



Tenant Information Guide

Welcome to JP Dixon Real Estate Brighton!

Please take the time to read this information sheet regarding your tenancy.

CONDITION REPORT

A very important form when moving in, it must be filled out by the tenant and agent so we both agree on the condition of the property. Please return one copy of the form signed by all tenants back to the office within 3 business days of collecting keys. At the time of vacating, we will complete a final inspection and will compare the condition of the property to the ingoing condition report to determine the return of your bond. If you neglect to return a signed copy of this report, you could forfeit your right to object if there is a disagreement at the end of your tenancy.

UTILITIES

It is your responsibility to have your own utilities connected in your name and to have the account finalised when you vacate. A final meter reading will be required for your vacating date, and it will be your responsibility to arrange this. JP Dixon Real Estate will have the water connection at the property in place for both yourself and the owner, however, arranging a final reading of the water meter when you vacate is your responsibility.

OCCUPANCY

Only the people included on the application and approved by the owner are allowed to reside at the property permanently. If a new tenant wishes to replace an existing tenant our office must be informed in writing and approval must be given by the owner.

PAYING RENT

Please refer to the methods of payment provided at the start of your tenancy.

RENT ARREARS

If you are having any difficulties in paying your rent, always contact us to discuss your options so that we can notify the property owner. Please see the arrears policy document provided.

BREAKING LEASE

For information on costs and obligations for breaking your lease please refer to your lease agreement, under Additional Terms number 35. If you intend to vacate the property prior to your lease end date you must notify us in writing.

MAINTENANCE

We ask that you report all matters requiring repair or maintenance immediately to avoid the risk of injury or damage to the rented property. You are required to report all maintenance in writing, you can send an online maintenance request via our website or you can send an email to your property manager. The only type of maintenance that will be dealt with over the phone is URGENT maintenance. In the event that you do not inform the agency of maintenance that may cause damage to the property, you will be liable for expenses for repair of the items.

URGENT REPAIRS

Please find following a comprehensive list specifying what constitutes an urgent repair under the Residential Tenancies Act.

- A burst water service
- A blocked or broken lavatory system
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- A failure or breakdown of any essential service or appliance provided by the landlord or agent for hot water, water, cooking, heating or laundry
- A failure or breakdown of the gas, electricity or water supply
- Any fault or damage that makes the rented premises unsafe or insecure
- An appliance, fitting or fixture which is not working properly and causes a substantial amount of water to be wasted, or
- A serious fault in a lift or staircase in the rented premises.

Should you need to arrange to carry out an urgent repair after hours, we ask that you contact our preferred tradespeople provided below. Please note that these numbers should only be used outside of business hours, and when the situation is a true emergency as set out in the RTA 1997. If you arrange repairs outside of business hours and it is not considered an emergency, you may be liable for the costs involved. Please also notify your property manager of any after-hours emergency repairs by email to rentals@jpdixon.com.au.

AFTER HOURS EMERGENCY NUMBERS ONLY:

Plumbers	PlumbMaser	8399 9405 / 0409 933 034
Electrician:	Peninsula Electrical	0413 220 994
Locksmith:	Anytime Locksmiths	03 9521 0650
State Emergency Service (Flood or Storm damage)		132 500

In the situation where there is a breakdown in the electricity, gas, water or telephone services, you must first contact the emergency telephone numbers of the relevant supply company. The relevant company will then tell you if you will be required to arrange your own service call or it is a fault that they will resolve.

We hope you never need to use these provisions, however, should you need to arrange an urgent repair, you must notify our office as soon as possible. You will also need to supply details of the repair works carried out as well as the costs involved and an appropriate tax invoice for payment.

CONTENTS INSURANCE

Please be aware that the Landlord's insurance does not cover your personal belongings, and it is in your interest to obtain contents insurance in case of damage or theft.

PICTURES

Do not use Blu-Tack or sticky type substances to hang or place pictures on the walls as removal of these items usually causes damage to the walls. 3M removable hooks are acceptable, however, if any damage is caused during their removal, you will be responsible for rectifying this. For any items that require nails to be installed, please send a request for permission in writing to your property manager.

GARDENS

You are responsible for the lawns, gardens and nature strips at the property, unless specified beforehand. This means watering, weeding, trimming and mowing.

ROUTINE INSPECTIONS

We carry out routine inspections on all our properties regularly and will advise you in writing prior. This is always a good opportunity to point out any maintenance problems or other concerns you may have. If you are not present we will access the property with our spare keys.

KEYS

In most cases, we hold a set of keys in the office for each property. As per your lease agreement, if for some reason you change or add a lock to the property a copy of the new key must be provided to the office within 24 hours of the change. Should you lose your keys or have locked yourself out of the property you may collect our set during office hours by providing photo ID and leaving a \$50 deposit. Only those named as tenants on the lease are able to collect keys. After hours, our recommended locksmith can be contact at your cost.



TROUBLE SHOOTING

HOT WATER SYSTEMS

If the water is not hot, check...

- Is the power switched on / pilot light going in the case of gas
- Power box for tripped switch or blown fuse
- Is system full of water
- Has your shower routine changed or increased (tank capacity and/or tariff rates will affect this)
Remember in winter, the efficiency of the tank is less than in summer and the water will get colder quicker.

LEAKING FROM THE TOILET

Usually is a minor problem. Regular mopping and turning off the tap between uses is adequate until the tradesperson arrives. Please contact us during office hours to arrange a tradesperson.

LIGHTS

Check bulb or starter switch, check fuse box and then if still faulty contact us to have it repaired.

POWER

- Check fuse box for tripped switch or blown fuse.
- Check if any appliance in use may overload the system and cause the switch to switch off.
- Check if neighbouring properties are also without power.

If you have checked all of these and can't locate an issue please contact us for assistance.

For any assistance please contact JP Dixon Real Estate Brighton on 03 9596 7411 or email your property manager at rentals@jpdixon.com.au