



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.

Your Tenancy Handbook

- 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.

Your Tenancy Handbook

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.



Your Tenancy Handbook

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.

Your Tenancy Handbook

- 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
Irrigation and lawn damage caused by a pet



Your Tenancy Handbook

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?**

- **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 www.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.

- 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

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

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