

### **Agency Hours**

Monday to Friday 8.30am to 5pm  
Saturday 8.30am to 12.30pm

### **Forms**

Most forms relating to your tenancy are available for download @ our website [www.churchillrealestate.com.au](http://www.churchillrealestate.com.au). Forms can be emailed, posted or faxed back to our office. Please remember to include signatures where relevant.

### **Rental Payment**

A new system of payments will be announced soon.

### **Bond**

Within 3 days of the start of your tenancy the bond money is forwarded to the Residential Tenants Authority (RTA). To have the bond refunded at the end of the tenancy our property manager must firstly complete an Exit Condition Report soon after all the keys are returned to our office. Any issues that need to be addressed can then be discussed with the property manager.

### **Connections – Gas, Electricity & Phone**

All costs, deposits and connection arrangements are the tenants' responsibility. Fast Connect is a free utility connection service. You can lodge your applications to disconnect your old accounts and establish new services at your new address by phoning **1300 661 464** or online @ **www.fastconnect.net.au**

### **Contact Details**

Please notify our agency, preferably by email, if your contact details change during your tenancy.

### **Repairs**

Any repairs should be reported promptly to our property manager on a Maintenance Request Form which is available online at our website or from the office. All repair requests should be made in writing and urgent repairs should also be phoned through to the office.

### Emergency Repairs

Your lease agreement includes details on who to contact outside business hours in case of emergency repairs. Some steps you may be able to undertake include:

Power Loss – Check to see if neighbours have also lost power. If it is apparent only your property is affected, locate your safety switch at the power board, which is usually located either under the house or on an exterior wall. Sometimes in units this is located in a wardrobe or in the garage. Reset the switch if it has tripped. If it trips again it usually means a faulty appliance needs to be isolated by turning all appliances off and individually turning them back on to identify the fault and having the appliance checked by a qualified technician. Any further problems should be reported to the property manager.

Uncontrolled water flow – The mains tap is usually located under a black plastic cover on the front footpath and controls water supply to the property. Other taps under sinks etc may control flow to certain areas. Units usually have taps identifying each unit on the exterior or in a public area of the building.

Hot Water – Electric Most storage type hot water systems are heated “off peak” which means if you run out of hot water it will not reheat until later that night, usually after 9pm. Most storage systems also need to be topped up every 3 to 4 months by pulling a lever on the side or top of the system until the tank fills and water starts to flow out of the overflow pipe. It is important this is done to ensure optimum hot water supply and to prevent damage to the system.

Hot Water – Gas Sometimes the pilot light is extinguished or blows out on gas hot water systems. Instructions for re-ignition are usually located somewhere on the unit.

**Insurance**

The Lessors' insurance policy does not provide cover for the tenants' possessions. We would recommend you insure your contents against theft, damage or loss.

**Entry Condition Report**

This report is completed by both our office and the ingoing tenant. Our property manager will detail on the report the condition of the premises. If you agree with the report, sign it and return to our office within 3 days of moving into the property. There is provision in the report for you to make any comments you feel are relevant to the condition of the property or areas where you disagree with the comments noted by our property manager.

**Routine Inspections**

Our office will conduct periodic inspections of your property on behalf of the owner to establish the ongoing condition, maintenance issues or future improvements which may be need to be addressed.

**Property Maintenance**

As a tenant you are responsible for maintaining the property in the same condition in which it was presented at the start of your tenancy. This includes such areas as garden and lawn maintenance (taking into consideration Council water restrictions), keeping both the exterior and interior of the property clean and tidy throughout the duration of the tenancy and parking in designated areas only. Council does not permit parking on footpath areas. Pruning trees and scrubs or new plantings require prior permission.

**Excessive Noise**

Please keep noise levels to legal limits as regards time and volume. Complaints from neighbouring properties or police reports/actions can result in Breach Notices being served.

**Pets**

Pets are not allowed without the express permission of the owner. Unauthorised pets constitute a breach of tenancy and may result in a Notice to Leave being served. Any resulting damage may involve a claim for compensation.