



Tenant Renting Guide

Richardson and Wrench Branxton tenant renting guide offers to guide and help our tenants with a stress free and positive renting experience.

Tenant Information

Applying for rent

The following information is provided to assist you when applying for a rental property with Richardson and Wrench Branxton.

FINDING YOUR NEW HOME

visit branxton.randw.com.au to find the rental property that matches your location, price and property features requirements. Our web-site uses detailed images and descriptions to help you make the right decision.

PROPERTY VIEWINGS AND INSPECTIONS

You can view most properties during open for inspections that are listed on our web-site or contact our office to make a time for an inspection. Please note that some properties might still be tenanted and prior notice and arrangements for an inspection need to be given.

APPLYING FOR A RENTAL PROPERTY

If you have found the property you would like to apply for, please fill out a Tenancy Application Form which is available on our web-site, at our office or open for inspections and return to our office via email, in person at our office or fax. You will need 100 points of identification. Once we have received your application it will be forwarded on to our property manager and landlords so a decision can be made if your application is or is not successful.

If your application is successful, the following steps are required:

1. Pay a holding deposit
2. Organise a date to sign your lease and pick up keys for your new rental property
3. Provide payment for
 - 2 weeks rent by direct deposit, bank cheque or money order
 - 4 weeks bond – this can be paid directly to the rental bond board or to our office.
4. We will provide you with a tenancy pack which includes:
 1. Keys to the property
 2. Condition report (you will need to review, sign and return a copy to our office)
 3. NSW Office of Fair Trading Information Sheet
 4. A copy of your lease
 5. Bond lodgment Details
 6. Tenancy information pack

Tenant Information

Important Information for Tenants

The following information is provided to assist you when moving into your new home and for the ongoing relationship with your Property Manager

CONTACTING OUR OFFICE

Please direct all correspondence to Richardson and Wrench Branxton in writing, via email or SMS. Please call our office or agents mobile numbers for any urgent matters. Please contact us if you update your telephone and email address throughout your tenancy.

RENTAL PAYMENTS

During the tenancy, rent payments are to be made as set out under the tenancy agreement. Calendar monthly rent is calculated as follows: $\text{Weekly rent} \div 7 \text{ (days in a week)} \times 365 \text{ (days in a year)} \div 12 \text{ (months in year)} = \text{Calendar Monthly Rent}$.

If at any time you are unable to make a payment on or before the due date, please contact our office to discuss. Please remember that our Landlords also have financial commitments to meet and rely on the rent being paid on time. Our preferred method of rental payment is by Direct Debit plus we also have EFTPOS and credit card facilities available at our office. Receipts can be either emailed or picked up at our office.

BOND

Your bond will be lodged with the Residential Tenancies Bond Authority (RTBA). The bond is held as security against any damage or undue wear and tear. The bond will be refunded promptly after you vacate, provided the property is left as close as possible to the condition as when the Tenancy Agreement commenced and there are no monies owing for rent or other items to be finalized.

PROPERTY CONDITION AS INSPECTED

Tenant/s acknowledge that they have inspected the condition of the property and lease the property 'as inspected'. There will be no changes to the property unless already discussed at the point of application. Please refer to the Maintenance section of this form on how to make additional requests.

TENANTS CONTENTS INSURANCE

It is your responsibility to insure your personal possessions. Any damage or theft are not covered by landlord insurance. We strongly urge you to have your own insurance policy.

PETS

Pets are not permitted on the property unless it has been agreed to at the start of your tenancy. If you want a pet during your tenancy you must request this in writing with details of the pet and it must be approved by both the landlord and/or body corporate (if applicable) before the pet is allowed to be kept at the property.

VENTILATION

Mould, moisture on walls, ceilings or windows, or condensation results from not getting enough air flow through the inside of your house. Increase airflow by opening windows more often, especially in the bathroom and kitchen.



KEYS

Richardson&Wrench Branxton generally retains a duplicate set of keys to all properties for emergency access, maintenance to be carried out and routine inspections. Keys from our office can be borrowed during office hours upon showing identification. Keys must be returned before close of business. If you need to access our office spare key after business hours (depending on availability of staff at Richardson&Wrench Branxton after hours) a fee of \$50 needs to be paid at our office before the spare key is handed out to the tenant. The tenant is required to pay this fee.

CHANGE OF TENANCY/ TENANCY AGREEMENT

Prior to signing your lease the landlord and agent has approved the tenancy of all parties on the lease agreement. If there are any changes to the tenancy our office must be advised in writing by all parties of the Agreement. Any new tenants going in must fill in a rental application and get approval from our property manager and landlord before moving in. All tenants on the tenancy agreement must all give written notice to our office that they agree to the changes to the tenancy agreement. Once the above steps have been completed, paperwork will be sent for all parties to sign. The transfer has not legally taken place until the paperwork is returned signed by all parties.

ROUTINE INSPECTIONS

During the course of your tenancy Richardson and Wrench Branxton will conduct routine inspections after our office gives you the required notice. Richardson and Wrench Branxton are legally required to carried out up to 4 routine inspections per year. You will be sent a letter prior to advise of a day and timeframe that we will be attending. If you have a pet at the property please make sure its tied up or locked in a secure area.

SMOKE DETECTORS

Smoke detectors will be routinely serviced throughout the year. If you a contacted by the relevant trades person or landlord you are required to give them access so they can service the smoke alarms. Please advise our office if you have any or concerns about your smoke alarm.

CONDITION REPORT

A condition report establishes the current condition of the property. Both photos and a written report is undertaken at the start of the tenancy. You will receive a copy of this at the start of your tenancy. Please check and make any adjustments if necessary. Return the condition report within 7 days. Please ensure you sign and initial where required and return the original copy to us, keeping the duplicate copy for your records. If your copy is not returned on time, the original on file will stand as the record for the condition of the property.

UPKEEP OF PROPERTY/ DISPOSAL OF RUBBISH

Where applicable, the upkeep of the gardens and grounds are your responsibility..

WATER USAGE

Throughout the tenancy you will be required to pay for your water usage. You will be sent a copy of the water bill and will be given the required time frame to pay the water bill in full.

ENDING YOUR TENANCY

If you wish to vacate at the end of your fixed term agreement or if you are on a month by month tenancy, you MUST provide our office with 21 days notice in writing, this may be in the form of a letter or email. Once you have given notice, Richardson and Wrench Branxton will contact you to arrange open for inspection at the property, so the property can be released. All keys must be handed in on your vacate date along with a carpet cleaning receipt and forwarding address. You must arrange for all utilities to be taken out of your name and mail needs to be forwarded to your new address.



MAINTENANCE OF YOUR RENTAL PROPERTY

All non urgent maintenance must be reported in writing to our office via email or SMS. Please provide a written description and photos if possible. For urgent repairs please call our office or agents mobile. Our property manager will need to seek authorization from the landlord before any maintenance is attended to.

Repairs will need to be carried out during business hours of operation. If you cannot allow access to the qualified tradespeople during these hours and work needs to be carried out after business hours, the tenant will be liable to pay the after hours fee. If confirmed arrangements regarding access for any tradesmen are not kept by you, and a call out fee is charged, this fee will be passed onto you for payment.

If our tradespeople undertake any repairs at the rental property and this damage has been caused by the tenant you will be liable to pay for repairs. Any damage caused by dishwashers, washing machines or any electrical appliances left operating whilst not in attendance is the tenants responsibility for the cost of repairs. Landlord cannot be held responsible for lack of supervision.

EMERGENCY MAINTENANCE

During our business hours, emergency maintenance must be called through to our office or staff mobile numbers. All emergency repairs are attended to as promptly as possible, however, it is often necessary to obtain the landlords approval and/or quotes before any work can commence, so unfortunately a time lag is sometimes unavoidable.

Urgent repairs means any work needed to repair any of the following:

- a failure or breakdown of the gas, electricity or water supply
- a failure or breakdown of any essential service for hot water, cooking, heating, cooling or laundering
- any fault or damage that makes the premises unsafe or insecure
- serious damage from a natural disaster.

Examples of damage include:

- a burst water service or a serious water service leak
- a blocked or broken toilet
- 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 the gas, electricity or water supply to the premises
- a failure or breakdown of the hot water service
- a failure or breakdown of the stove or oven
- a failure or breakdown of a heater or air-conditioner
- a fault or damage which makes the premises unsafe or insecure.

In the case of an extreme emergency while our office is closed, please use the following tradesmen as listed in your tenancy agreement. Please email or SMS your property manager afterwards to advise this has been done.

Do not call tradesmen if the issue is not an emergency. If you authorize after hours emergency tradesmen and the problem was not urgent or it could have waited until business hours, you will be liable for the cost of the call out. For Electrical issues, if the problem is found to be resulting from your faulty appliance tripping the safety switch, you will be held liable for the cost of the electrician attending.

If you are experiencing severe weather conditions such as storms, floods, wild winds etc. please keep in mind that tradesperson services may be limited and it may mean that tradesperson need to be priorities and your property may not be attended straight away.

CONTACTS

The following contact details are to help you in case something goes wrong at your property.

<p>RICHARDSON AND WRENCH BRANXTON</p>	<p>Office Phone: (02) 4938 2020 Web-Site: branxton.randw.com.au Fax: (02) 4938 3390 Email: branxton@randw.com.au</p> <p>Marianne Thomas Mobile: 0438 381452 Email: marianne.Thomas@randw.com.au</p> <p>Chantel Thomas Email: chantel.thomas@randw.com.au</p>
<p>EMERGENCY CONTACT REPAIRS</p>	<p>ELECTRICIAN Steve Woods Electrical Mobile: 0418 11 85 37</p> <p>PLUMBER Brett Hubner Plumbing Mobile: 0421 427 586</p> <p>LOCK SMITHS Hunter Valley Lock Smiths Phone: 49 34 12 59</p>
<p>HUNTER WATER</p>	<p>Ph: 1300 657 000 (24 hours, 7 days) www.hunterwater.com.au</p>
<p>AUSGRID</p>	<p>Ph: 13 13 88 (24 hours, 7 days) www.ausgrid.com.au</p>
<p>SES (State Emergency Service)</p>	<p>Ph: 132500 – Emergency Help (24 hours, 7 days) www.ses.nsw.gov.au</p>
<p>POLICE ASSISTANCE LINE (non life threatening)</p>	<p>Ph: 131 444 www.police.nsw.gov.au</p>
<p>EMERGENCY SERVICES - life threatening or emergency situations</p>	<p>Triple zero (000) Police - Fire - Ambulance</p>
<p>CESSNOCK COUNCIL</p>	<p>After Hours Emergency (02) 4993 4100 Customer Service (02) 4993 4100 www.Cessnock.nsw.gov.au</p>
<p>MAITLAND COUNCIL</p>	<p>Phone: 02 4934 9700 www.maitland.nsw.gov.au</p>
<p>SINGLETON COUNCIL</p>	<p>Ph: 02 6578 7290 www.singleton.nsw.gov.au</p>

MOVING CHECKLIST

The following is to help you with the vacating and moving process of your property. Please refer to your Residential Tenancy Agreement & Ingoing Condition Report. The following will need to be done once the final inspection has been complete. Please note: Please provide a copy of all receipts / invoices to our office.

	Vacating Notice - Make sure that you have given our office the legal written notice of your intention to vacate your property.
	Forwarding Address - Please advise our office of your new forwarding address.
	Rent - Pay your rent until the vacating date or the date in which you hand the keys to our office.
	Keys - Return all keys to our office including any copies made and given to friends or family.
	Utilities - Arrange disconnection of your telephone, electricity and gas accounts.
	Mail Redirection - Re-direct mail to your new address
	Carpet Cleaning - all carpets are advised to be cleaned by a professional carpet cleaner.
	Gas Bottles – all gas bottles need to be re-filled and supplied in full.
	Water Tanks – all water tanks need to be re-filled. Tank re-filling needs to be done by a professional water cartage service.
	Pest fumigating/spraying – If you have any animals (as per your lease agreement) you need to have the property professionally sprayed by a pest inspector.
	Water Usage – a final water usage reading will be done at the final inspection which will need to be paid in full

CLEANING CHECKLIST

The following is to help you with the vacating process of your property. The following is a guide only and you should refer to your ingoing condition report.

	Any stains must be removed from the carpets.
	All non carpeted floor surfaces are to be sweep or mopped.
	All light fittings, ceiling fans, air conditioner vents to be cleaned.
	Walls and doors are free of any marks and scuffs.
	Door jambs and skirting boards dusted and thoroughly cleaned.
	Blinds are clean and curtains washed
	All cupboards (inside & out), shelves, drawers and benches are clean.
	Remove all cob-webs from ceilings and windows
	Stove, griller, oven, trays, glass, racks and exhaust fans are spotless and free of grease.
	Bathrooms are thoroughly cleaned, with all mould and soap scum removed from shower screen, tiles and grouting. Ceiling mould must be removed. Toilets are to be cleaned inside and out, and the bathroom floors must be mopped. Clean all vanity draws, shower and vanity basin tap ware.
	Clean around washing machine and cloths dryer space. Clean inside and outside laundry tub, cabinet, shelves, draws, tap ware.
	Clean all outside windows, light fittings and railings. Remove all cob webs and wash down all decks, patio and veranda areas.

R&W

Branxton

(02) 4938 2020

branxton.randw.com.au

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