

# TENANCY HANDBOOK

**ONEAGENCY**  
ORANGE



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## WELCOME TO RENTING WITH ONE AGENCY ORANGE

Congratulations on your tenancy approval with our office. You have been approved because we are confident that, like all of our tenants, you will be able to keep the inside clean, pay the rent on time and maintain the property, lawns and gardens. We have created this guide to assist you with being prepared for your tenancy induction, and also to assist you with having the right expectations during your tenancy with us.

Please note our office hours are Monday to Friday, 9am - 5pm.

Emergency repairs must be logged through TAPI using the QR code sticker which is located either under your sink or in the pantry cupboard.

If you would like see the Property Management staff, please call ahead of time to book an appointment.

## GETTING STARTED - WHAT YOU MUST DO FIRST!

### Utility Connections - Getting Connected

It is a tenant responsibility to ensure your power, gas, phone, internet, etc have been connected into your name. If you have already indicated on your application form what connections you would like us to do on your behalf, we will arrange the connection through Direct Connect . This is a free service provided to you and can help eliminate some of the stress of moving into a property.

#### Power and Gas

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

#### Telephone and Internet

- **Telstra:** 13 22 00 [www.telstra.com.au](http://www.telstra.com.au)  
(also has e-cards to notify change of address)
- **Optus:** 13 33 45 [www.optus.com.au](http://www.optus.com.au)





# GETTING READY FOR YOUR TENANCY INDUCTION

To ensure you are fully aware of our expectations of you, please see below a list of what our office asks of you when you come into the office to sign the lease agreement.

- Keeping Your Appointment Time
- Appointment Time Allocation
- All Persons MUST be Present
- No Cash Policy - we have a no cash policy!  
Therefore could you please supply us with a Bank Cheque or Australia Post Money Order when paying your bond and first 2 weeks rent. Or you are also able to make a Bpay payment. But you must allow 2-3 business days for it to be received into our account.
- Tenancy Start Date - your tenancy start date commences, as per your tenancy agreement
- Rent - your first 2 weeks rent has been received by our agency
- Bond - your full bond payment has been received by our agency.

**Important - Keys issued early. It is important to note we are unable to issue keys early, or grant access to the property any earlier than the allocated tenancy start date.**

**An example of this is where access to the property is required to move boxes into a garage or bedroom to get the moving process started earlier, or a removal truck company requires access a couple days earlier. Under all circumstances we cannot issue any keys earlier than the start date of the tenancy, for legal and security reasons.**

**During the Tenancy Induction we will go through the following with you:**

- Tenancy Agreement
- Payment of Rent
- Zero Tolerance Late Rent Policy
- Bond Lodgement
- Property Condition Report
- Repairs and Emergency Repairs Procedure
- General Information Brochure
- Any other important matters
- Water supply/usage
- Monies received

## **Keys – Swipe Cards – Remote Control Units**

At commencement of your tenancy you will be given keys to the property and/or access swipe card/s - remote control units. **Should you wish to create extra copies of keys it will be at tenant/s own expense.**

When you vacate the property it is important to note we will need back all keys, swipe cards and remote control units given to you at tenancy start, and all extra copies created during your tenancy period.

If you change the locks during tenancy, at tenant/s expense, you are obligated to provide One Agency Orange with a full set of the new keys for property access.



# MOVING INTO YOUR RENTAL PROPERTY

## Changing Address

Ensure that you let banks, superannuation funds, RTA and other important bodies know of your change of address.

## Contact Details

If your contact details change at any time during your tenancy please contact our office and notify us of these changes. Please email these details to [simonefogarty@oneagency.com.au](mailto:simonefogarty@oneagency.com.au)

## Payment and Lodgement of Your Bond

Your bond will be lodged with the Rental Bond Board. You can expect confirmation from them indicating your bond lodgement number within 2-3 weeks of the beginning of your tenancy.

## Property/Furniture Condition Report

Please ensure that you return a signed copy through inspection express, that has been amended if necessary, within 7 days of the tenancy start date. If the condition report is not returned to our office at the time you do vacate the property we will be going off the condition report that has been carried out by our office.

## Tenant Contents Insurance

Our office strongly recommends you obtain "Tenants Contents Insurance" to protect all of your personal items contained within the property. 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 : An electrical fault in the building starts a fire.*  
In the case above, quality tenant contents insurance should cover your goods. Please check with your insurer however for the cover they can provide you. You need to ensure that all your goods are adequately insured and the owner/agent will not be liable for damaged or destroyed tenant possessions.

Fire damage to your possessions is not covered by the owner's building or landlord insurance. You need to ensure you have adequate tenant contents insurance cover.

# DURING YOUR TENANCY



## General Repairs

We insist that all repairs are lodged through our maintenance system, TAPI and not to be called in by phone. You can lodge written repair requests on our website:

**[www.oneagencyorange.com.au/maintenance-request](http://www.oneagencyorange.com.au/maintenance-request)**

## Tapi Code

There is also a Tapi QR Code located at your property to log repairs. This is located either on the cupboard under the kitchen sink, or in the pantry cupboard.

For further information of repairs also refer to General Maintenance Trouble Shooting sheet.

## Emergency Repairs

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

- Burst or broken water pipes
- Flooding
- Broken or blocked toilet
- Roof leaks or gas leaks
- Dangerous electrical faults
- Serious structural damage e.g storm, fire or impact damage
- Failure of gas, electricity or water
- Failure or breakdown of an essential service or appliance providing for water or cooking facilities on the premises
- Fault with hot water system
- Fault or damage that makes premises unsafe or not secure

## After hours emergency repairs

Should an emergency repair be required after hours then you need to call one of our preferred tradesperson to attend. See information below:

### Electrical Repairs:

Bowers Electrical Service - Ph 02 6362 0566

### Plumbing Repairs:

A Murray and Sons - Ph 0437 325 442

### Other Repairs:

Orange Handyman Services - 0409 713 623

Canobolas Locksmith - 0417 491 936

NSW SES - 132 500



# GENERAL CARE & TROUBLESHOOTING TIPS FOR TENANT'S

<b>Water Tank &amp; Pump</b>	<ul style="list-style-type: none"> <li>- Tank filter must be cleaned at least every couple of months – <b>Tenant's Responsibility</b> Once clogged the tank will not fill, the gutters will overflow, and the yard will become waterlogged.</li> </ul>
<b>TV Reception</b>	<ul style="list-style-type: none"> <li>- Modern TV's may need to be manually re-tuned 4-5 times before the signal will become clear when first plugged in – <b>Tenant's Responsibility</b></li> <li>- Be sure to take care when plugging in or unplugging your antenna cable into the wall socket - Damage to the socket will be charged to the tenant.</li> </ul>
<b>Toilets</b>	<ul style="list-style-type: none"> <li>- If the toilet/s become blocked the resident must use a plunger first to try and unclog the bowl– <b>Tenant's Responsibility</b></li> </ul>
<b>Yards</b>	<ul style="list-style-type: none"> <li>- Yards are to be kept clear of weeds and overgrowth - especially throughout any gravelled areas. <b>Tenant's Responsibility</b></li> <li>- Yard drainage pits are to be kept clear of grass clippings and debris – <b>Tenant's Responsibility</b></li> </ul>
<b>Hot Water System &amp; Gas Supply</b> <b>No Hot Water Tips</b>	<ul style="list-style-type: none"> <li>- How to reset the hot water system - <b>Turn the system off for 10 seconds and then turn back on; Repeat process a minimum of 5 times - !Tenant's Responsibility</b></li> <li>- Gas Bottles - be sure to check if you gas bottles are empty: if both indicators are red, they are empty.</li> <li>- If the Bottle Indicators are both red and move easily, they are empty.</li> </ul>
<b>Smell of Gas</b>	<ul style="list-style-type: none"> <li>- If your bottles indicate that both are empty - a smell of gas will be noticed because bottles are running off fumes - Please arrange with your gas supplier for new bottles</li> <li>- If your bottles are full, and you smell gas - <b>YOU MUST CONTACT YOUR GAS SUPPLIER FIRST – Tenant's Responsibility</b></li> <li>- Spray top of gas bottle and around fittings with soapy water. If bubbles form through the soapy water, that is a sign of leak.</li> </ul>
<b>Light Bulbs</b>	<ul style="list-style-type: none"> <li>- Any issues with lighting: resident must replace the bulb before issuing a maintenance request – <b>Tenant's Responsibility</b></li> <li>- All Original light bulbs are energy saving light bulbs - this means they will slowly come on or flicker then light up: If you believe there is an electrical fault contact your property manager.</li> </ul>
<b>Taps</b>	<ul style="list-style-type: none"> <li>- Taps are to be turned off lightly: any continuous rough usage will break the washers and taps will leak at the base - <b>Washer replacement is Tenant's Responsibility if they are not turned off lightly and excessive wear is caused. Washer repair if general wear and tear is the landlords responsibility.</b></li> </ul>
<b>Bathrooms</b>	<ul style="list-style-type: none"> <li>- Showers &amp; bathrooms are to be kept clear of mould - use proper cleaning agents regularly: <b>Tenant's Responsibility</b></li> <li>- Please note: Once mould attacks it will spread easily.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>- If you notice any water damage stains anywhere in the property, please advise your property manager ASAP</li> <li>- Roof tiles can crack easily when walked on - the builder has had a logged inspection of the tiles at handover - any broken tiles due to residents will be <b>repaired at tenant's expense.</b></li> <li>- Remember you will always use a lot more gas during the colder months so be sure to keep an eye on your gas bottle indicators.</li> <li>- It is the resident's responsibility to maintain the 70mm visual below the termite barrier, e.g.: rubbish timber bark grass clippings.</li> <li>- Clean leaf baskets regularly</li> <li>- Clean outside drains regularly - downpipes</li> </ul>
<b>Appliances</b>	<ul style="list-style-type: none"> <li>- Please read all appliance manuals for care instructions before use.</li> <li>- If your property manager has provided you with Tenants handbook, please refer to before use.</li> </ul>
<b>Pest Issues</b>	<ul style="list-style-type: none"> <li>- During the first three months of the tenancy, any pest issues need to be reported to our office for the landlord to attend.</li> <li>- After this three months, pest related issues fall under the <b>tenant's responsibility</b></li> </ul>
<b>Air conditioners and Ducted gas systems</b>	<ul style="list-style-type: none"> <li>- Please ensure filters are cleaned at least every 3 months during your tenancy. Failure to clean adequately can cause issues with the system and they may not be able to work efficiently. If a tradesman needs to attend due to an error with one of these systems and the fault is due to the filter not being cleaned <b>the tenant will be liable for the call out fee</b></li> </ul>

Please note - It is the Tenant's Responsibility to follow the above mentioned before contacting your property manager. If a contractor attends to an issue that is easily fixed by following the above tips the resident may incur the call out charge from the contractor.  
DO NOT REMOVE THIS STICKER. IF DAMAGED PLEASE CONTACT THE PROPERTY MANAGER FOR A REPLACEMENT

# ROUTINE INSPECTIONS AND PHOTOS



Your allocated Property Manager will inspect the property approximately every 3-6 months, or at intervals the landlord has requested. This periodic inspection is not as detailed as the 'in-going' tenancy inspection. This inspection is more of a walk through, checking room-by-room to make sure the tenant is maintaining the property in a reasonable satisfactory condition (cleanliness), to see if any maintenance issues need to be addressed by the landlord and to record any damage. Please note photos will be taken when the inspection is completed and these will be sent through to the landlord. The landlord is also invited to attend all routine and vacate inspections.

## Routine Inspection Guide - What we look out for at inspections

### Inside the Property

- Walls/light switches/doorways and doors are clean from marks
- The carpets are clean and stain free
- The windows, tracks and screens are clean
- The kitchen area clean and oven/stove, top and sides is free of burnt on food/grease and carbon staining.
- Shower, bathroom, toilet and laundry tiling is clean
- All areas and rooms are fully accessible (not locked)

### Outside the Property

- The lawns are tidy
- Gardens tidy and presentable/weeds removed
- Rubbish/lawn clippings removed
- No unregistered car bodies on the property
- Oil Stains removed from carports, garages and driveways
- All areas, garages, storerooms etc are all accessible
- Swimming pool/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 around every 12 months depending upon the property market and are adjusted in accordance with market conditions. Please also note that a rent review may occur during a 12 month fixed term lease, as long as this is indicated with a clause in the tenancy agreement terms and conditions.

### Mail and Contact

Should you receive any mail addressed to another person please forward this mail to us as soon as possible. It is important also to know that under no circumstances can the landlord be contacted directly. As the duly appointed agent the landlord can only be contacted through us. We are employed as the acting landlord of the property.

**Please email us on  
[rentals.orange@oneagency.com.au](mailto:rentals.orange@oneagency.com.au)  
should you have any queries to bring to  
the landlord's attention.**



# ZERO TOLERANCE POLICY FOR LATE RENT PAYMENTS



Our office prides ourselves in our careful tenant qualification and screening processes. Applications are approved ONLY on the grounds that we are confident that the rent will always be paid on time. However, a minority of tenants still get behind in their rent despite our tenant screening procedures.

As we do not know who this will be when we sign tenancy agreements, we need to advise each tenant our Zero Tolerance policy for late rent payments. Follow-up involves phone calls, sms, letters and persistent personal contact. We have found this can cause some people to become upset, embarrassment and also to resent our office. However, we cannot apologise for such action as we believe that rent must be paid on time...all the time!

The landlord is not able to postpone their mortgage repayments. We make it clear that our clients who own the rental property have taken out a mortgage. This person has approved your application ONLY on the grounds your rent will be paid on time...everytime! Therefore if you believe you may be late with a rent payment, you must notify us immediately so we can inform the landlord to prepare and make other arrangements with their mortgage payments, should this be required.

**It is the tenant/s responsibility to do all they can to make sure their rent is paid on time.**

## **EVICTION may follow if the problem is not fully remedied!**

If your rental arrears does reach 15 days behind you will receive a termination notice and we will apply to NCAT right away. We do not delay on this process as the landlord can not afford not to receive their rent. It is a privilege to rent a property and we ask for you be respectful in all aspects of being a tenant.

## **Dishonoured Rent Payments**

St George Bank charges One Agency Orange a dishonour fee and that fee will be invoiced to the tenant.

## **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 properly and evenly, we use this simple calculation:

1. **Weekly Rent divided by 7 days = Daily Rent**
2. **Daily Rent x 365 days = Yearly Rent**
3. **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 1st 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 equivalent to 4.33 week's rent.



## 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 storeowner 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 residing in the property. Once the time period is finished or consumed, you then pay for the next time period again before using it. This is the meaning of rent in advance.



## INSIDE THE PROPERTY

### Misplaced Keys

If you have misplaced your property keys during business hours you may come to our office and borrow our office set. However this must be returned to our office no later than 24 hours after. If you have misplaced your keys after hours, you may call a locksmith to assist you back into the property. **(IMPORTANT!) This is at the tenant cost.**

Should One Agency Orange be requested to open the premises after hours then an amount of **\$125** will be charged to the tenant.

### Property Damage

If property is damaged at any time while you are residing at the property due to your negligence. You will be required to rectify any damage within 14 days otherwise you are in breach of your lease agreements and a Termination may be issued, depending on the severity and action take by yourself to rectify the problem.

### Noise/Disruption

It is important to note during all times of the tenancy you are to respect your neighbours and keep noise and disruption to a minimum. Especially in unit blocks and townhouses as you are in very close proximity to other properties.

### Air Conditioners

Please make sure you clean the air conditioner filters at lease once every six months to eliminate the build up of dust and other particles which cause the a/c to get blocked and break.

### Smoking Policy

All our properties have a strictly no smoking policy. If you do intend to smoke at the premises it must be outside the property.

### Alterations to Property

If you wish to make any alterations to the property at any time during your tenancy we ask that you must put a request in writing to our office detailing the alterations. Alterations include but are not limited to painting, installing hooks ect ect

### Smoke Alarms

At any time during the tenancy you believe that the smoke alarms at the property are faulty please contact our office immediately, so we can arrange for them to be fixed ASAP.

### House Cracking and Movement

If during your tenancy you notice that there are a number of movement cracks developing at the property please notify our office ASAP so we are able to get someone to attend.

### Termites

If at anytime during your tenancy you see any of the following signs please contact our office immediately as it could be a sign of termites being active at the property:

- wood becoming brittle or sounding hollow when knocked on
- presence of mud deposits
- paint lifting/ blistering





## OUTSIDE THE PROPERTY

At all times of your tenancy we also ask for you to maintain all of the outside of the property in a good condition see items below of what we expect:

- Weeding and shrub trimming
- Lawn maintenance
- Supplied hose fittings
- Removal of rubbish

### Rubbish Collection

Please make sure that all rubbish is removed from the property and placed in the bins as if left lying around it can cause a pest and rodent infestation. You are also entitled to four council pick ups per year. To arrange a pick up call your local council to arrange.

### Oil Drillage on Driveways

Please make sure that your car/ cars do not drip any oil on the driveways, as the do stain the concrete.

### Parking on Lawns/Gardens

At no time during your tenancy are you allowed to park any car on grassed areas at the premises. You must only park in your allocated parking areas.

## GENERAL CLEANING

Our office expects you to make sure the property is kept in a clean neat and tidy condition at all times during your tenancy.

We ask you to pay particular attention to the following:

- walls, doors, doorways, skirting and power points
- ducting
- curtains/ blinds
- windows, window sills, window tracks and flyscreens
- floors
- air conditioning units
- bathroom
- kitchen
- laundry

**On vacating please present a receipt to show the carpets have been professionally cleaned!**



## SWIMMING POOLS & OUTDOOR SPAS

If the property you are residing in has a pool, please make sure it is maintained at all times. See helpful information below:

### 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, 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 to prevent the motor on the pump burning out. Water level must be above skimmer box at all times. Tenants must not empty the pool/spa without written approval from us.

### Supply of Pool Chemicals

Supplying of pool treatment chemicals will be a tenant responsibility, at the tenant's 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

If the pool fence becomes damaged at any time please contact our office ASAP as it is legislation that all pools must be correctly fenced.



## PETS AT THE PROPERTY

If the landlord has approved for you to have a pet kept at the premises. You must follow the below guidelines:

- Yard must be kept clean
- Rubbish to be cleared
- Regular fumigation to eliminate infestations
- **PETS ARE NOT TO BE INSIDE THE PROPERTY AT ANY TIME DURING THE TENANCY**
- If at any time during your tenancy your pet causes damage, to the property you must rectify the damage within 14 days and our office must be notified.
- Holes in lawns or gardens. If the pest caused any holes or damages to the gardens you will be required to bring these items to original condition.
- Additional Pets. You must not keep any other pets at the property unless you have been given permission.
- Disturbance and Noise if your pet is being a disturbance or making too much noise and we receive complaints we may ask you to get rid of the pet.
- Bi-Laws and Local Council - abide by all local, city or state laws, licensing and health requirements regarding pets, including vaccinations.

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 and possible termination of your Tenancy Agreement.





# YOUR SAFETY - BEING AWARE

At all times during your tenancy you need to be constantly aware of your safety. And if at anytime you notice a hazard to notify our office immediately.

## Some things to be aware of include:

- Gas smell or odour
- Exposed wiring
- Bee/ wasp swarms coming onto the property mainly during spring
- Faulty power points and switches
- Damage to paving and pathways that could cause someone to trip
- Dangerous or suspicious plants
- If you need to clean a property with high ceilings or light fittings that are hard to reach, please do so with care, 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

## Strata Titles - Body Corporate

If you are renting strata titled property we will give you a copy of the strata bi-laws when you come into the office to sign your lease agreement

## 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.

## 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).

## 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 you must give notice in writing. Your circumstances will depend on the amount of notice required. See below for more information.

## Ending a Fixed Term

If you are leaving at the end of your current fixed term lease, we request as a matter of courtesy 21 days notice in writing. Please note this amount of notice is requested to enable One Agency Orange to prepare for your departure and for a new tenancy to commence. We also ask that you provide us with access within the last 14 days of your tenancy as per the Residential Tenancies Act 2010.

## Ending a Non-Fixed (Periodic) Term

If you are leaving on a non-fixed term (periodic) lease, we require at least 21 days notice in writing. Please note that this time frame needs to commence when we have received your notice, not when it was posted to us. We also ask that you provide us with access within the last 14 days of your tenancy as per the Residential Tenancies Act 2010.

## Breaking a Fixed Term

Should you wish to leave during a fixed term lease, we require your notice in writing please contact our office and we will notify you on how much notice you will need to give and also the break lease fee that applies, as it will depend if you are on the new Residential Tenancy Agreement 2010.

## Carpet Cleaning

Please ensure you have the carpets professionally steam cleaned. We recommend using Aidan's Excellent Carpet Cleaning. Their contact number is 0422 322 469

## 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:

- All outstanding rent is paid up until and including the vacate date
- Property clean and in same condition as per the ingoing condition report
- Outstanding accounts are paid
- Keys are all returned including remotes and swipe cards. See the photo copy of keys that is provided when you signed your lease agreement.

## The Final Inspection

Once the keys have been returned to our office, we will then carry out the final inspection with-in 3 working days. You may request to be at the final inspection if you so wish. Otherwise your Property Manager will carry out the inspection and call you with the results and if there is any further cleaning/ repair issues that need attending to. We will be going through the original ingoing condition report that was give to you at the beginning of the tenancy. If there are any cleaning or damages these items will need to be rectified. These costs can either be taken from your bond or paid to our office.

**PLEASE NOTE** when you hand the keys back to our office you are releasing the property back to us and the condition you leave it in is final. It will be up to the discretion of the property manager if you are given the option of attending to the items that need attending to or not. So please make sure when you give us the keys back and you do not want any deductions from your bond or out of pocket expenses to make sure the property is perfect.



# GETTING THE PROPERTY READY FOR VACATING CHECKLIST

**Mail Redirection** - please ensure that you get all your mail redirected

**Utilities** – to cancel your current utilities make sure you allow 3 working days

**Appliance Manuals** – leave them on the kitchen bench tops

**Keys etc** - please ensure you have all keys, swipe cards and remote controls as handed to you at the start of tenancy. Also hand over any extra keys you have had copied.

## Inside the Property

- Walls – sugar soap all the walls
- Ceilings – remove all cobwebs
- Ceiling mould – clean off any mould on the ceilings especially in the bathroom
- Light fittings – dust all light fittings and remove any dead insects from inside light fittings
- Ceiling fans – remove all dust from fans
- Skirting boards – sugar soap
- Doorways, doors – sugar soap all doors and door frames
- Windows – clean the windows on the inside and outside and remove any cobwebs from the flyscreens
- Screen doors – wipe clean screen doors
- Stoves - clean stove top, sides, 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.
- Kitchen range hood – clean out the filters and remove all grease
- Bathroom – clean entire bathroom, remove any mould, soap scum and any other marks.

- Toilet - clean cistern, seat, bowl inside and also outside around the base.
- Laundry - clean both the inside, outside and underneath of the trough, and remove any other items from trough cabinet or cupboard.
- Tiling - make sure tiles and grout is clean
- Exhaust – clean all exhaust fans and vents to remove dust
- Air-conditioners – clean all a/c filters and Air-conditioning ceiling duct vents - please clean down if dusty or dirty.
- Cupboards/drawers – wipe outside and inside of all cupboards and drawers.
- Curtains/blinds – wash or wipe all curtains and blinds throughout the property. Ensure cleaning products are suitable for use
- Floors – all floors throughout the premises to be cleaned, mopped and vacuumed.
- Carpets – to be professionally steam cleaned

## Outside the Property

- Lawns - freshly mowed and edged
- Gardens – all weeds and rubbish removed
- Guttering – cleaned out and empty from debris
- Rubbish – all rubbish to be removed. Do not leave rubbish bins full at property or you will be charged a \$40 fee for each bin that is needed to be put out for collection
- Paths & paving areas – all areas swept
- Oil spillage removal – pressure wash all concrete areas
- Cigarette butts – removed from outside of the property
- Garages and tool sheds – all rubbish removed and concrete areas pressure washed



### If you have a pet

Pet droppings – all removed

Dog stains - sugar wash or pressure wash outside walls

Dog/Cat claw damage - check screen doors, flyscreens and curtains. Please replace the screen wire if required.

Pet hair – remove all pet hair

Fumigation of the inside and outside of the property

### Need Some Help to Get the Property Ready?

Getting the property ready on time for final inspection can be exhausting and sometimes employing some extra help is a smarter and better way to go. The tiredness factor when moving out to another property and then having to return to the original rental property to clean and get the grounds and garden ready can be a real headache. That is why so many tenants cut corners and not do a thorough job. This only then delays the bond refund process.

If you require reputable trades persons or contractors to assist you in preparation and presentation of the property for final inspection at the completion of your tenancy, please contact One Agency Orange for assistance.

**ONEAGENCY**  
ORANGE

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