per cycle.**
- **Washing dishes by hand uses about 18 litres of water.**
- **A kitchen sink when completely full holds approx 24 litres of water.**
 1. Don't let the tap run while you wait for it to warm up or cool down, without first placing the plug in the sink to collect all the water. You can also run this initial water into a container, which can be poured onto the garden or into pot plants.
 2. Try filling your sink by half, just enough to cover your dishes when washing them.
 3. Save all your dishes until the evening and wash them all in one go.
 4. Start by washing the least dirty dishes first, and then the leave the dirtiest till last.

In the Bathroom

- **Approx 14- 25% of a household's water use is in the bathroom.**
- **Washing your hands can use up to 5 litres of water.**
- **The basin tap can use 15 litres a minute.**
 5. Don't leave the tap running while you are brushing your teeth, or having a shave. If shaving, then perhaps fill the sink partially for rinsing your razor and face.
 6. When waiting for the shower water to warm up, place a bucket in the shower to catch this water, and pour onto the garden later.
 7. Take shorter showers and even purchase a 4 minute egg timer and adjust your showering routine to 4 minutes.

In the Toilet

- **Approx 20% of a household's water use is in the toilet.**

Please note that a modern toilet uses 9 litres of water on full flush, and 4.5 litres on half flush. Always report any leaks or a 'Running' toilet (this is where water is constantly flowing into the bowl).

In the Laundry

- **Approx 15-35% of a household water use is in the laundry.**
 - **A top loading washing machine uses 170-265 litres per wash where as a front loading washing machine only uses about 100 litres per wash.**
8. If your clothes are not very dirty, only use the shortest wash cycle on your washing machine.
 9. Pre-treating stains before washing will reduce the chance of the need for re-washing after coming out of the washing machine.
 10. Instead of using the woollens and delicate cycle on a washing machine, consider hand washing these items.
 11. Older washing machines use enough water per cycle to fill a bath!

Around the House

- **Washing the car with the hose can use anywhere from 50- 300 litres per wash.**
12. Ensure all taps inside and outside are turned off tight. Don't force them too tight however as this can damage the washer, causing more leaking.
 13. Don't buy children toys that require a steady flow and use of water like slip'n slides, or need constant filling like water guns. Not only do these items require water, sometimes children tend to leave taps running while using them.

In the Garden

- **Use these tips only in line with your relevant and current watering allowances.**
 - **Up to 35% of water usage in a household can be used in the garden.**
 - **The Top End of the NT has 2 seasons: Wet season and Dry season.**
14. During the Wet season, it does not rain every day. Please ensure you maintain your watering to the conditions of the weather.
 15. During the Dry season, watering daily to every second/third day may be needed; depending on whether the plants/lawn looks green (alive) or brown (dry/dead). 10 to 15mins per day, in the late afternoon or after dark is a good time for watering. Properties with Automatic reticulation will already be set, for times and days to water. Please report any signs of dead plants/lawn which may indicate there is a maintenance issue with the reticulation system.

16. Don't allow more than a centimetre of water to accumulate on the ground. This excess water can easily run off and be wasted.
17. If your garden is on a slope, just water for short periods so that runoff water doesn't escape and be wasted.

Your Safety - Being Aware

The highest priority always must be for your safety, and the safety of your children, occupants and your visitors.

Some things to be aware of include:

- Exposed wiring
- Faulty power points and switches
- Gas smell or odour
- Damage to paving and pathways that could cause someone to trip
- Suspicious or dangerous plants in the garden that are poisonous/toxic or that you may be allergic to them
- Bee swarms coming onto the property mainly during spring, especially if someone is allergic to bee stings
- If you need to clean a property with high ceilings or light fittings that are hard to reach, please do so with care and use the appropriate equipment and do not do anything considered unsafe
- Loose floorboards that could cause someone to fall through them and cause injury
- Loose balcony railings, steps or decking woodwork
- Loose or faulty locks, in particular entry doors and screen doors
- Broken or cracked windows, and broken/loose window locks



A loose switch to a power point needs repair as soon as possible



This broken soap dish in the shower could cause injury and needs to be replaced.

Saving Power- Some Tips

Source for Power Saving Tips – Power and Water www.powerwater.com.au & Jacana Energy hwww.jacanaenergy.com.au

Keeping Cool and Saving Power- Some Tips

Keep windows covered - in the heat of the day ensure windows are covered by curtains, blinds or shutters.

Shut off the air-conditioner - don't leave your air-conditioner running all day when at work or when no one is home.

Filters – clean the air-conditioner filters and the outside covers regularly, as they can build up with dust and the air-conditioners have to work harder to suck air in.

Keeping cooled rooms centralised - when cooling a central room, keep the doors closed to cool it more quickly and efficiently.

Temperature – Power and Water recommend running your air-conditioner between 24 and 27 degrees Celcius. For every degree cooler, this will add approx 10% to your power bill to maintain. Running the fans at the same time, helps circulate the cooler air quicker too.

Moderate is best - use the economy setting on air-conditioners to maintain moderate instead of cold temperature.

Other useful Power Saving Tips

Use cold water - use cold water for your washing machine instead of warm or hot water.

Drying clothes - if it's sunny hang your clothes to dry outside instead using the clothes dryer.

Lights - switch off lights after use and do not leave lights on in rooms if not being used.

Strata Titles/Body Corporate

If you are renting a strata-titled/body corporate property, including a unit, apartment, townhouse or duplex, there are some extra things that you need to be aware of. These include the by-laws of the complex and areas of common property or exclusive use.

Common Property

Within the strata/body corporate complex there will be areas assigned as common property. There are several standard by-laws that relate to common property that we would like to bring to your attention:

- Should you wish to transport furniture or park a vehicle for the purpose of carrying/transporting furniture, you will need permission from the strata/body corporate body. In some cases this will not be permitted.

Your Tenancy Handbook

- You cannot use any part of the common area to plant/maintain your own garden or vegetable patch.
- You must not obstruct any person's legitimate and lawful use of the common property.
- No child under your control can be permitted to play in common areas, or in areas that could be dangerous to children (around rubbish bin areas etc).

Parking

Only parking bays assigned to you can be used by you and your visitors. In some cases visitors are not permitted to park on the property. You are unable to use parking bays assigned to other residents.

Noise and disturbance

Excessive noise and inappropriate/offensive behaviour that causes a nuisance or disturbance to other occupants is not permitted under the by-laws of the complex. All occupants are not permitted to dispose of rubbish, dirt or other material in an area of common property and must also remain properly clothed when on common property.

Taking responsibility for your visitors

It is your responsibility to ensure that your visitors obey by-laws, including parking and their behaviour within common property areas. This also includes ensuring they do not disrupt other residents with noise when walking to and from the car park.

Vacating the Property

Notice in Writing

When you intend to vacate the property, in all instances we require your notice in writing. Refer to your lease.

Ending a Fixed Term

If you are leaving at the end of your current fixed term lease, we require at least **14 days notice** in writing. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted and rent is still payable.

Ending a Non-Fixed (Periodic) Term

If you are leaving on a non-fixed term (periodic) lease, we require at least **14 days notice** in writing. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted to us and rent is still payable.

Defence Clause- Breaking a Fixed Term

You need to have advised us in your application, before the Lease was signed and this will be placed in the 'Special Conditions' page of your Lease. We will require a copy of your 'Posting' orders and the

Your Tenancy Handbook

30 days notice starts from the date this is received in our office. If we are not given a copy this, then we will class this as a normal **Lease Break** (Breaking a Fixed Term Lease).

Refer to the NT Residential Tenancy Act for further information:

https://consumeraffairs.nt.gov.au/__data/assets/pdf_file/0009/668115/breaking_a_lease_early_brochure.pdf

Territory Housing Clause- Breaking a Fixed Term

You need to have advised us in your application, before the Lease was signed and this will be placed in the 'Special Conditions' page of your Lease. **14 days notice** in writing is required. Before any subsequent new Lease is also signed, you must advise if you have applied for Territory Housing. If you have not advised us, then we will class this as a normal **Lease Break** (Breaking a Fixed Term Lease). Count also starts when we receive your written notice.

Refer to the NT Residential Tenancy Act for further information:

https://consumeraffairs.nt.gov.au/__data/assets/pdf_file/0009/668115/breaking_a_lease_early_brochure.pdf

Breaking a Fixed Term

Should you wish to leave during a fixed term lease, we require your notice in writing. We are unable to accept your intention verbally.

In the case of breaking a fixed term lease, the following costs will be incurred:

- (a) **Rent** until a tenant approved by the landlord takes possession, or the lease expires (whichever occurs first). Also applies to Defence Clause & Territory Housing Clause.
- (b) **Reletting fees** to relet the premises. This is payable pro-rata depending how much of the lease remains when a new tenant is secured. (Reimbursing the landlord charges EMPM applies per each tenancy).
- (c) **Other costs** in relation to 'Lease Break' conditions are: advertising for a new tenant, pool/spa 'Show & Tell' (if applicable) and Bore operation 'Show & Tell' (if applicable). (Reimbursing the landlord charges EMPM applies per each tenancy). Also applies to Defence Clause & Territory Housing Clause.

Getting Your Bond Back Quickly- Criteria

At the end of your tenancy you will no doubt want your bond refunded quickly after you vacate. For your full bond to be paid within 7 business days of the vacate inspection, you will need to ensure the following:

- a) **Rent** -any outstanding rent is paid promptly.
- b) **Property Ready** - the property is cleaned, carpets professionally cleaned and grounds returned to their ingoing condition, pest spray done if needed (**Dynamic Pest Control, Ph: 0402794108**). Please follow the '**Bond Back Booklet**' attached to this handbook. The property must also pass

Your Tenancy Handbook

the final inspection conducted by this agency. Please provide receipts re professional cleaning and pest spray has been done.

- c) **Outstanding Accounts** - please ensure that any monies outstanding like water, power charges on shared properties, any damages, compensation amounts and break lease fees are paid.
- d) **Keys** - ensure that all keys, remote controls etc have been returned.

Once these criteria have been met we can then refund your bond. Delays to this in all cases, relates to one or more of these criteria not being met and you will be issued with an RT08- Retain Bond notice. This may delay any refunds for up to 12 weeks.

Outstanding Rent

Please note that it is against our policy, to withhold rent at the end of your tenancy with the intention for this to be deducted from the bond. Your rent must be paid in full, leaving your bond intact. If rent is in arrears before the end of your lease, your name may be placed on a National defaulting tenancy database (TICA) which can affect your future rental applications. Please do not allow the rent to be in arrears. Bond is not to be 'Run down', before the end of the lease.

Cleaning

Please use the '**Bond Back Booklet**' guide at the end of this handbook.

It is also important to understand that cleaning thoroughness can be hampered by tiredness after moving into another property. We encourage you to employ a cleaner so this process is not compromised. Should the cleaning process not be completed thoroughly, this can result in extra costs associated in rectify any cleaning issues and will also delay the return of the bond.

Carpet Cleaning

We recommend the carpets to be professional steam cleaned.

The Final Inspection

Only once the property has been fully vacated, cleaned and grounds made ready with keys returned can we commence our final inspection. It is important to note that if a final inspection time has been made and you are aware that you will not be fully ready for the inspection, please call us as soon as possible to rearrange another time.

We do not wish to travel to the property ready for the inspection and find the property not 100% ready. In these cases you will be charged rent up until the property is signed off by the Agent, that it is in an acceptable condition.

Outstanding Monies/Damages

It is important to note that if you vacate with outstanding monies and damages, your details will be lodged on a national internet tenancy database. Even if your monies are eventually paid, this doesn't mean your details will be withdrawn from the database. **It is important to know your details may still be lodged for 3 years after your debt has been cleared, indicating there was originally a problem.**

Therefore due to the serious nature of these databases and how they can affect your future renting prospects, it is best that all monies owed be paid as soon as possible so no monies are owing.

Eviction

Should an eviction occur, your details will be lodged on the national tenancy database TICA.

National Tenancy Database- TICA

The national internet tenancy database is a collection of tenancy information on an internet website lodged by real estate agents, mostly regarding tenant default action like property damage, outstanding monies and eviction. All agents Australia and New Zealand use this database to lodge tenant details. However, when agents are processing application forms, this database is also cross-checked. We are confident that should an agent checking an application find tenant default details lodged; the application will be promptly declined.

So we urge all of our tenants to ensure they pay their rent on time, keep the property clean, maintain the grounds and ensure the tenancy is finalised satisfactorily with no monies left owing, to avoid an unfortunate lodgement of their details.

For more information on this database, you can check out the following website: www.tica.com.au

For Sale / Sold - When a property goes on the market

At any time during a tenancy the landlord can put the property up for sale, as peoples circumstances can change. At the beginning of your Lease, if we have been advised, you will be informed if the property is up for sale and reasonable access will be required.

When our agency receives notification from the owner, we will confirm with you that the property is up for sale and who the sales agent will be (EMPM doesn't do Sales); as we have to provide them with your contact details. We find this most helpful as you can speak directly to the sales agent and work out a convenient time and date to let prospective purchasers through. It's in the sales agent's/landlords best interest to work with you in regards to allowing access.

The minimum notice for access is 24hrs, but you can negotiate this with the agent/landlord and the agent/landlord must be reasonable about the number of inspections sought.

If you're on a **Fixed Term** Lease; the Tenant stays with the property, regardless of who owns or manages it. Once the settlement goes through, the tenant is advised who the new owner is, if there is a change in Agencies or not and where to pay rent to if EMPM no longer manages the property.

However, you and the new owner can negotiate early vacate terms, if the new owner would like to take possession of the property. This would be totally up to you as the tenant.

If your lease has no fixed end date, this is called a **Periodical** Lease and EMPM/owner is required to give written notice for a tenant to vacate; which you will have to have the property ready for a vacate inspection by that date. As a tenant you can give 14 day's written notice that you are vacating. Please refer to Consumer Affairs website for further information: <https://consumeraffairs.nt.gov.au/for-consumers/residential-tenancies>

Trades Guide - Get Some Help to Get the Property Ready

Getting the property ready on time for inspection can be exhausting and sometimes employing some extra help is a smarter and better way to go.

The tiredness factor when moving out to another property and then having to return to the original rental property to clean and get the grounds and garden ready can be a real headache. That is why so many tenants cut corners and not do a thorough job. This only then delays the bond refund process.

Contact our office for an update of our general contractors we used as these change from time to time:

Vacate cleans – Extreme Floor Cleans - Carpet & Tiles – Concrete verandah/carport Cleans –

Lawn Mowing/Gardening – Rubbish Removal – Handyman – Pest Controller/Fumigator -

Pools/Spas -

Please feel free to check the Yellow and White pages for other contractors.

Council contact details

Darwin City Council

Ph 08 8930 0300 Bh 08 8989 2843 for after hours emergencies

Email darwin@darwin.nt.gov.au Website www.darwin.nt.gov.au

Palmerston City Council

Ph 08 89359999 Bh 08 89359922 For After Hours Emergencies

Email palmerston@palmerston.nt.gov.au

Website www.palmerston.nt.gov.au

Litchfield Council

Ph 08 89830600 Bh

Email council@litchfield.nt.gov.au

PLEASE also consult you're:

1. Residential Tenancy Agreement (Lease)

And;

2. PCR (Ingoing property condition report)

EMERGENCY SERVICE information- SEE www.pfes.nt.gov.au

Northern Territory Police, Fire and Emergency Services

Dial- **000**

For emergency help in floods, storms and cyclones

Dial- **132 500**

NON-emergency contact numbers:

- Police assistance line for non-emergencies 131 444
- Fire assistance line for non-emergencies 8999 3473
- Crime Stoppers 1800 333 000

What happens when I call 000?

1. Your call is first answered by Telstra, who will ask "Emergency. Which service do you require - Fire, Police or Ambulance?"
2. Respond with the service/location you need (if you are using a mobile telephone you will be asked for the city and state you are in).
3. Your call will then be connected to the emergency service you need.

Publications and forms: <http://www.pfes.nt.gov.au/Publications-and-forms.aspx>

- Emergency Service (Cyclones, Flooding, Pets, Risk Management, Storm surge)
- Fire and Rescue (Bushfires, Community safety, Smoke alarms)
- Police (Community safety)

*All information on this page is from the website www.pfes.nt.gov.au and is current and correct as at 1.17pm on 10/06/2015