

Tenancy Handbook

Your
Introduction
& Guide to
Renting with
Doyle Spillane
Real Estate.

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Doyle Spillane Real Estate

Our office hours are:

Monday – Friday 8.30am to 5.30pm

Saturdays 8.30am to 4.00pm

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Welcome to renting with Doyle Spillane Real Estate

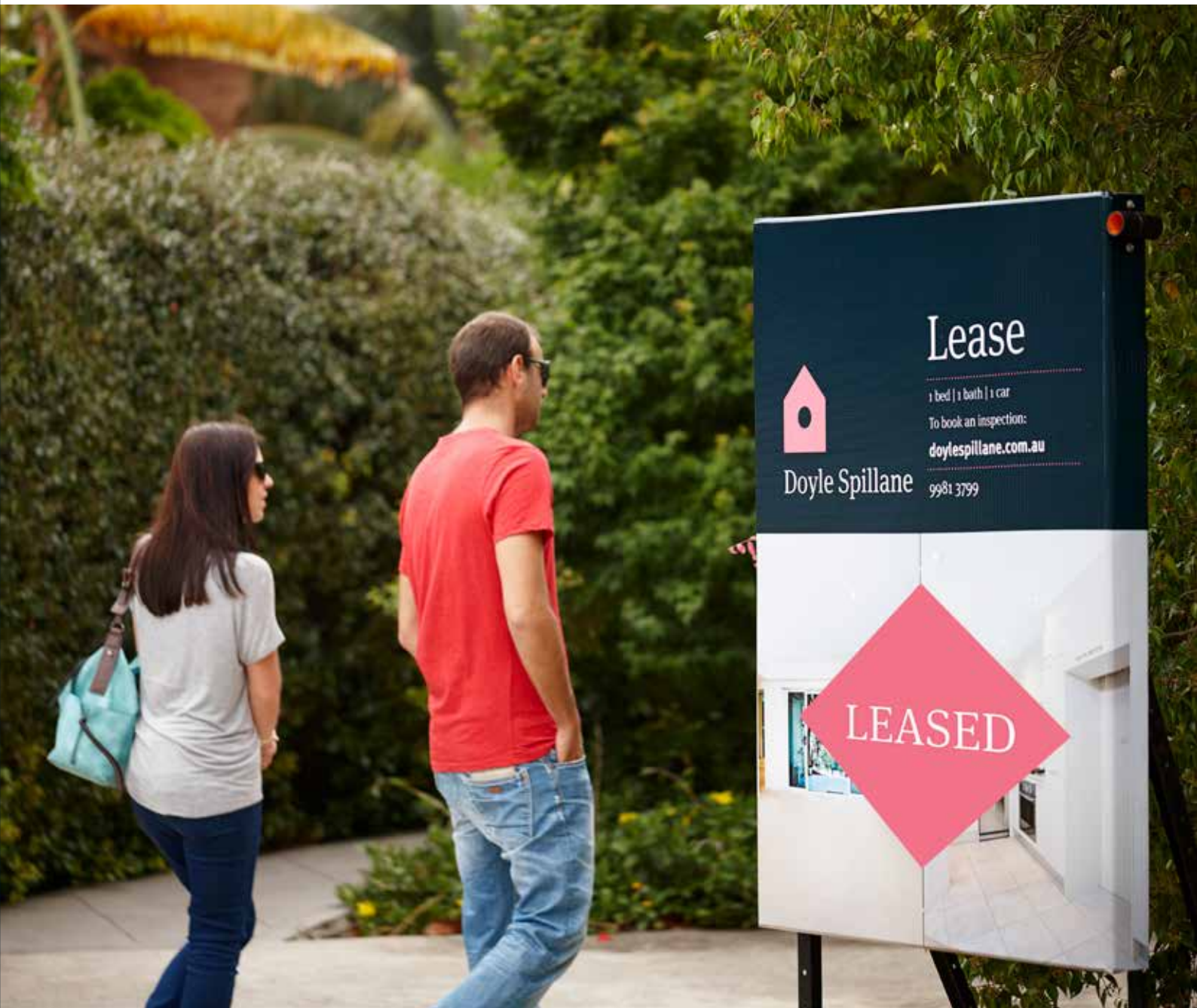
Congratulations on your tenancy approval. You have been approved because we are confident that, like all our tenants you will be able to pay the rent on time and maintain the property to a high standard.

We would like to extend to you and your family on behalf of our client, your landlord the best wishes for a comfortable and happy tenancy. Tenancy is a two-way responsibility. You have obligations to us and we have obligations to you, but it is not normally difficult to make it a happy association.

Our staff are always available to help you. If there is anything concerning with your tenancy which you wish to discuss, please contact our Property Management Team.

For your convenience we have prepared a guide to acquaint you with the range of procedures and services we provide.

We encourage you to share your feedback. Whether praise or concern, your valuable comments will help us ensure that we are meeting expectations.



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 read over the following important points:-

No Cash Policy

We have a no cash policy ! The initial payment is to be made by using the DEFT Payment system – which is a quick, easy & secure way to pay your rent.

We also have Eftpos/Credit Card (Merchant Facilities available excluding Amex and Diners) facilities in our office.

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.

Bank cheques/Money orders to be made out to DOYLE SPILLANE REAL ESTATE

Possession Granted

Please note that possession will be granted once the following has been fulfilled-

Tenancy Start Date

- your tenancy start date has commenced, as per your tenancy agreement.

Rent

- your initial rent has been received by our agency

Bond

- your full bond payment has been paid to Rental Bonds Online

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. 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 of days earlier. Under all circumstances we cannot issue any keys earlier than the start date of the tenancy, for legal and security reasons.

When your leases are ready they will be sent to you to be signed electronically.

Important information to check & make sure is correct:

Tenancy Agreement – specific details of your tenancy with us

We've put together a quick video which you must watch in order to be guided through the signing of the lease.

We will also explain some clauses within the agreement, and detail some information on what you will receive when you collect your keys.

[Click here for video](#)



You must respond to this initial email acknowledging you've watched the induction video, read the lease & understand your obligations as a tenant.

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 at doylespillane@doylespillane.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 during your tenancy you are required to get permission and 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 the Rental Bonds Online, where you will need to accept terms, make rental bond payment before receiving your lodgement number.

Property Condition Report

Please ensure that you return your signed / amended copy of your property condition report to us within 7 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 Content Insurance

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

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

Example 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. You return home to find your fridge/freezer goods spoilt. The owner's insurance will not cover your fridge/freezer goods.

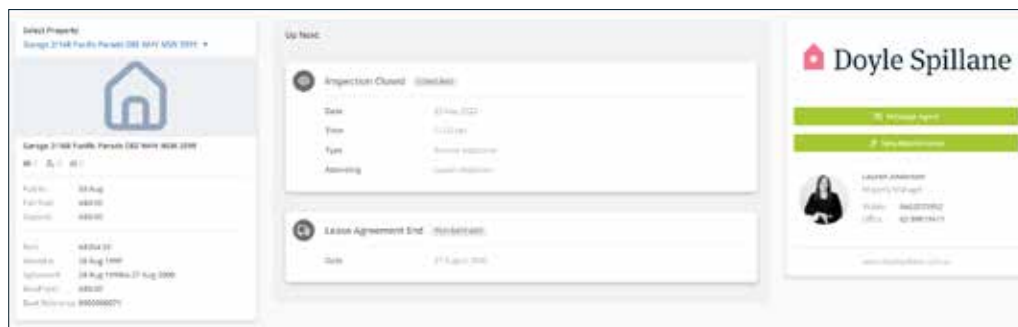
Example Three: A storm blows a tree onto the house and in the process, your belongings are damaged. The owners insurance will not cover your possessions.

In all cases above, quality tenants contents insurance should cover your goods for these given examples. Please check with your insurer however for the cover they provide.

You need to ensure that all your goods are adequately insured as the owner/agent will not be liable for damaged or destroyed tenant possessions.



Online Portal and Utility Connections



At Doyle Spillane Real Estate we are always looking for ways to use modern technology to improve the service we provide our valued clients. We have an online portal for our tenants to have secure 24 hours, 7 days a week access to view your current and past rental payments, property details including your tenant ledger. This online service also enables you to email your Property Manager directly. To access this service please click on the link sent to you by our office/Property Manager and register accordingly.

Utility Connections

It is your responsibility to have the electricity, gas and telephone connected prior to moving in. Sufficient notice should be given to allow connection to be effected. These services must be connected in your name.

Power, Gas & Telephone

Energy Australia - 131 535 AGL - 131 245

Telephone and Internet

Telstra - 132 200

Optus - 133 345

Important Condition

The availability of telephone or fax lines, internet services, analogue, digital or cable television (and the adequacy of such services) are the sole responsibility of the tenant and the tenant should make their own enquiries as to the availability and adequacy of such services before executing this agreement.

This includes NBN connection.

The landlord does not warrant that any telephone or fax plugs, antenna sockets or other such sockets or service points located in the residential premises are serviceable, or will otherwise meet the requirements of the tenant, and tenants must rely upon their own enquiries.

The landlord is not obliged to install any antenna, plugs or sockets including but not limited to any digital aerials or antennas or to carry out any upgrades in respect of television or internet reception on the residential premises.



Move Me In is a FREE utilities connection service that offers you a great discounted deals, saving you money right from the start! Other companies may have only ever offered you the standard off the shelf utility plans but Move Me In presents you with a selection of utility providers to chose from on our quick and easy online portal, so you can pick the discounted plan that suits you best.

Free Utility Connection Service - with a difference! Electricity. Gas. Internet. Phone. Pay TV. Insurance.

- Access to genuinely discounted utility offers
- Choose your providers in your own time
- Save time and not have to speak with a call centre
- Connect all your services in around 3 minutes on your mobile or computer.
- Sign up to receive a FREE Domino's voucher for 2 pizzas, garlic bread and drink delivered.

They will send you a personal invitation to connect via email and text once you have been approved to rent a property. Please click on the link and take 3 minutes to sign up online.

Video Inspections

Our Property Management Team film both ingoing and outgoing inspection videos, highlighting the current condition of the rental property and outlining any damage throughout the property.

A detailed video inspection of the rental property will be supplied to our tenants via video link along with the condition report in the tenant pack.

Please ensure this is kept in a safe place, as you may need to refer back to it upon vacating.

Doyle Spillane's vision is this will benefit our tenants by assisting in a hassle free vacating process and a speedy bond return.



During Your Tenancy

Repair Requests

Any repairs you have need to be logged via our website

We will keep in touch via email and SMS with updates on the progress of your repair

Emergency Repairs:

If an urgent repair is required, contact your property manager as soon as possible.

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

- a burst water service or a serious water service leak
- a blocked or broken toilet (if it is the only 1 in the property)
- a serious roof leak
- a gas leak
- an electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- a failure or breakdown of the gas, electricity or water supply to the property
- a failure or breakdown of the hot water service
- a failure or breakdown of the stove or oven
- a failure or breakdown of a heater or air-conditioner
- a fault or damage which makes the property unsafe or insecure

After hours emergency repairs

Should an emergency repair be required after hours then you need to firstly attempt to contact your property manager, secondly refer to your tenancy agreement or Trades Guide in this handbook for details of our recommended tradesperson.

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!

Smoke Alarms

Landlords must ensure that smoke alarms (including heat alarms) are working.

A smoke alarm is considered not working if it:

- is removed (and not replaced with a working smoke alarm)
- does not work (e.g. because the battery needs to be replaced)
- is malfunctioning (e.g. due to accumulated dust, insects, airborne contaminants and corrosion of electrical circuitry).

Landlords must check smoke alarms every year to ensure they are working, install or replace removable batteries every year (or for lithium batteries, in the period specified by the smoke alarm manufacturer)

Tenants must notify the landlord if a smoke alarm is not working (including when a battery needs to be changed).

A tenant can choose to replace a removable battery in a smoke alarm, but they will need to notify their landlord or agent.

Routine Inspections and Photos

We will conduct a routine inspection at the property three (3) months into your tenancy and then approximately every 6 months thereafter. You will be advised in writing via email and SMS of the inspection date and time.

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 on the next page.

Photos - Also note that the inspection may also involve taking photos of any repairs required, and photos of the property. It is our policy that we do not take photos of tenant possessions.

We also have the ability to do these inspections virtually, so if you are unwell just contact us and we can arrange.

Routine Inspection Guide - What we look out for at inspections

Inside the Property

- Walls/light switches/doorways and doors are clean from marks, carpets are clean and stain free
- Windows and screens intact/clean
- Kitchen area clean and oven/stove top is free of burnt on food
- Shower, bathroom and toilet, laundry and all tiling is clean
- All areas and rooms fully accessible (not locked)

Outside the Property

- Lawns are 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 all accessible
- Swimming pools/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 at lease renewal time and are adjusted in accordance with market conditions.

The landlord cannot increase the rent during the fixed term unless the agreement sets out the amount of the increase.

The tenant must get 60 days notice in writing if the landlord wants to increase the rent. This applies even when the agreement provides for, or permits, a rent increase.

The tenant can apply to the Consumer, Trader and Tenancy Tribunal within 30 days of getting the notice of the rent increase for an order that the rent increase is excessive, having regard to the general market level of rents for similar premises in similar locations.

Lease Renewals

Provided that your rent has been paid on time, and the property has been kept clean and undamaged and the landlord is happy to continue your tenancy, we will advise you of the impending expiry of the Tenancy Agreement and advise of our instructions whether a further term is to be offered and under what terms.

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.

The Residential Tenancy Agreement has a continuation clause, which allows a tenant to continue on under the same terms and conditions at the expiry of the fixed term (continuing basis), unless they receive correspondence stating otherwise ie. notification of a rent increase or notice to vacate.



Landlord Mail & Contact/ Changing of tenant

If a tenant wants a new or replacement co-tenant to move in and sign the lease, the tenant first needs to ask the landlord for permission

To ensure a quick and hassle free change of shared tenancy, our office will require the following items;

- A written letter from the vacating tenant stating their intention to vacate the property and advise that the rent and bond will be the responsibility of the remaining tenant/s.
- A written letter from the remaining tenant/s to advise they have knowledge of the change and that they will be responsible for the property including rental payments.

Once both letters have been received by our office we will contact the landlord/s and seek their approval for alterations to be made to the Residential Tenancy Agreement.

A "Change Of Shared Tenancy Notice" form is required to be completed by both tenants, this document will be sent to the residential address or be available for collection from our office. This document should be returned to our office once completed.

An appointment should be arranged with your Property Manager to sign the vacating tenant/s name off the Residential Tenancy Agreement this would include the signature of the remaining tenant, so both parties will need to be present at the appointment.

If you are arranging for a new tenant/s to replace the vacating tenant/s an application form which is available from our office or online – refer to www.doylespillane.com.au is required to be completed and approved by the owner prior to any persons moving into the property.

The landlord may refuse a sub-letting or co-tenancy request under a number of circumstances, these include:

- If it would result in overcrowding
- If the person was listed on a bad tenant database
- In the number of occupants permitted under the lease would be exceeded

Any mail received addressed to the owners (owners name appears on your Tenancy Agreement) should be forwarded care of our office.



Your 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 of our Zero Tolerance policy for late rent payments.

Follow-up involves phone calls and persistent personal contact. This has caused some people upset, embarrassment and also resentment.

Rent is payable in advance. Your account must be maintained in advance at all times. If for some reason your account falls into arrears, we are left with no alternative but to take action, which will be unpleasant for both of us. We trust we are never placed in this position.

If you happen to fall into arrears or know that you will be unable to make a rental payment, please contact the office and discuss the situation with your Property Manager.

These actions form our arrears management procedure and occur at the time specified:

3 days in arrears - A reminder phone call, SMS message or email is sent advising of arrears

8 days in arrears - Letter is sent to Tenants to advise of the breach. The Landlord is also advised of the breach.

15 days in arrears - A Non-Payment of Rent Termination with 14 days' notice to vacate.

If you do not comply with the Termination Notice we apply to the Consumer, Trader & Tenancy Tribunal to have the matter heard and enforced.

As part of our procedure every time one of the above steps are carried out an action is noted through our action/conversation diary which will remain on your tenancy history. 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 issued with a poor performance reference should a new landlord or agent require one.

TICA

We subscribe to TICA, which is a database containing information regarding both defaulting and excellent tenants, which is widely supported by the industry. The type of information held by TICA is whether you have been listed on the database for any reason, and the contact details of the person who made that listing. This information is held for the purpose of consideration by letting agents who may be considering an application by you. This will affect further tenancy arrangements with other real estate agents not only in your local area, but across Australia and New Zealand.

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

For specific details regarding the database we use, see www.tica.com.au

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

Zero Tolerance Policy for Late Rentals

Your rent payments – how do we collect rent?

BPAY® - via your financial institution

Payments from your cheque or savings accounts can be made via BPAY. BPAY payments are made through your financial institution's phone or internet banking service.

The biller code for your BPAY payment is 4481 and your reference number is your *DEFT reference number which is located within the leaflet provided.

It is important that you don't discard the provided leaflet as it contains your own personal *DEFT Reference number that can be easily removed and placed in your wallet for easy access. This reference number must be used for all your rental payments.

CREDIT CARD – via DEFT Online and DEFT Phonepay

To make a payment online, simply go to www.deft.com.au and enter your DEFT reference number* under the "Make a Payment" section (this will take you to the Credit Card Payment page). Complete all the details and click "Continue" to process the payment. To pay your rent by credit card there is no need to register before making payments. A surcharge for credit card payments does apply.

Your DEFT reference number can be found in the 'easy way to pay your rent' brochure provided.

If you don't have access to the internet and would prefer to make a payment via DEFT Phonepay, please call 1300 30 10 90 and follow the prompts.

Once payment has been made, you will be given a transaction confirmation number, which you should record as proof of your payment.

For your convenience, both the phone and internet payment options allow you to schedule recurring weekly, fortnightly, monthly or quarterly rental payments in advance. So you can 'set and forget' your rental payments

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. Unless specifically requested, we are unable to accept rent payments at our office, cash or otherwise. Initial payments exempt.

Dishonored Payments

Should your rent payments dishonored and bounce back we will ask you to pay any bank dishonor fees to us within 7 days. Your Property Manager will notify you should this occur.

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RENT DUE

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Understanding 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 either 28, 30 or 31 days, then a calendar monthly amount is more than 4 weeks rent.

To calculate this evenly, we use this simple calculation.

Weekly Rent divided by 7 days = Daily Rent

Daily Rent x 365 days = Yearly Rent

Yearly 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 15th 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.

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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 is 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.

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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. If you have misplaced your keys after hours, you may call a locksmith to assist you back into the property. This is at the tenants 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.

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 cars.

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 break down 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.

Fireplaces

If the property you are renting has a fireplace, this cannot be used unless you have been given permission from us in writing. Sometimes these are ornamental, or the flue/chimney has been blocked up. Using them could cause a fire to occur.

If this is the case, please ensure a spark catcher is used at all times in front of the fire to protect carpets and flooring from coal burns and ash damage.

Pot plants

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

Aquariums

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

Strict No Smoking Policy

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

Tenant Painting

It is 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 the landlord's written permission.

Fixtures and Fittings

If you wish to install 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 properly and it is not just the batteries that need replacing, 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.

Picture Hooks

If you wish to install any new picture hooks, let us know in writing what type of hooks you wish to use and a floor plan of where in the property you would like to put them. 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 is 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.



Taking Care - inside the property

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 out to us at the routine inspection.

Termites

Termites will quickly eat through a property and can cause extensive damage. Signs like wood becoming brittle (doorways, skirting boards, 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 the walls, as they are known to eat away paper backing 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 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!



These mud deposits indicate active termites



Termites are small and 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:

- Walls, switches, power points, skirtings, doors and doorways - Please keep these free from marks and dirty finger marks.
- Cobwebs/dusting – please remove cobwebs to windows, walls and ceilings. Keep vents dusted. Light fittings and ceiling fans – keep them dusted regularly.
- Curtains/blinds – keep these clean, dusted and also (if suitable) machine or dry clean curtains or netting on an annual basis.
- Window/sills/window tracks and flyscreens - keep regularly cleaned and dusted. Please note most modern windows are easily removed from their tracks by lifting then sliding window up at the bottom, and pushing this out for easy cleaning.
- 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.
- Ventilation – please ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation, causing mould and possible health problems.
- Wet Areas, bathroom, toilet and laundry grouting/tiles – please ensure all tiles are kept free from grime, soap scum and mould.

Carpet Cleaning

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

We recommend professional steam cleaning and we do not recommend the use of “do-it-yourself” hire machines. These machines lack the ability to adequately withdraw soapy water the machine may have squirted in. Sometimes it is tempting to not have the carpets cleaned on vacating because they have been used minimally, 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 to 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.

Always use a professional carpet cleaner and not a “do-it-yourself” hire machines!



General cleaning – 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 benchtop that have gaps, and if 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.

Grouting/Tiling/Taps

Be sure that if you notice grouting or silicon 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 the enamel surfaces. When cleaning stoves/ovens use a spray on 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 marked/stained using oven cleaner.

Exhaust Fans/Vents and Range hoods

Please ensure any vents and range hood filters are kept clean.

Ensure the exhaust fan cover is clean and kept free of grime build up. From time to time these should be taken down and removed to be soaked in hot soapy water, and then scrubbed clean. Please use extreme caution when removing these.

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 cleared on a regular basis, and any build up of food remains removed.



General cleaning – in the wet areas- bathroom, toilet & 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. 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, do not flush foreign objects like sanitary products down the toilet.

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 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 usually identifies either loose tiles, waterproofing problem 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 pressure exposes leakage in the taps.

Toilet leaking

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

Hot water system leaks

Should you notice the hot water service leaking from the valve or from the base of the system please let us know. The leaking valve is usually repairable 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.



General cleaning – taking care outside the property

Water restrictions

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

Watering Your Garden and Water Restrictions

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

Watering Systems

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

Weeding and Shrub Trimming

Weeding of garden beds, 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 regularly 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 more than happy to recommend a service to you. This is at the 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. Formal household rubbish and waste must only be placed inside rubbish containers (i.e. wheelie bins) and removed weekly from the property, or otherwise as required. This cannot be allowed to accumulate. Please log onto www.northernbeaches.nsw.gov.au for details of bin collection for your area

Oil Drillage

Any cars parked on driveways, under carports and garages must have a drip tray placed underneath. Only if the vehicle does not drip any oil at all is a drip tray not required. Please also note that any visitor's cars must be parked off the premises if they drip oil. Should oil drillage occur at any time, 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 of any type or vehicle be parked on lawns, gardens or any area not created for, or designed as a vehicle parking area. Damage to lawns and landscaping can be costly. Engine oil 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.

Swimming Pools and Outdoor Spa

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. 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.

Maintain pool water level

It is essential particularly in the summer months when water evaporation is at highest; to maintain the pool water level approximately half way up the skimmer box inlet. This will ensure the system functions correctly. If the water level drops below the skimmer box damage can occur to pumps etc.

Emptying skimmer baskets

Skimmer baskets should be checked at least weekly for debris. Pools that have lots of trees around them may need to have their skimmer baskets emptied daily. These baskets are located behind the skimmer door on the side of the pool, and are accessed via the plastic lid on the deck of the pool. When putting the baskets back, make sure that they are sitting properly in their place. Some baskets require a small weight or rock in them so that they don't float out of place.

Vacuuming pool

If you have an automatic vacuum cleaner for your pool, it will require emptying of rubbish and debris. If you have a suction cleaner (such as a Baracuda or Kreepy Krauly) then all that is required is to empty the skimmer basket. If you have a pressure cleaner (such as a Jet Vac or Polaris 280) then there will usually be a mesh bag attached to the cleaner. This needs to be emptied out.

If you do not have an automatic cleaner then you will need to manually vacuum the pool. This is done with manual vacuum head, hose and telescopic pole. The hose is attached to the skimmer box via an appropriate vacuum plate. Vacuuming can only be done with the pump turned on, as this provides suction. Please make sure that the hose is completely full of water, as any pockets of air in the system can damage the pool pump.

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. State pool/spa regulations must be kept at all times.

Pets at the Property - Right Expectations

In the circumstances where you are permitted pets to be kept on the property, we make sure you agree to the following strict conditions:

- To keep the yard clean and free from animal droppings
- You will not allow the animal inside the residence.
- You will repair any damage to the premises caused by the animal.
- You agree that the agreement is only for the specific pets described in the Tenancy Agreement and you will not harbour, substitute or “petsit” any other pet, and you will remove any of the pet’s offspring within 30 days of birth (should this occur).
- The pet shall not cause any sort of nuisance or disturbance to neighbours. Noise day or night, must not disturb others. You agree to do whatever is necessary to keep your pet from making noise that would annoy others, and you will take steps to immediately rectify complaints made by the neighbours or other tenants.
- If the landlord allows the tenant to keep a pet, the lease can include a carpet cleaning and pest control term that may need to be arranged prior to property being vacated.

You understand that 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.





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
- 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

If you notice anything unsafe, or of a concern at your property, please advise your Property Manager in writing.

Your Safety – Blinds, Curtains & Balconies

Child Safety Guidelines

Most people don't give a second thought to the cords used to open and close curtains and blinds. For this reason, NSW Fair Trading urges parents and carers to take steps to remove the very real threat posed to youngsters by existing curtains and blind cords.

Steps to Protecting Children

Take these four simple steps to ensure that blind and curtain cords/chains in your home are out of reach of children, particularly children under six years of age:

- check all blinds and curtain cords – both at home and when away on holidays. Make sure they are out of reach of children.
- make loose cords safe – use cleats or cut the cord loop and attach a tassel at the end of each strand
- choose safe blinds and curtains – make sure new curtains and blinds have warning labels and provide a way to secure the cords out of reach
- keep children away from all cords – move furniture, cots and beds away.

Window and Balcony Safety

Each year around 50 children fall from windows or balconies and many suffer serious injuries. Sometimes, these falls are fatal.

Take the following steps to reduce the risk of a fall injury:

- Do fix windows open at no more than 12.5cm (and ensure they can only be opened by adults), or fit secure window guards
- Do keep furniture, and other things children can climb on, away from windows.

- Do keep an eye out for potentially dangerous windows when visiting other people's homes and keep a close eye on your child.
- Do cover low windows with shatter resistant film if safety glass is not installed, to prevent children from cutting themselves if they run into low windows.
- Don't rely on fly screens to keep children in – they are designed to keep insects out, they are not strong enough to hold children in.

Balcony Safety

Take the following steps to reduce the risk of a fall injury:

- Do lock doors and windows when the balcony is not being used.
- Do take notice of balcony rails/fences – the standards older buildings were built under (that continue to apply to them) may be different from today's standards. New rails/fences on balconies must be at least 1m high, with no gaps wider than 12.5 cm. On high balconies footholds must be restricted to prevent climbing.
- Do keep an eye out for potentially dangerous balconies when visiting other people's homes and keep a close eye on your child.
- Don't put furniture and pot plants near balcony edges, because children can climb or stand on them.
- Don't put lightweight furniture on the balcony. Children can drag it to the edge.

For more information & tips go to the NSW Health website at www.health.nsw.gov.au/childsafety or Kidsafe NSW at www.kidsafensw.org

Strata Titles/Body Corporate

Strata schemes are effectively small communities where the activities and attitudes of residents can have a significant impact on the satisfaction and enjoyment of others.

Therefore, it is important to be aware of your responsibilities and obligations when you live in a strata unit.

By-laws are made to facilitate the administration and harmony - the smooth and dispute-free running of a strata scheme. They generally cover the use of common property and the behaviour of residents but can also deal with many other aspects of the scheme.

Without them the scheme would basically operate as a 'free-for-all' situation where anyone could essentially do whatever they pleased to their property, the common property and each other. Just imagine the sort of chaos that situation would create over time.

Important By-laws:

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

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

Ending a Fixed Term

When the fixed term period of the agreement is due to run out, we require at least 14 days notice to end the tenancy. This notice can be served up to and including the last day of the fixed term and must be in writing. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted.

Ending a Continuing Tenancy

Once the fixed term period has ended, you are required to give at least 21 days notice. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted.

Breaking of a Fixed Term Lease

Mandatory break fees may apply which is payable based on the stage of the agreement.

A break fee is a penalty a tenant agrees to pay if they move out before the end of the fixed term.

Mandatory break fees apply, the set fee payable is:

- four weeks rent if less than 25 per cent of the agreement has expired
- three weeks rent if 25 per cent or more but less than 50 per cent of the agreement has expired
- two weeks rent if 50 per cent or more but less than 75 per cent of the agreement has expired
- one weeks rent if 75 per cent or more of the agreement has expired.

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 quickly, you will need to ensure the following:

Rent

Any outstanding rent is paid promptly.

Property Ready

The property is cleaned, carpets professionally cleaned and grounds returned to their ingoing condition. Please follow the final vacating guide at the end of this handbook. The property must also pass the final inspection conducted by this agency.

Outstanding Accounts

Please ensure that any monies outstanding like water, any damages, compensation amounts and break lease fees are paid.

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.

[Click Here for our Vacating Information](#)



Vacating the Property

Outstanding Rent

Please note that it is against the tenancy legislation 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.

Cleaning

Please use the 'Getting the Property Ready for Vacating' guide at the end of this booklet.

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 use and recommend Craig from Peninsula Carpet Cleaning
0418 285 822

Please ensure the carpets are professionally steam cleaned. Be aware that using cheap 'do it yourself' carpet cleaning hire machines may initially save on cost, but in the long run may cost you a lot more, as they generally do not have the power to get carpets properly cleaned. This can result in professional carpet cleaning still being required after you have paid to hire a machine as well!

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.

If you are unable to attend, your Property Manager will carry out the final inspection of the property and attempt to finalise the refund of your rental bond within 4 working days of the keys being returned to our office.

Your Property Manager will contact you to discuss the outcome of the final inspection within 24 hours of it being carried out, if there are items requiring attention i.e cleaning issues you will be given 24 hours to rectify (this may vary depending on when the property is being re-occupied) if you authorise works to be completed on your behalf you will be given a detailed breakdown of deductions from your rental bond.

Please be aware that general cleaning, carpet cleaning, repair of damages and payment of outstanding monies should be under taken before vacating the property.

Outstanding Monies/Damages

It is important to note that if you vacate with outstanding monies and damages, your details will be lodged on TICA 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 5 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 TICA database.



Getting the property ready for vacating - checklist

- Mail Redirection - please ensure that all mail is re-directed to your new address. You can complete a form with Australia Post to assist with this.
- Utilities - electricity, gas, phone, etc. Please ensure all accounts are advised and cancelled accordingly.
- Appliance manuals - please leave them on the kitchen counter.
- Keys - please ensure you have all keys as handed to you at the start of tenancy. Also hand over any extra keys you have arranged to have cut.

Inside the Property

- Walls - please clean off any dirty marks, removable scuff marks, finger or food marks etc.
- Ceilings - please remove any cobwebs.
- Ceiling mould - please clean off (particularly in wet areas and sometimes in bedrooms).
- Light fittings - clean off dust and remove any dead insects inside the fittings
- Ceiling fans - wipe fan blades and tops of fittings to remove dust build up.
- Skirting boards - wipe down with a damp cloth.
- Doorways, doors - wipe off finger marks and any other removable marks.
- Windows - clean inside and out. Please note - nearly all modern sliding aluminium windows can be lifted and pulled out for easy cleaning. Also sills and runners (wipe out dust build up and any dead insects. A vacuum cleaner and paint brush can really help here).
- Flyscreens - brushed and dusted down. Please be aware, most modern sliding aluminium windows allow for the flyscreens to be taken off from the inside only, once the sliding part of the window has been moved first. Attempting to take them off from the outside may result in damaging them.
- Screen doors - front and back including frames – wiped clean and screen wire brushed.
- Stoves - clean stove top, control display, knobs, panels around knobs, any pull out or in-built drip trays, griller racks, trays and any inserts, oven racks, trays and oven bottom, walls and oven roof. A good oven cleaner will clean most ovens - however it is of importance that you read carefully the instructions on the product. Some cleaners can actually hinder oven surfaces (like stainless steel), and also some products have dangerous caustic fumes. Therefore use with extreme caution!

- Kitchen range hood - clean pull out filters and framework.
- Bathroom - clean sink, mirror, cabinet, vanity unit and drawers, shower recess, glass screen and screen doors, bath and wall tiles. Please ensure both the sink and bath has a plug available.
- Toilet - clean cistern, seat, bowl inside and also outside around the base. Don't forget the skirting tiles around the toilet.
- Laundry - clean both the inside and outside of the wash tub, and underneath. Please ensure a plug is present.
- Tiling - make sure all tiling and grouting to the kitchen, toilet, bathroom and laundry areas are clean.
- Exhaust - vents and Fan Covers are to be clean of any dust and dirt.
- Air-conditioners - front vents and filters cleaned of built up dirt. Modern systems (Wall Type) - filters easily pull out and can be brushed down with a hand brush. If there is a ducted reverse cycle air-conditioner unit, the air intake filter should be cleaned. This is usually on the ceiling in the passage area.
- Air-conditioning ceiling duct vents - please clean down if dusty or dirty.
- Cupboards/drawers - please clean/wash inside and out. Also doors and door frames, front and back of doors need to be cleaned.
- Curtains - wash any washable curtains and netting. If other curtains are visibly dusty or dirty, consider dry cleaning.
- Blinds - if you have venetian blinds, clean off the blind slats. Any other type of blinds should be able to be wiped down.
- Floors - floors to be mopped/washed if needed - please ensure corners and hard to get areas are also cleaned.
- Carpets - please ensure the carpets are professionally cleaned. Be aware that using cheap 'do it yourself' carpet cleaning hire machines may initially save on cost, but in the long run may cost you a lot more as they generally do not have the power to get carpets properly clean. This can result in professional carpet cleaning still required after you have paid to hire a machine as well!

Getting the property ready for vacating - checklist

Outside the property

- Lawns - freshly mowed and edged (best done a couple of days before the tenant takes possession).
- Gardens - remove any weeds, any rubbish and built up leaves etc.
- Guttering - please ensure that the gutters are freshly cleaned of any dirt/silt and leaves/twigs.
- Rubbish - remove any rubbish that you have placed at the property. Be sure to check behind sheds, under shrubs and trees. This includes lawn clippings piled and compost left.
- Paths - Sweep paths and paving areas.
- Oil spillage removal – check and clean carport and garage floors, paths and driveway. If you have used a barbeque, check for any grease spots and spillages etc.
- Cigarette butts - if there are cigarette butts lying around - please pick up and remove.
- Garages and tool sheds - please remove any items from inside and behind garages and tool sheds that belong to you, including rubbish.

If you have a pet

- Pet droppings - please remove from gardens, lawns and any out of the way areas. Please dispose of in the bin – please do not bury them.
- Dog urine - remove/clean where your pet may habitually urinate (Base of walls, verandah posts etc.)
- Dog stains - to outside walls. Check where your dog regularly lies down, there might be 'tell tale signs' on walls etc.
- Dog/Cat claw damage - check screen doors, flyscreens and curtains. Please replace the screen wire if required.
- Dog chew damage - please ensure watering systems are free of dog chew damage and are repaired accordingly.
- Pet hair - please ensure any visible pet hair inside is removed.
- Fumigation - if your lease stipulates fumigation, please ensure this is arranged.



Recommended Tradesperson List

Electricians:

REO Electrical
0422 522 598 Ryan

Multisparx Electrical
0438 207 870

Ausgrid Emergency Service:

131 388

Plumbing:

Paul Whitfield Plumbing
9939 4884 0418 163 672

Performance Plus Plumbing
0421 697 343 Anthony

Hot Water Systems/ Plumbing:

Hot Water Maintenance
Northern Beaches
9982 1265

Gas Repairs:

Northern Beaches Gas
0479 103 332 Luke

Sydney Water Emergency

132 090

Jemena Gas Emergency

131 909

Locksmiths:

Plush Locksmiths
9905 6790 0418 242 363

Professional Locksmiths
9401 4035 0411 424 973

Handymen:

WIT Services
0458 111 220 Carlo

KM Carpentry
0415 944 622 Kris

TV Antenna:

Airect Antenna
0409 137 289

Image Antenna

0411 469 946

General Cleaning:

Beyond Sparkling
0420 655 874 Shelly

Always Reliable Cleaning

0410 146 633 Finn

J Dream Cleaning

0430 035 059 Danny

Carpet/Dry Cleaning:

Five Star Carpet Cleaning
9948 7997

NB Carpet Cleaning

0421 016 190 Zbynek

Lawnmowing:

Off The Cut Lawnmowing
0415 23 23 23 Johnny

Sammy Cuts

0411 524 672 Sammy

Gardening/Lawns:

Urban Growth 0411 553 922
Lucas

Glass:

Everything Glass
0414 216 502 Steve

Air-Conditioning:

Frostbite Airconditioning
0412280 241 Sam

Washer/Dryer Repairs:

U P Appliances
0417 002 357 Peter

Garage Door Repairs:

Gem Garage Doors
0407 434 244 02 8068 4888

KM Garage Doors

0412 464 133

Pest Control:

Everest Pest Control
Sasha 9948 5202 0434 933 644

Forsyth Pest Control

99982 3676

Roofing/Guttering:

Beaches Roofing
0448 276 755

Edge Roofing

0424 897 737 Taylor

Cross Roofing

9971 2422 0418 257 968

Tiling/Shower Repairs:

Drip Dry Showers
0416 292 002 Sandy

Painting:

Snowy Painting
0424 712 188

Vince Vescio Painting

& Decorating

0409 442 114

Avalon Painting

0421 556 742

Peninsula Painting

0416 068 006

Kitchen & Bathroom Renovations:

Peninsula Kitchens &

Bathrooms

9982 1331

Flooring:

Tom Flew Carpets
9977 2965

Flooring Zone (types of timber
flooring)

0488 833 313

Blinds/Repairs:

Bi-Soniclean

0414 760 229 Marcelo



Spread the word

Refer a friend

If you've been impressed with the service provided by the Doyle Spillane Property Management Team then we would love you to spread the word of your positive experience to your family and friends.

Imagine being able to save them the stress of managing their own properties or the frustration of poor property management services.

We have a great offer for your family and friends to experience the service for themselves. To take advantage of this offer contact Joe Iemma our Director of Property Management.

Direct Line: 9981 9403 | Mobile: 0411 224 129

Email: joe@doylespillane.com.au



Property management customer service standards for tenants

Appointments

- We will arrive before the time specified for any appointment.
- For any delay created beyond our control, we will ring and advise prior to the agreed appointment time.

Communication

- Office hours are 8.30am – 5.30pm Monday to Friday and 8.30 - 4.00pm Saturday

We will respond to:

- telephone messages - within 4 hours
- email - within 24 hours
- fax - within 24 hours
- mail - within 48 hours

Documentation

- We will provide all documentation in clear and concise English.
- We ensure that all documentation is accurate and complete.

Periodic inspections

- We carry out periodic inspections three months after your tenancy commences and six monthly thereafter.

Rent arrears

- We will follow up all rent payments in accordance with our documented and unique arrears process, and the requirements of the Residential Tenancies Act.

Repairs and Maintenance

- All routine repair requests need to be in writing to our office, and work order activated within 2 working days (pending owner's authorisation)
- All Urgent repairs will be arranged within 4 hours

Vacating

We will carry out a pre-vacating inspection and advise you of the outcome.

After vacating:

- inspect the property and within 4 working days finalise the rental bond
- if deductions are required, a detailed breakdown will be provided to you.

Processing of Tenancy Applications

- Tenancy applications will be thoroughly checked and the outcome communicated to both you and the landlord within 24 hours of receipt.

Personal information

- In accordance with our documented Privacy Policy, all personal information will be held in the strictest confidence and will not be released to a third party without your written authorisation.
- Any updates or corrections to your account with us will be recorded in our system immediately upon receipt.

Professional standards

- The highest standards of honesty, integrity and professional practice will be conducted in compliance with the Code of Conduct of the Real Estate Institute of Australia and our property management policies and procedures manual.

Locally yours,

02 9981 9400

info@doylespillane.com.au

doylespillane.com.au

761 Pittwater Road,

Dee Why NSW 2099



Doyle Spillane