



MORGAN | WEBB
real estate



Tenant Handbook

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MORGAN WEBB REAL ESTATE

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Welcome to your new home

Firstly, we have included a few phone numbers of people that you will need to contact at the beginning or the end of your tenancy.

- **Synergy** - 13 13 53
Contact for a final electricity reading on your old address and for connection to your new home.
- **Telstra** - 13 22 00 or Optus - 1300 301 937 or iinet - 13 19 17
Phone for connection or visit the website - www.telstra.com.au/movinghome
- **Australia Post**
You should visit your local post office to arrange for re-direction of your mail from your old address to your new address.
- **Alinta Gas** - 13 13 58
For homes that have gas available - please call for connection.
- **Water Usage** - no changes required
We will organise a reading of the meter by the Water Corporation to coincide with your lease start date. We will send you our invoice (as well as a copy of the water corp. account) as we will pay the account on behalf of the owner.

Upon arrival at your new home, you should check:

- **Hot water system** is working. If it is gas you will find the instructions on the inside of the unit, which is found outside. If it is a large unit, over a meter high, you will find this is a storage system. If you run out of water, you will need to wait for this to fill up. If it is smaller unit, this will be an instantaneous system. If it is electric, this unit is generally found inside a cupboard in the home. If it is a gas-powered system, make sure the main valve is turned on.
- **Security** of the home is very important. Please check you have been provided with an alarm code if there is a security system. You must provide the code to Morgan Webb Real Estate if you reset or change it.
- **Electricity** is connected. The meter box is generally found close to the front door. If the power goes out at any stage, it is quite often a circuit breaker/RCD safety switch which has blown from an appliance. After unplugging all appliances, you can try flicking the switch back up and it will start working again. Do not use the appliance which triggered the switch, as it is usually faulty. Contact your Property Manager to discuss further.
- **Oven and stove** are working and ready to use.

Property condition report

We will email this to you within the first 7 days of your tenancy. You will need to fill in any additional comments in the space provided and return it to us within 14 days for the edited report to be valid and used for the final inspection. If not returned the original copy will be used at the Final Bond Inspection when you vacate.

It is for your benefit that you be very thorough and mark down everything onto the inspection report. This report is what we check against when you vacate, and you may be held accountable for anything that is reported and not marked on the condition report when the final bond inspection is conducted.

Insurance

ALL TENANTS SHOULD HAVE THEIR OWN CONTENTS INSURANCE.

You should arrange contents insurance to protect your valuables from theft or damage.

THE LANDLORD IS NOT RESPONSIBLE FOR YOUR CONTENTS.

Should an accident occur, for example your microwave falls off a shelf because the bracket broke, or a burst water pipe damages your furniture. It may not be recoverable under the owner's insurance policy.

Pets at the premises



Unless agreed on your tenancy agreement, no pets of any kind are allowed on the premises, **including visiting pets without prior written permission**. If you have received written permission to have a pet on the premises, you will be required as a condition of consent, to have the carpets professionally cleaned and after this, professionally sprayed for fleas inside and out. Copies of receipts will be requested. This will be required even if you believe your pet has no fleas and/or were kept outside.

Making rent payments

Rental payments must be paid a minimum of 1 week in advance or as per the lease agreement.

Please remember if you are using any kind of electronic transfer to allow 2-3 days to reach us prior to your paid to date. We have a zero tolerance for rent arrears and after 3 days our system automatically issues an arrears notice.

- Please ensure you enter your name or address as reference so that we can identify that the payment is from you.



What happens if your rent falls behind?

If the rent falls behind, the following action is taken:

1-3 days You may receive a courtesy arrears notice reminder from us.

3-13 days “Breach of Residential Tenancy Agreement” notice sent (this is recorded on your permanent rental ledger).

14 days “Termination Notice” issued and you will be required to vacate the premises and may be registered as a default tenant.

Please note, that there may be problems setting up your account in the first month and if you receive a breach and believe you have paid, please contact us immediately so we can work out what has happened.

Every letter sent due to late payment of your account is permanently marked on your ledger. We request that if you are having problems, that you contact us immediately. It is important to make sure that your rental payments are made **BEFORE** the paid to date.

Your ledger, which is created through your payment history, is used in many applications. Other agencies can contact us for your ledger/payment history when requesting a rental reference or financial institutions if you are applying for a loan. Breach of your Tenancy Agreement can also result with lodgment on NTD (national tenancy database).



Strata by-laws

If you have moved into a complex of apartments or townhouses please make sure you abide by the common strata by-laws which will be supplied with your lease and a copy is available on our website.

Water usage payments

If the property is separately metered, a meter reading will be taken at the beginning of the tenancy. We will send you an invoice (as well as a copy of the water corp. account) as we will pay the account on behalf of the owner. You are required to pay the amount on the invoice to the Morgan Webb Real Estate trust account within **fourteen days**.

We require that you make a separate entry with your direct transfer so that your payment can be easily identified as a water payment and **NOT** a rental payment.

DO NOT PAY THE WATER CORPORATION DIRECT UNDER ANY CIRCUMSTANCES.

Slow or non-payment of a water/sewer usage invoice will be treated in the same manner as rental arrears with a Breach letter and/or Termination Notice issued.

Routine inspections



Under the Residential Tenancy Act, we can conduct 4 general inspections per year. The first inspection will be carried out approximately 6 weeks after your lease commences, then 3 monthly after that. You will be notified of our inspection in writing and/or email, at least 7 days prior.

If you cannot attend, we will use our keys and leave a card to show we have been. Please be aware that digital photos of the interior and exterior may be taken for the purposes of informing owners of the property condition.

Should there be any specific maintenance items to address please advise us in writing prior to the inspection by emailing admin@morganwebb.com.au. Please ensure dogs are restrained or removed at the time of the inspection should they cause an inconvenience to the inspector gaining access to any areas of the property.

Cancelling at late notice may incur fees. Rescheduling several times may incur fees.

On our routine report, we note down everything - how the property is presented, how the lawns and gardens look. This report is then passed onto the owner and kept on our records for the purposes of future rental references. For this reason, we request that you make an effort to have the property looking as good as it can.

Lawns, gardens and irrigation systems

The tenant agrees (where lawn mowing is applicable), that lawn mowing on a fortnightly basis in summer and three to four weekly in winter, is fair and reasonable. **You are required to attend to lawns regularly, without fail**, if you have a problem completing this, we suggest you pay a professional and we would be happy to provide you details of a few.

The condition of the green bin is to be maintained, kept in a provided area or safe place and not to be left curbside for extended periods of time after collection.

If an irrigation / reticulation system has been provided with the premises, you are responsible for advising our office immediately if the system is not working. Result in failing to advise our office of a fault could result in you being made responsible for any damage to lawns and plants.

You are only allowed to use the reticulation/sprinklers to water the garden on your allocated days, either BEFORE 9am or AFTER 6pm. You can hand water the garden during these times any day. Fines issued from the Water Corporation will be passed on to you if they occur.

House number ending in	authorised days to water
1	Wednesday and Saturday
2	Thursday and Sunday
3	Monday and Friday
4	Tuesday and Saturday
5	Wednesday and Sunday
6	Monday and Thursday
7	Tuesday and Friday
8	Wednesday and Saturday
9	Thursday and Sunday
0	Thursday and Sunday



Cooking and odours

The tenant is required to keep the property free from odors, oil and grime build up associated with cooking. The range hood and extraction fans should be used always when cooking and the filters require regular cleaning.

The previous tenants mail

Please direct the previous tenants' mail as "RTS, no longer at address". Any arrangements you make with the outgoing tenant/s regarding mail and/or forwarding address is between you and the outgoing tenant.

Paintings, posters and alterations

Alterations (attached or detached) to the premises are not permitted without prior written permission from the landlord. This includes, picture hooks, adhesive hooks, nails, screws, blue tack being driven or attached to the walls, doors or ceilings.

Maintenance requests

All maintenance requests **MUST** be submitted in writing by email to admin@morganwebb.com.au. Please be very specific when reporting the problem giving as much detail as possible.

If you have an emergency, you can call our office. We still require that you follow your phone call with a request in writing. Please find herewith the following ways to report a repair to our office:

1. **ONLINE WEBSITE REGISTER** visit our site, www.morganwebb.com.au to the tenant information section where you can fill out an online maintenance request form which gets sent direct to our inbox.
2. **EMAIL DIRECT** – A very quick and efficient way of requesting repairs and so you also have a record. Email to admin@morganwebb.com.au

Please be very specific when reporting the problem by giving as much detail as possible, photos/attachments welcome.



Urgent 'after hours' contacts



1. ALL URGENT repairs during **business hours** please call or text Kate Webb on 0408 738 755, please also follow up with an email to admin@morganwebb.com.au with as many details as possible, photos/attachments welcome.
2. ALL URGENT requests that are **after hours** when you cannot get hold of Kate Webb and that cannot wait until working hours, you will need to contact the appropriate licensed contractor for the service required. A list of our preferred and pre-authorised contractors are as follows;

Electricians:

Oceanview Technologies

Haden: 0438 788 076 or Justin: 0402 938 779

Total Air-Conditioning & Electrical

Richard: 0404 617 323

Roof Plumber/Carpenter:

Kele Roof Plumbing

Brad: 0431 162 657

Plumbers:

All Perth Plumbing

Peter Ellis: 0418 910 465

Plumbing Bros

24/7 Mobile: 0499 745 110

Carpenter/Builder:

A1 Property Maintenance

Andrew: 0481 323 400

IMPORTANT:

1. If the repair is not classified under the Residential Tenancies Act as an emergency/urgent repair, you may be liable for the cost.
2. If a contractor is called that is NOT one listed above they MUST be licensed, hold a valid ABN and can provide a tax invoice upon completion.
3. Please tell the contractor that you are a tenant with Morgan Webb Real Estate.
4. Please also follow this up with an email to admin@morganwebb.com.au with as many details as possible, photos/attachments welcome.

Other handy numbers in the case of an emergency are as follows;

- Emergency (Police, Fire, Ambulance – Life Threatening): **000**
- WA Police (Reporting and Enquiry – Non-Life Threatening): **131 444**
- State Emergency Service (SES): **132 500**
- Western Power (Emergencies & Power Interruption): **131 151**
- ATCO Gas (Gas Emergency & Faults): **131 352**
- Water (Emergency, Faults & Security) **131 375**

You can also contact your local council if you need to report noise complaints or require ranger services

If the problem CAN wait, please call the office during working hours.

***** Please note if the repair is not classified under the ACT as an emergency repair, you may be liable for the cost*****

Problems with pests

If you have a problem with pests, we request that you first take suitable action (like surface spray or baits) as a first option. If you continue to have a problem and you have tried all options, you will need to contact us within the first 3 months of your tenancy. After this time, it is classified as a condition of living by REBA and therefore a tenant responsibility.

Change in tenants

You will need to advise our office in writing of a change in tenancy. The new tenant must fill out a standard application form which will then be required for approval by the owner. Once this is completed we will then forward you a "Variation of Bond" form for all parties to sign to agree to the change. There is an administrative cost of \$80.00 for any formal change to the lease.

Breaking the lease agreement early

If you are currently within the fixed term of a lease agreement and you wish to break your lease, please contact the office.

As a tenant breaking a lease agreement you are responsible for all costs associated that a landlord would normally incur to re-let the premises whilst within the fixed term.

Please ensure you have read the special condition of your lease agreement that provides more information also.

NOTIFICATION of breaking your lease must be given to us IN WRITING. We require that you contact the office to discuss.



Vacating requirements

Your vacating notice

You are required under a fixed term lease to provide at least 30 days' notice prior to the expiry of your lease if you wish to vacate. You are required to inform us in writing.

Once your vacating notice is received, we commence marketing for a new tenant. In many cases new tenants are found to move in the NEXT DAY after your vacating date. It is therefore extremely important that you immediately advise us of any delay in your vacating plans. For the same reason, it is crucial that the premises are left in good order on your vacating date, so as not to disrupt the new tenancy.

Sign installation

Once we receive your notice, a "For Lease" sign may be installed at the premises in order to help us re-lease the property.

Prospective tenants to view your premises

If we are releasing the property on behalf of the owner, we may also be in contact with you to arrange access for prospective tenants to view within the last two weeks of your tenancy as per your Residential Tenancy Agreement.

We will organise with you a suitable time for us to attend. We will work with you in any way possible and would like to thank you in anticipation of your cooperation.

Making additional rent payments

You are required to continue making your rent payments in accordance with your lease agreement until you vacate the premises.

Please note that if you fall behind in your rent in your notice to vacate period and monies are not forthcoming, you may still be issued with the appropriate notices and be listed on the national tenancy database.

THE BOND SHOULD NOT BE USED WITH THE INTENTION TO PAY ANY OUTSTANDING RENT, THERE MAY BE PENALTIES INCURRED BY A MAGISTRATE BY DOING THIS.

Returning keys

All of the keys, remote controls, cards, permits must be returned to Morgan Webb Real Estate by 5pm on the day you will be vacating (or prior if arranged). If any keys (to doors, garages, or letterboxes) have been lost, we suggest you arrange for new locks to be installed and new keys to be supplied before the final inspection. Missing keys can lead to inspection and bond refund delays. Please do not leave any keys or remotes on the property unless this is instructed by us to do so.

PLEASE NOTE: You may be held responsible for further rent if the keys are not returned on your vacate day.

The final inspection and bond disposal

A final bond inspection will be conducted once you have vacated to ascertain the handover condition of the property. After the final bond inspection has been conducted, we will prepare a report for you and based on the findings we may need to engage trades to rectify any anomalies detected which could be at your cost if not attended to **prior to handover**.

Please note that when you return keys to us this is your final handover condition of the property, and the owner may or may not let you return to fix any discrepancies as the owner is not obligated to do so. Please ensure that you rectify any issues **prior to handover** to avoid any disputes once you have vacated.

The bond disposal process will commence once all deductions* (if any) have been accounted for, you will be sent a final property statement from us confirming this and it will outline how to finalise the bond disposal process from your end.

Your failure to complete the bond disposal process (and pay any amounts owing) will leave us no alternative than to apply to the Local Magistrates Court for a court order – this cost will be a further deduction to you.

*If you pay for water usage: It is important that you are aware that the final water usage invoice from Water Corporation takes approximately one week from your final tenancy date to be received by us in the mail. We will then invoice you the final water usage and you can choose to pay this as normal into our trust account or have it deducted from the bond. As mentioned above, the bond disposal process cannot commence until this (and any other) invoices have been received.

Please advise us of your new forwarding address and valid telephone and email contact details in order for the bond disposal process to be processed smoothly.



Vacating checklist



Once you have provided notice to Morgan Webb Real Estate to vacate the premises, we will send you a vacating checklist in order to make the vacation process as smooth as possible. Amongst other things you will be required to attend to the following:

- ✓ Advise our office of your new forwarding address and phone number (required for bond disposal)
- ✓ Pay your rent until the vacating date by direct debit prior to your vacate date
- ✓ Return all keys and garage remotes to this office (including letterbox keys)
- ✓ Arrange disconnection of your telephone, electricity and gas supply
- ✓ Re-direct mail to your new address

Please also attend to the following matters prior to our inspection. This will save time and prevent delays in returning your bond.

Subject to the condition of the property at the commencement of your tenancy you should ensure that:

- ✓ The property is left in a very clean and tidy condition throughout
- ✓ The carpets are professionally cleaned and proof of receipt is left at property or handed in with keys
- ✓ If you have cats/dogs (and paid a pet bond) the home is professionally treated for fleas and proof of receipt is left at property or handed in with keys
- ✓ Walls and doors are free of any scuffs/marks
- ✓ Stove, griller, oven, range-hood are clean and exhaust fan vents washed
- ✓ All cupboards, shelves, drawers and benches are clean and wiped clean inside and out
- ✓ Windows, sills and tracks are clean, inside and outside
- ✓ Any furniture, curtains or other items included with the property are in their original positions and are clean
- ✓ Blinds are clean (dusted and wiped) and curtains clean/washed
- ✓ All garbage, bottles and rubbish are removed from the premises
- ✓ The garage and/or storeroom is cleaned out and free of oil stains/grease marks are (may need professional high-pressure cleaning)
- ✓ Bathrooms are thoroughly cleaned including walls, with all mould and soap scum removed from tiles and grouting. Ceiling mould must be removed. Toilets are to be cleaned inside and out, and the bathroom floors must be mopped
- ✓ Lawns and edges are trimmed and gardens weeded (this applies to townhouses and houses)
- ✓ Sweep cobwebs from eaves/gutters externally and from internal cornices (and anywhere else present)

NOTE - RENT IS DUE AND PAYABLE UNTIL YOUR LEASE EXPIRY DATE AND ALL KEYS ARE RETURNED. IF YOU REQUIRE THE SERVICES OF A CLEANER, GARDENER AND/OR CARPET CLEANER, PLEASE CONTACT THIS OFFICE FOR THEIR CONTACT DETAILS.



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