

# Tenancy Handbook

## Your Introduction and Guide to Renting with



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## Welcome to Renting with Henzells Agency

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

We have created this guide to assist you with being prepared for your tenancy 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.



### Wanting us to get you connected?

If you have already indicated on your application form what connections you would like us to do on your behalf, we will arrange the connection of utility services for you as soon as possible. Should you wish to arrange connections for yourself, here are some useful numbers:

#### Power and Gas

AGL (Gas or Electricity)	13 3000
TRU (Gas or Electricity)	13 3466
Origin (Gas or Electricity)	13 2461

#### Telephone and Internet

Telstra	13 22 00	<a href="http://www.telstra.com.au">www.telstra.com.au</a> (also has e-cards to notify change of address)
Optus	13 33 45	<a href="http://www.optus.com.au">www.optus.com.au</a>

### Important Condition - Intact Telephone Line

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 45 minutes for your tenancy induction.
- c) **All Persons to be Present** - all tenants approved on the application will need to be present (people who will be legally responsible and signing the lease).
- d) **No Cash Policy** - we have a no cash policy! Therefore could you please supply us with a bank cheque or Australia Post money order, internet payment or ANZ bank deposit. We regret that we are unable to accept a personal or a company cheque, and due to security reasons, we are unable to accept cash. You may also arrange with us to pay your first payment of rent and bond by EFT, 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 Henzells Agency Trust Account 3

**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
- 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 Lodgement** - sign the lodgement form that will accompany the lodgement of your bond with our state bond authority.
- 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) **Compulsory Legislation Information Booklet** will be issued to you.
- h) **Any other important matters**
- i) **Monies received** - at this appointment we will issue you with a receipt for your payment of any rent/bond, unless already received 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 financial organisations, road departments 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 these details to us on [rentals@henzells.com.au](mailto:rentals@henzells.com.au).

## 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 wish to change the locks you must have written authority from our agency. If you change the locks during tenancy, you are obligated to provide us with a full new set of keys for property access.

**Payment and Lodgement of Your Bond.** Your bond will be lodged with our state bond authority and you can expect confirmation from them indicating your lodgement number.

## Property Condition Report

Please ensure that you return your signed/amended copy of your property condition report to us within **3 days** of the tenancy start date. 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.

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.

## 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.