

# **Tenant Renting Guide**

**370 Church Street, Parramatta | 9630 4888 | [www.ranw.com.au](http://www.ranw.com.au)**

# Our Story



## **RICHARDSON & WRENCH PARRAMATTA**

Office: 370 Church Street  
Parramatta NSW 2150  
Phone: 9630 4888  
Fax: 9630 0362  
Email: [parramatta@ranw.com.au](mailto:parramatta@ranw.com.au)  
Web: [www.ranw.com.au](http://www.ranw.com.au)

"At Richardson & Wrench we value your business now and in the future. We will establish a reliable partnership with you based on open communication, honesty and trust."

Richardson & Wrench Parramatta have been established in the Parramatta area for over 50 years with a high profile office that is strategically positioned at 370 Church Street, Parramatta right in the hub of the vibrant precinct of the Parramatta area.

With an experienced and committed team of professionals, our team undertakes continued professional development training in all aspect of real estate. The principal, Rocco Ranieri, has been selling and leasing commercial and residential real estate in Parramatta and surrounding suburbs since 1986 and is well known and highly regarded. As the director of Richardson & Wrench Parramatta, you can rest assured that the experienced and professional staff members dealing with your property are under strict guidance, and at all times demonstrate industry leading professionalism.

Whilst you will be working closely with your Property Manager, you can be assured that there is a professional and dedicated team backing your agent. We have a team of 16 people from our welcoming voice at reception, our professional Property Management team, our experienced Sales team, in-house accounting and management staff. Our entire team are available and eager to help you for all your property needs.

Richardson & Wrench Parramatta pride ourselves on achieving excellent results. We have developed property management procedures, which place us at the forefront of leading industry practice.

Our prominent signage receives an abundance of attention from large volumes of passing pedestrians every day making our office the ideal choice when listing your property.

# Our History

One of Australia's oldest and best known names in the real estate industry, Richardson & Wrench, was established by Robert Pemberton Richardson in 1858. His first office was located on the corner of George and Jamison streets, Sydney. Edward Wrench arrived in Sydney in 1852. Before going into partnership with Robert Richardson in 1860, he was general manager of the Australian Joint Stock Bank.

Specialising in stock and station sales (although actually engaging in a much broader spread of activity) the partnership prospered, and by 1865 Richardson & Wrench had become the leading real estate agent in the newly established state of New South Wales. 1885 was also the year that the new Government telephone service allocated phone No. 1 to Richardson & Wrench: a prestigious honour with which the firm took fullest advantage in its sales promotion and advertising in the years immediately following. Richardson & Wrench became a public company in 1889, and after the deaths of Wrench & Richardson, in 1893 and 1900 respectively, the company moved into twentieth century under the guidance of some very eminent successors. Managing Director Alec Gregg was elected foundation president of the Real Estate Auctioneers and Agents Council in 1910. Richardson & Wrench's tradition of providing both leadership and direction to the real estate profession in Australia continues to this day, and the company's employees are, as ever, heavily involved with the Real Estate Institute of Australia.

[www.ranw.com.au](http://www.ranw.com.au)

Although originally specializing in stock and station sales, it was in real estate that Richardson & Wrench established its high reputation for integrity and professionalism... particularly in the field of sales by public auction. In 1924, the Federal Government appointed Richardson & Wrench as auctioneers for the first land release in Canberra, newly established as the national capital. In 1934, Richardson & Wrench, in association with other leading real estate firms, auctioned the 'Martin Place Resumption' on behalf of the City Council. This land, between Castlereagh and Macquarie Streets, had been resumed and the buildings on it demolished to enable Martin Place to be extended.

1988 saw the purchase of Richardson & Wrench by the W.T.K Group of Companies, which has affiliations with the Asia Pacific. A key ingredient in the future goals is to be the best in first class professional service rather than the biggest Real Estate network in terms of numbers of offices throughout Australia.

As we move through the early years of the new millennium our industry is changing as quickly as the world and as dramatically as our region. Our future will be built on our past but will not follow it. New times demand that we constantly reassess the way we do business, the service we offer and the objectives we set ourselves.



**R. P. Richardson**



**E. T. J. Wrench**

# Property Management Information

## **R&W** Selection of Potential Lessees

Potential tenants wishing to rent a property must apply by completing an Application for Tenancy form. Information provided on this form included current and previous rental history, employment history, next of kin and referee details. The applicants are required to supply proof of their identity and all information provided on this application is verified as completely as possible. Richardson & Wrench Parramatta are partnered with Trading References Australia (TRA) which enables us to perform a search for any defaults against an applicant's name. Applications are submitted to the owner for consideration and the most suitable tenant is selected in consultation with a Richardson & Wrench property Manager.

## **R&W** Residential Tenancy Agreement

Once an applicant has been approved the tenant is required to sign a Residential Tenancy Agreement and pay a rental bond, prior to taking possession of the property. If you wish to get a roommate, please advise your property manager in writing and do not allow the roommate to move in until you have written permission from your property manager or you may be in breach of your tenancy agreement. The new person must complete an application form, provide references and carry out all the steps that are necessary for anyone to be approved as a tenant. If this application is approved, your property manager will make the necessary arrangements with you and the new tenants to sign a new lease and change of shared tenancy form for the bond.

## **R&W** Security Bond

The tenant, prior to taking possession of the premises, pays a bond equal to a minimum of four weeks rent. The bond is lodged with the Department of Fair Trading and is released at the end of the lease. Prior to release of the bond a detailed assessment of the condition of the property is made.



# Utility Connection

It is the tenant's sole responsibility to connect/disconnect all utilities. In saying that, we know moving can be stressful; made worse by the thought of not having your electricity, gas, internet or Foxtel connected when you move. Richardson & Wrench Parramatta in conjunction with R&W Connect offer a fast, reliable and free of charge utility connect service for our tenants.

R&W Connect offer a complete moving service and can arrange:

**R&W** Electricity  
**R&W** Gas  
**R&W** Water  
**R&W** Telephone  
**R&W** Internet  
**R&W** Pay TV  
**R&W** Removalists & Storage  
**R&W** Discount Truck and Car Hire  
**R&W** Insurance  
**R&W** Bottled Gas  
**R&W** Cleaning Services  
**R&W** Fresh Food Delivery

You will appreciate the time you save!



## Why use R&W Connect?

- ✓ We arrange all major services in the one spot - saving you time & hassle
- ✓ You can connect with leading suppliers
- ✓ We're a **free** service

# Paying Your Rent

Tenants may choose their preferred payment method from the four options below:

**R&W** Electronic transfer into our account. Our account details are below and will also be noted on your Residential Tenancy Agreement. Online banking should enable you to set up an automatic recurring transaction.

## Account Details:

Bank:	Macquarie Bank
Account Name:	Richardson & Wrench Parramatta Trust Account
BSB:	182 222
Account Number:	303 398 085
Reference:	Name / Address

**R&W** Direct Debit. Direct Debit is an arrangement made to transfer money from a person's account on agreed dates. Contact your property manager to find out how to set this up.

**R&W** DEFT Card. You will be given a DEFT card when you sign your residential tenancy agreement. You can use this card to pay your rent at the Post Office or set up an account online with DEFT. Log in at [www.deft.com.au](http://www.deft.com.au)

**R&W** Money Order, Bank Cheque, EPTOS. You can also come into the office to pay your rent. You can pay by a money order from the Post Office, Bank Cheque or use our EPTOS machine.

**R&W** Cash payments are not accepted by our agency.

Rent can be paid weekly, fortnightly or monthly. However in accordance with the Residential Tenancy Agreement, it must always be paid in advance.

You may also be charged for water usage. Water bills are issued quarterly and will be sent out with an invoice from Richardson & Wrench.





# Arrears Management

At the time of signing the Residential Tenancy Agreement, the rent is two weeks in advance. If the rent is paid every week thereafter it will always be in advance. Once the rent is no longer in advance you will be contacted for immediate payment, When vacating the property in the future, the rent is calculated by what is owed up until your vacant possession date .

**R&W** We adopt a zero tolerance policy when it comes to rent arrears.

**R&W** We know, prevention is the best cure.

**R&W** Tenants are advised at the commencement of the tenancy that we will not tolerate late payments and continuous arrears are not ignored.

**R&W** Daily arrears monitoring is compulsory in our office to ensure tenants are held accountable for their failure to comply.

**R&W** Arrears letters are sent out weekly informing the tenant that we have not received their rent and to contact us immediately.

**R&W** Our property management team call tenants who are in arrears daily to find out what is happening

**R&W** Termination notice is sent once a tenant is 14 days in arrears.

**R&W** Once a termination notice is expired and rent is still not paid, we make an application for Tenancy Tribunal.



# Inspections

We follow the R&W Inspection Methodology and our inspection regime includes:

**R&W** Ingoing inspection

**R&W** Regular routine inspections (up to x4 per year)

**R&W** Outgoing inspection

## Ingoing condition report:

At the start of every tenancy, your property manager will give you a copy of premises condition report, which you should fill in and then return within seven days. You should take your time to fill it out with as much detail and accuracy as possible. The condition report will be a key piece of evidence at the end of the tenancy if there is a dispute about damages, cleaning or the replacement of missing items.

## Regular routine inspections:

Regular routine inspections will occur every 3 to 6 months (maximum four times a year). This is to ensure the property is being maintained and looked after. The tenant can also report any repairs to your property manager at the routine inspection.

## Outgoing inspection:

An outgoing inspection will be carried out after you vacate the premises and the keys have been returned. Your property manager will inspect the property for any damages. This inspection determines the refund of your rental bond.





# Repairs & Maintenance

## **R&W** How do I manage any repairs that might be needed?

Maintenance requests are only accepted in writing. It is essential that you do not attempt to repair things yourself – you have a responsibility to advise your property manager of maintenance matters that require attention. Your lease will include provisions for how you should handle repairs on maintenance requests.

## **R&W** What should I do if urgent or emergency repairs are needed at the property?

Generally, emergency repairs are required when the occupants' health and safety – or the property itself – is threatened. You should urgently try to contact your property manager and ensure you give them the opportunity to arrange for the emergency repairs. If you cannot contact your property manager, refer to your lease and the list of tradespeople nominated to handle emergencies.

If you organise the repair and the repair was not an emergency, you may be responsible for the cost.



# Termination of Tenancy Agreement

Your tenancy agreement is a legal and binding document, providing protection for both you and the owner.

The agreement can be terminated:

**R&W** Once the agreement has expired you are able to stay on month to month or vacate. If you do intend to leave, written confirmation must be received by our office, at least 21 days before the intended vacate date.

**R&W** If unforeseen circumstances arise and you do have to vacate before the expiration of your agreement, please advise us immediately and we will endeavour to find another suitable tenant. However, you are still responsible for the rent until another lessee is found, as well as the payment of a re-letting fee and any advertising costs.

**R&W** If you have another person who wants to take over the property, please contact your property manager as soon as possible and let them know what you want to do. You should also be aware that your agent and/or owner has no automatic obligation to agree to your request – the new person must complete an application form, provide references and carry out all the steps necessary for anyone to be approved as a tenant. If this application is approved, the new person should not move into the property until a final inspection has been carried out and the necessary arrangements are made with your agent for the release of your bond.



# About The Area: Parramatta

Enhancing the livability of Parramatta is a major aim in its efforts as a former mayor envisioned Parramatta as becoming one of Australia's leading cities in both enterprise and quality of life.

Parramatta's status as an urban centre is rising in no small way through council's employment of livability as an economic development tool to make the city attractive for workers, residents and investors.

The population of inner-city Parramatta as a place to live is trending upwards because of its strategic location and public transport connections, especially with the first link in Sydney Transit Authority 95 kilometre network of transit ways in Western Sydney which is now up and running, including the 'River Cat' which transports directly to Circular Quay.

Since 2000, Parramatta Council has approved or is considering the construction of 1496 apartments in the Parramatta City Centre with more applications in the pipeline. While North Parramatta has always been popular for home units, developers are building near Parramatta station.

The state government has just given the ever-growing Parramatta the approval for the master plan for the redevelopment of Civic Place. The aim of the master plan is to rejuvenate a 3-hectare site including the town hall, library, council's administration building, Australia Post and numerous private sector owned buildings.

The new Parramatta Civic Place would include 6000 square meters of public space, 65,000 square meters of government and private sector office space, 35,000 square meters of retail space, 600 residential apartments, 2500 underground parking spaces and links to the bus/rail interchange.

This master plan will firmly position Parramatta as Sydney's second CBD. It will create a vibrant, living, working retail and entertainment precinct.

Parramatta has many features to offer with a dedicated Arts precinct on the river and Parramatta stadium, which is now an all seat venue. The opening of a total of 4200 seats at the northern and southern ends of the ground, making it the third all seater in NSW and will accommodate 35,000 people. The stadium is home to the Parramatta Eels and the Western Sydney Wanderers.



# The Principal: Rocco Ranieri

Rocco has been selling and leasing commercial and residential real estate in Parramatta and surrounding suburbs since 1986.

Given his extensive experience in the selling and leasing of properties over the past 28 years, we are confident that he will provide you with the desired result.

His intimate local market knowledge, paired with his 'standard-setting' level of communication, Rocco is the optimal choice for vendors and landlords alike.

As the Director of Richardson & Wrench Parramatta, you can rest assured that the experienced and professional staff members dealing with your property are under strict guidance, and at all times demonstrate industry leading professionalism.

Having won numerous sales/leasing awards, Rocco has personally sold and leased more properties in the Parramatta business district than any other real estate agent, therefore possessing a complete understanding of the advantages of buying in the CBD and surrounding precinct.

