Renting GUIDE

Harcourts Packham

WELCOME TO RENTING WITH HARCOURTS PACKHAM

Congratulations on your tenancy approval! You have been approved because we are confident that, like all our tenants, you will be able to pay the rent on time, keep the property clean, maintain the lawns and gardens, and look after the owners biggest investment

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.

We believe that a smooth relationship can only occur when we all have the right expectations and work diligently to ensure we fulfill our tenancy obligations.

Should you experience any problems during your tenancy please do not hesitate to contact us.

> **OUR HOURS OF BUSINESS ARE:**
> Monday to Friday | 9:00am to 5:00pm
>
> Phone: 08 8377 2636
> Email: harcourtspackham@email.propertyme.com
>
> For all out of hours emergency repairs please refer to **'After Hours Emergency Repairs'** on page 10

IMPORTANT - KEYS ISSUED EARLY: Under no circumstance can keys be released earlier than the start date of the tenancy, for legal and security reasons.

In this induction handbook, we will walk you through -

- Page 4 — How to make rental payments, and our expectations
- Page 6 — The process of moving in and collecting keys
- Page 8 — Bond matters
- Page 9 — Contents insurance
- Page 9 — Strata Title/ Body Corporate
- Page 10 — How to lodge maintenance requests/Emergency repairs
- Page 12 — What a routine inspection is
- Page 14 — General cleaning tips
- Page 19 — Guides for maintaining the inside and outside of the property
- Page 20 — Smoke Alarms
- Page 24 — Pool & Spa safety
- Page 26 — Pests and vermin
- Page 27 — Expectations around approved pets
- Page 28 — Consumer and Business Services

Harcourts Packham

RENT PAYMENTS

Paying Rent to Harcourts Packham

AUTOMATED REOCCURRING PAYMENTS THROUGH ONLINE BANKING

Direct Transfer is the most efficient method to set up for your regular rental payment from your nominated bank account directly to the Harcourts Packham Property Management Trust Account. You do not have to set up automated payments however it will then be your responsibility to ensure you remember to make a direct transfer each fortnight at least one day before it is due.

HOW TO PAY YOUR RENT USING DIRECT TRANSFER

Simply either contact your participating financial institutions to complete the necessary forms or complete the setup online through your own online banking application. It can often take a few days for the money to clear into our account from another financial institution, so please set your Direct Transfer day with this in mind. Money not clearing for days can negatively impact your arrears status and our ability to give positive references for you in the future.

Autopayment instructions for **CommBank**, **ANZ**, **Westpac**

You will require the following details when making your payment via Direct Transfer:

Account Name:	Packham Property Management Pty Ltd
BSB:	065-155
Account Number:	1080 3164
Bank:	Commonwealth Bank
Customer Number:	Your Tenancy ID reference

If the transfer is intended for any other purpose eg Bond, SA Water, this must be noted in the reference or funds will automatically be allocated to rent.

If you have any questions regarding setting up your direct transfer, please call the office on **08 8377 2636**.

Zero Tolerance Policy for Late Rent Payments

We understand the importance of timely rent payments and want to ensure a positive experience for all our tenants. Paying rent on time is a crucial part of your tenancy agreement. We believe in open communication and will reach out to you in a friendly manner to help you stay on track. We understand that unforeseen circumstances can sometimes make it challenging to meet the payment deadline, and we are here to assist you.

If you are facing difficulties with your rental payment, we encourage you to contact us immediately. We are committed to finding a solution that works for both parties. Our approach to late payments is as follows:

- 1 to 6 days late: We will send you a friendly SMS and email to remind you of the payment due, we will also give you a courtesy phone call to discuss the situation and offer assistance.
- 7 to 15 days late: You will receive a firm email outlining the procedure and what the next step will be
- 16+ days late will result in a Form 5: Landlord's Notice of Breach to tenant – Termination of Agreement, in line with the South Australian Civil and Administrative Tribunal requirements. We understand that this is not an ideal situation and hope it can be avoided through timely communication.

We value our tenants and want to maintain a positive relationship. Consistent late payments may affect your lease renewal options, and it may be necessary for us to provide a poor performance reference to future landlords or agents if required.

UNDERSTANDING "RENT IN ADVANCE"

As part of your lease you are required to pay your rent 2 weeks in advance. The 2 weeks deposit you pay at the start of your tenancy will pay for the first 2 weeks of your rent from when you take up occupancy at the property. On the 14th day you will be required to pay for the next 2 weeks rent and so on. Your 2 weeks rent pays for the forthcoming fortnight. We suggest paying on the 13th day for funds to clear on the due date.

UNDERSTANDING "WATER USAGE"

The landlord must pay for sewerage charges. Information about who pays for water use and supply can be included in the lease agreement. If there is nothing written into the agreement, there is a separate water meter and the agreement started on or after 1st March 2019, the tenant needs to pay for water use and supply. The payment of water consumed by you does not, however, mean that you are not responsible for the watering of lawns and gardens. If the gardens have been damaged by lack of water you will be held responsible at the end of your tenancy.

It is just as important to pay water bills and invoices on time and late payments of invoices can also result in breach notices being served.

MOVING INTO YOUR RENTAL PROPERTY

Changing Address

You can talk to Australia Post about mail redirection, as it is hard to remember everyone who may send you mail over the year.

Have you changed your address with:

- Family & Friends
- Australia Post
- Australian Electoral Commission
- CentreLink
- School, TAFE, University Clubs
- Childcare
- Newspaper & magazine Subscriptions
- Mobile Phone & Internet Providers
- Doctor
- Dentist
- Veterinary Services
- Banks, Credit Unions
- Accountant
- Superannuation fund/s
- Insurance
- Licence and registration

Contact Details

An up-to-date email address, mobile phone number and residential postal address is essential for us to communicate effffectively with you. Under the Residential Tenancies Act, the law requires us to send some documents to you by email and, in some instances, by post.

Keys

Should you wish to copy keys, it is important to note consent is required in advance and we will need back all keys given to you at tenancy start, and also all extra copies created during your tenancy period. If you change the locks during tenancy, you are obligated to provide us with 2 new sets of keys for property access. No locks can be changed without the owner's approval.

Payment & Lodgement of Your Bond

Your bond will be lodged with our State Bond Authority and you can expect confirmation from them indicating your lodgement number.

Property Condition Report

An ingoing inspection will take place prior to your tenancy start date. Based on this inspection you will be provided with a Property Condition Report. Please ensure that you return your signed/amended copy of your property condition report to us within 14 days of the tenancy start date. If this is not returned please be aware that the original inspection will be used for the end of tenancy comparison, regardless of whether you agree to the original report or not. When adding comments, please ensure you are not duplicating what is stated in the original report – only add comments if you feel the condition differs from what is recorded.

Please note – any amendments requested must be supported by photographs showing the difference to what is documented.

BOND CHANGING TENANTS

Bond changing Tenants

Should permission be granted for tenants to change/transfer during a tenancy agreement, then the outgoing tenant must liaise and arrange with the incoming tenant to be paid their share of the bond lodged. Please ensure that you then liaise with us first for any transfer of names required on the original bond lodged with the bond authority.

Bond Payments

A bond is a security deposit the tenant gives the Landlord/Agent at the beginning of a lease. The Landlord/Agent must lodge it with Consumer and Business Services (CBS). At the end of the lease, it is returned to the tenant if there are no claims for cleaning, outstanding rent or other costs.

The maximum bond for residential tenancy agreements depends on the weekly rent:

- up to four weeks rent if weekly rent is less than $800
- up to six weeks rent if weekly rent is $801 or more

The bond is not accessible to either party during a tenancy agreement.

The bond CANNOT be used by the tenant to pay rent, unless agreed to by the Landlord.

The release of the bond monies will only take place at the end of a tenancy agreement after the final inspection by the agent on behalf of the landlord and the agent is satisfied with the condition and cleanliness of the premises and once all outstanding invoices are paid.

TENANT CONTENTS INSURANCE

It is crucial that you take out your own contents insurance.

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.

STRATA TITLE/ BODY CORPORATE

If you are renting a strata-titled or community-titled property, including a unit, apartment, townhouse or duplex, there are some extra rules that you need to be aware of.

Please take the time to read the bylaws or Articles relevant to your complex. These will be provided to you with your lease documents at the beginning of your tenancy.

DURING YOUR TENANCY

Your Tenant Portal

With the PropertyMe app tenants can see when rent and invoices are due, lodge maintenance, manage payments, download and share documents, see upcoming events and inspections and contact your Property Manager directly.

property me™

DOWNLOAD APP VIA APPLE APP STORE AND GOOGLE PLAY

All maintenance requests must be logged through PropertyMe App

You can lodge maintenance requests at any time through the PropertyMe Tenant Portal app. Please include a clear description and photos, where possible, to help us assess the issue.

Once your request is lodged, our team will contact your landlord for instructions and arrange the next steps. Requests can be submitted 24/7, but the portal is not an immediate emergency response service.

Emergency Repairs

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

- Water pipes that have broken or burst
- Blocked or broken toilet (if a second toilet is not available)
- Serious roof leak or gas leak
- Dangerous electrical fault, dangerous power point, loose live wire etc.
- Flooding, rainwater inundation inside the property, or serious flood damage
- Serious storm, fire or impact damage (i.e. impact by a motor vehicle)
- Failure or breakdown of the gas, electricity or water supply to the premises
- Failure or breakdown of an essential service or appliance on the premises for water or cooling
- Hot water service failure on a weekend, or long weekend (this would not be considered an after hours emergency if this occurs on a week night)
- Fault or damage that makes premises unsafe or unsure
- Fault likely to injure a person, cause damage or extreme inconvenience

After Hours Emergency Repairs

Should an emergency repair be required after hours for electrical or plumbing then you need to call:

Electrical: **Lee Lamont**
E: lee@electricalpm.com.au | P: 0466 982 626

Plumbing & Gas: **Newell Plumbing and Gasfitting**
E: admin@newellplumbing.com.au | P: 0407 386 676

Locksmith: **Sunset Locksmith**
E: admin@sunsetlocksmiths.com.au | P: 0404 630 900

IF YOU ENGAGE A TRADESPERSON YOURSELF THAT IS NOT ON THE LIST PROVIDED ABOVE FOR EMERGENCIES IT MAY BE AT YOUR EXPENSE. If it is found that the repair work was not an emergency, the invoice will be re-charged to you and it will be your responsibility to cover the cost. It is always important to know if a repair is an emergency or a general repair. Getting this wrong may be costly to you if the repair is conducted after hours!

Routine Inspections

We will conduct routine inspections. The main purpose is to provide a report to the owner that you are maintaining the property, and also to check for any repairs and make any recommendations to the owner.

Please see a detailed list of what we look out for below. Photos- also note that all inspections will also involve the taking of photos. This is primarily of any repairs required, damage to the property, or to document the current condition of rooms, yards and gardens. These photos are only for internal purposes only, and to demonstrate to the property owner the current condition, or to highlight any issues found and not be used for public release.

What we look 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 and screens are clean
- The kitchen area is clean and oven/stove top is free of burnt on food and carbon staining
- Shower, Bathroom, Toilet, Laundry and all tiling is clean
- All rooms must be fully accessible (not locked)

OUTSIDE THE PROPERTY

- The lawns are freshly cut/edged and maintained
- Gardens tidy and presentable/weeds removed
- Rubbish/lawn clippings removed
- No unregistered car bodies on the property
- Oil Stains removed to carports, garages and driveways
- All areas, including garages, store rooms etc. must be accessible
- Swimming pool/spa - water and surfaces 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 are routinely conducted in accordance with The Act. Any proposed adjustments are in line with market conditions.

Lease Renewals

Provided that your rent has been paid on time, the property has been kept clean and undamaged, the grounds well maintained and the landlord is happy to continue your tenancy, you can expect to receive an invitation of renewal. Once your invitation is received, it is important that you let us know whether you accept the renewal invitation or you wish to vacate. We need this advice in writing from you. (No less than 28 days before the end of your lease)

Notice to Remedy

During a tenancy if you break any clause of the agreement, including but not limited to; late payment of rent or invoices, damage caused, unauthorised occupants or pets a notice to remedy will be issued. Notice to remedy needs to be in writing and state the issue to be rectified.

It will provide you with a set timeframe to remedy the issue or rent arrears.

Please Note: should you choose to terminate under breach notice (Form 5) this does not release you from your obligations under the Residential Tenancies Act and break lease costs will be payable by you.

If you breach the tenancy agreement on three occasions on any grounds — on the third occasion the agent/ landlord may apply to tribunal seeking vacant possession.

Any breach notice issued can affect future rental applications as this needs to be disclosed to future owners/ agents when we give your rental reference.

GENERAL CLEANING

It is expected that the property be kept reasonably clean, and this is also a tenancy agreement requirement.

Pay particular attention to:

1. Walls, switches, power points, skirtings, doors and doorways - please keep these free from marks.
2. Cobwebs/dusting - please remove cobwebs to windows, walls and ceilings. Keep vents dusted. Light fittings and ceiling fans - keep them dusted regularly.
3. Curtains/blinds - keep these cleaned, dusted and also (if suitable) machine or dry clean curtains and netting on an annual basis.
4. Windows/sills/window tracks and flyscreens - keep regularly cleaned and dusted.
5. Floors - please keep regularly swept and mopped. Floors in the kitchen and wet areas may need to be scrubbed to keep surfaces, tiles and grout looking clean.
6. Ventilation - please ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation, causing mould and possible health problems.
7. Wet Areas, bathroom, toilet and laundry grouting/tiles - please ensure all tiles are kept free from grime, soap scum and mould.
8. Bathroom to be well ventilated - by opening the window and using exhaust fan to prevent mould.
9. Kitchens kept free of food waste or anything that may attract pests.
10. Gardens kept clear and tidy

Kitchen

CHOPPING BOARDS

Please ensure chopping boards are used on bench tops, so that bench tops are preserved from unnecessary cut marks and associated damage.

BENCH-TOP JOINS

Be on the lookout for joins in the bench-top that have gaps, and the surface laminate has started to bulge or lift at a join. Please let us know if this is starting to occur as this may indicate moisture has seeped into a join, and is swelling the chipboard wood underneath.

GROUTING/TILING/TAPS

If you notice grout or silicone coming off around any tiles or taps dripping please let us know by repair request.

OVEN AND STOVE TOPS

Please ensure that stove tops, grillers and ovens are kept free of burnt on food. Food, crumbs and spills when left long enough become burnt on, blackened and carbonised, making them very difficult to remove.
Please use care when using scourers as these may scratch and damage enamel surfaces. When cleaning stoves/ovens use a spray-on oven cleaner. Be sure to read and follow the product instructions carefully.Please also check that the product is suitable to the type of surface you are applying this to, as some surfaces like stainless steel may become permanently marred/stained using on oven cleaner.

EXHAUST FANS/VENTS AND RANGEHOODS

Please ensure any vents and range hood filters are kept clean. From time to time these should be taken down and removed to be soaked in hot soapy water, and then scrubbed clean. Please use extreme caution when removing these. If you believe this is unsafe (i.e. a high exhaust fan), then let us know so we can arrange to have these cleaned.

CUPBOARDS AND DRAWERS

Most cupboards and drawers are lined with white lining, which is great for easy cleaning. However, substances spilled like sauces will in time prove difficult to remove and may leave permanent stains. Cupboard shelving, doors, doorframes and inside drawers/cutlery tidies should be cleaned at least on an annual basis.

DISHWASHERS

Dishwashers provided as part of your tenancy need to be cleaned on a regular basis, and any build up of food remains removed. *Please remember to rinse dishes before going in the dishwasher

Bathroom and Laundry

SHOWER SCREENS

If you notice cracking to glass in shower screens or shower doors please report this to us immediately. Wired shower screen glass can crack under thermal expansion (consistent hot and cold temperatures) where as toughened glass usually only cracks if impacted (hit by something).

BLOCKED SINKS/DRAINS

Should a sink or basin become blocked, you can try a drain cleaning product like draino. Be sure to follow the product instructions carefully. If the sink or basin is still blocked after treatment, please let us know so we can arrange for a plumber to attend to the problem.

FOREIGN OBJECTS DOWN DRAINS

Please take care not to allow children to place toys or other items down drains. Please do not flush foreign objects like sanitary products down the toilet.

If a plumber is employed by us to clear pipes, drains, basins or sinks and it is determined that the blockage was caused by something considered foreign, this expense will recovered from you.

LOOSE TILES

Should you notice loose tiles, please let us know. If grouting or sealant is cracking, splitting, crumbling, or coming away, please email pictures detailing where this is occurring.

WALL WATER DAMAGE

Should you notice water damage to a wall adjacent to a shower recess, bathroom basin etc. please let us know immediately. This can be identified by bubbling or peeling paint, or even water or mould marks to the flooring/carpet. This usually identifies either loose tiles or a broken/leaking pipe in the wall, and will need attending to immediately to prevent further damage from occurring.

TAPS LEAKING

Please report any taps leaking either from a tap head or tap handles. This includes washing machine taps. Sometimes washing machine taps will leak only when connected to automatic washing machine hoses as the tap water pressure exposes leakage in the taps.

TOILETS LEAKING

Water trickling or leaking into the bowl from the cistern needs to be fixed by a plumber. Water left to trickle into the bowl continuously may inflate your water bill and therefore needs to be reported to us when noticed. Also leaking may occur to the tap behind the toilet.

HOT WATER SYSTEM LEAKS

Should you notice the hot water service leaking from the valve or from the base of the unit please let us know.

Wooden Flooring

CARE & MAINTENANCE

Normal maintenance of a pre-finished floating floor or natural floorboards is fast and easy. Just follow these two steps.

Step 1: The best way to protect your wood floors is to vacuum regularly. The vacuum cleaner removes dust and abrasive substances from the surface. If you cannot vacuum, use a broom. Frequency: As often as necessary....

Step 2: Spray a small quantity of cleaner on your mop and swab a section of floor in the same direction as the floorboards. Continue until the entire floor is done. When the mop cover is dirty, reverse it or use the replacement cover. Wash mop covers as required.

Warning: Never use wax, household detergent, or oil-based soap on the floor. These products may discolour and damage the finish and leave a greasy film, making the floor slippery and difficult to maintain afterwards. The greasy film may also make it impossible to apply a restorer coat. Mixtures of water and vinegar are not recommended for cleaning prefinished flooring, since vinegar has an oxidizing effect on the finish.

WOOD & WATER

Wood fibers smell when they absorb water, which can damage floors and their finish. When water gets into your floor, it can alter floorboard dimengets dimensions, cause discolouration, and lead to mould sions, buildup between boards. Floors in kitchens and entranceways are particularly subject to getting wet. Special care must be taken with wood floors in these locations to maintain recommended humidthese humidity and temperature levels and prevent water from it getting on the floor.

Warning: Never use large amounts of liquid or water to clean wood floors, and never use a saturated mop.

Recommendations: Wipe up spilled water, liquids, or detergents before they are absorbed by the wood fibres. Place floor mats at each doorway and in front of the sink, dishwasher, and work areas in the kitchen.

WOOD & ABRASIVES

Abrasives are bad news for your floors. Sand and small pebbles underfoot act like sandpaper on the finish. Even a tiny pebble can damage a finish or leave a mark.

Recommendations: Vacuum as often as necessary. Place mats inside and outside all exterior doors. Mats should trap abrasives while allowing the floor to breathe.

AVOIDING DENTS AND MARKS

Wood floor types vary from makes and styles and often have different levels of compression resistance. However, if pressure exerted on a wood floor is greater than its compression resistance, marking will result.

Warning: Avoid wearing high-heeled shoes on hardwoodAvoid hardwood floors as they can mark the surface.

Recommendations: Glue felt pads to the legs of furniture and chairs to avoid scratching flooring when objects are moved. Periodically examine the pads for wear and replace when needed.

Avoid rolling chairs with casters on the finished surface. Put them on rugs or Plexiglas chair mats.
Place floor protectors under narrow casters, or replace them with wide rubber or flexible polyurethane casters.

Regularly trim your pets' claws to prevent scratches and indentations.

Do not drag furniture or heavy objects across the finished surface.

CHANGES IN COLOUR

We recommend that you protect wood surfaces from sunlight or any source of bright artificial light. Move rugs and furniture from time to time to ensure that the colour of the floor remains even as it gradually ages.

Here are some simple tips for dealing with everyday problems.

- ### SPILLED LIQUID

Quickly wipe up spills with a dry cloth or paper towel, then spray the appropriate floor cleaner on a cloth to clean the surface.

- ### STICKY OR OILY STAIN

Dampen a cloth with an appropriate floor cleaner then rub the soiled area. Rinse the cloth and wipe the surface thoroughly.

- ### RUBBER OR HEEL MARKS

Rub with a cloth lightly dampened with an appropriate floor cleaner.

- ### STUBBORN STAINS

Ink, tar, wax crayon, etc. First, try cleaning the stain using a cloth and a wood floor cleaner. If this doesn't work, pour a small amount of paint thinner or lighter fluid on a dry cloth. Once you have removed the stain, wipe the surface using the wood floor cleaner to remove any residue.

- ### SCRATCHED WOOD OR FINISH

Small scratches in the urethane finish can be repaired with a touch-up kit

- ### DEEP MARKS

Floorboards damaged by a blow from a heavy object can be replaced but can be a timely exercise. Please contact your property manager to discuss your best options.

TAKING CARE - INSIDE THE PROPERTY

MISPLACED KEYS?

If you have misplaced your keys during business hours you may come to our office to borrow our set. These keys must be returned by close of business on the same day.

If you have misplaced your keys or locked yourself out after hours, you may call a locksmith to assist you back into the property. This is at your cost. If keys or locks have been changed 2 sets will need to be supplied to Harcourts Packham. Locks must not be changed without the Landlord's permission.

IMPORTANT! Most modern window flyscreens can only be removed from the inside of the property. Attempting to remove them from the outside will result in damage to the flyscreen frame work, and will result in the flyscreen having to be repaired or replaced at your cost. This may cost more than what it would cost to have a locksmith attend the property to allow you access back in.

PROPERTY DAMAGE

If property damage has occurred you are obligated to let us know immediately, or on the next business day if occurring on a weekend or public holiday.

NOISE/DISRUPTION

It is important to note that the utmost care must be taken to ensure that you or your visitors do not infringe or disrupt your neighbours with noise, loud music, parties or otherwise disrupt a neighbour's right to peace and the quiet enjoyment of their residence.

AIR CONDITIONERS

Please, regularly clean any filters and intake vents to ensure there is no build up of dirt and dust. Please also note that if an air conditioner breaks down due to filters and vents not being kept clean, costs to rectify the damage or even replace the unit might be charged to you.

HEATERS

Please ensure any combustion heaters are kept clean of ash build up, and also ensure a protective mat is placed in front of the heater to protect against coals and ash falling out and damaging carpets or floors. For other heaters, please ensure that no combustible or flammable material is placed on or near heaters to avoid a fire risk.

FIREPLACES

If the property you are renting has a fireplace, it cannot be used unless you have been given permission from us in writing. Sometimes these are ornamental, or the flue/chimney has been blocked up. Using them could cause a fire to occur. Please ensure a spark catcher is used at all times in front of the fire to protect carpets and flooring from cool burns and ash damage.

POT PLANTS

Please keep pot plants outside the property at all times. Pot plants placed inside on hard surfaces, tiles and floors like lino, may leave a circular indent, stains and damage. Pot plants placed on carpet areas run the risk of carpet rot underneath, should moisture overflow or escape even with plates and containers placed underneath to attempt to prevent this.

AQUARIUMS

Like pot plants, aquarium stands can leave rust marks on floors and can cause carpet rot if placed on carpets. Furthermore, if placed on carpets the weight of the aquarium filled with water may cause permanent indentations and damage in the base of the carpet pile.

STRICT NO SMOKING POLICY

All properties have a strict ‘no smoking inside’ policy. If tenants smoke inside the property they will be responsible for specialised cleaning and deodorising of the inside of the property to reduce and eliminate unpleasant smoke odours. This can easily run into the hundreds of dollars, and is charged to the tenant

TENANT PAINTING

Please do not carry out any painting without approval in writing.

FIXTURES AND FITTINGS

If you wish to install or remove any fixtures or fittings, you must obtain our approval beforehand in writing.

SMOKE ALARMS

Should you believe for any reason the smoke alarm(s) installed are not working or the batteries are not functioning, please let us know immediately. Protect your safety by being vigilant and report to us any issues, to ensure your safety in the case of a fire. Please check your lease agreement to see if your owner is using Detector Inspector - 1300 134 563 IF NOT REPORT ALL SMOKE ALARM ISSUES THROUGH THE PME PORTAL. We are there when you need us

Our phone support team is available from 7am to 10.30pm, 7 days a week.

PICTURE HOOKS

If you wish to install any new picture hooks, this must be approved in writing. *This includes the sticky hooks as they can peel paint from the wall.

CHAIRS

Office chairs and desk chairs with wheels should always have a protective mat underneath them. The caster wheels on these kinds of chairs pull at carpet threads and abrade and scratch wooden floors which can be costly to repair.

WASHING CURTAINS

Most curtains and netting are machine washable but it is vitally important that this be established before any washing occurs. Drapes may only be suitable for dry cleaning, so please check all labels first. Sun damaged, brittle curtains or netting may disintegrate should they be machine washed.

HOUSE CRACKING AND MOVEMENT

Please let us know if you notice any cracks in the walls, ceilings and cornices. If the cracks were in place when you moved in, please let us know if you notice them worsening or growing larger. Please either report these in writing or point them out to us at the routine inspection.

TERMITES

Termites will quickly eat through a property and can cause extensive damage. Signs like wood becoming brittle, sounding hollow when tapped or knocked and/or with the presence of mud deposits are the telltale signs of termites, other than obvious signs of seeing termites themselves. Another warning sign inside can be blistering/lifting paint to inside walls. Please report anything that may be a sign of termite activity immediately.

Harcourts Packham

TAKING CARE - OUTSIDE THE PROPERTY

SEASONAL GARDENING

If you have chosen to rent a property with a garden, you are responsible for maintaining the garden and grounds. This includes watering, mowing, trimming, weeding, the removal of waste and the prevention of damage ie: NOT PARKING ON THE LAWN OR GARDENS

Excess garden waste is not to be used as mulch!

WATER RESTRICTIONS

It is important for you to be aware of what water restrictions are in place for the region. For up to date water restriction information please log onto **www.sawater.com.au** or call **1800 130 952**.

WATERING YOUR GARDEN AND WATER RESTRICTION

Watering your lawns and gardens must be done within watering restrictions; however, we insist that watering is conducted to the maximum allowed by the restrictions in place. Watering is still required unless the current water restriction has banned all forms of watering.

WATERING SYSTEMS

Please ensure that all watering systems are working properly, and are checked regularly throughout the tenancy to ensure they continue to work effectively. Watering systems can only be used should current water restrictions allow.

WEEDING AND SHRUB TRIMMING

Weeding of gardens beds, lawns, paths, paving and other outside areas are your responsibility. Trimming of bushes and shrubs in and around the garden (within reach) are your responsibility.

SUPPLIED HOSES/FITTINGS

Supplied hoses, fifittings and accessories must be kept in good condition. Please ensure that everything is returned and in place upon vacating the property, free of any damage.

LAWN MAINTENANCE

Please ensure that lawns are regularly mowed and edged, keeping them neat and tidy. Should you wish to have someone regularly mow your lawn, let us know and we would be happy to recommend a service to you. This is at your cost.

RUBBISH

Please ensure any rubbish is regularly removed from the property. This includes car parts, trees and things like lawn clippings, drink bottles as well as other items that can easily be considered rubbish or general junk.

Formal household rubbish and waste must only be placed inside rubbish containers (i.e. council issued wheelie bins) and removed weekly from the property, or otherwise as required. This cannot be allowed to accumulate. Please log onto your local council website to find out your rubbish collection day and to arrange replacement wheelie bins if it becomes damaged during your tenancy.

OIL DRIPPAGE/PARKING

Any cars parked on driveways, under carports and garages must have a drip tray placed underneath. Only if the vehicle does not drip any oil at all is a drip tray not required. Please also note that any visitor's cars must be parked off the premises if they drip oil. Should oil drippage occur at anytime, this must be cleaned up immediately to prevent oil seeping in and permanently staining. Please note any permanent staining will result in costs incurred being re-charged to you.

It is important that at no time can cars or any type of vehicle be parked on any lawns, gardens or any area not created for, or designated as a vehicle parking area. Damage to lawns and landscaping can be costly. Engine oil drippage to gardens and lawns will also create permanent damage to the soil area, being costly to rectify. Any damage of this type will be charged to tenants in full.

POOL & SPA SAFETY

If the property you are renting contains a swimming pool and/or spa, both the property owner and the tenant are responsible to ensure that proper pool safety is adhered too.

Drowning is the biggest cause of accidental death for young children. Most happen in private backyard swimming pools. You can reduce the risk of accidents in your swimming pool or spa pool with appropriate safety barriers and ensuring young children are supervised at all times.

MAINTENANCE

As the occupier of the property, you have a duty of care to make sure that all required pool safety features are maintained in working order at all times. Gates should never be propped open and must close and latch every time they are opened. Report maintenance issues immediately including fences, gates and equipment such as filters, chlorinators and pumps.

SUPERVISION

In a life-threatening or urgent situation phone the emergency services on 000.

RESUSCITATION

Resuscitation skills are crucial because they can save lives. It is recommended that someone on the property has resuscitation skills.

ABOVE-GROUND OR INFLATABLE POOLS AND PORTABLE SPA POOLS

If the property you are renting does not have a pool or you wish to install a portable option, you will need to:

- Get approval from your local council.
- Ensure safety features are in place.
- Get approval from the owner.

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PETS, PESTS & VERMIN

Pests & Vermin

Below is a guide to who is responsible when an infestation occurs. It may change depending on the individual situation.

PESTS & VERMIN	LANDLORD IS RESPONSIBLE	TENANT IS RESPONSIBLE
Ants	if present at the start of the tenancy	If present during the tenancy
Bees/ Wasps	if present in a wall cavity or similar OR if present at the start of the tenancy	If present during the tenancy
Cockroaches/ Fleas/ Spiders	if present at the start of the tenancy. Only if reported within 30 days of commencement of lease	If present during the tenancy
Mice/ Rats	if present at the start of the tenancy	If present during the tenancy
Possums	to remove and seal off any entry points	
Snakes	if present at the start of the tenancy OR if caused by the landlord breaching the conditions of agreement – eg landlord left piles of rubbish in garden	If present during the tenancy
White Ants	at the start and throughout the tenancy	
European Wasps	European Wasps MUST be reported to the local council for eradication. This is council responsibility	

Pets at the property - Right Expectations*

Should the landlord grant permission to keep pets as per your tenancy agreement and/or written and signed pet lease agreement, the following conditions apply for the duration of this tenancy, and any renewal or extension:

1. Yard Kept Clean - keep the yard clean and free from animal faeces.

2. Rubbish Kept Cleared - clean up any rubbish/items scattered by the pet.

3. Flea infestation - in the event of infestation or the presence of fleas or flea eggs being present as a result of the animal, you will need to arrange for flea fumigation of the property prior to and upon/after vacating the premises. This is at your cost.

4. No Pets Inside - pets are not allowed inside the residence at any time, unless agreed with the landlord in writing.

5. Damage Rectification - repair any damage to the premises caused by the animal, including gardens and irrigation systems.

6. Garden Damage - replace plants or vegetation damaged or destroyed by the pet directly, or indirectly (ie. plants died because a garden irrigation system was damaged by the pet).

7. Additional Pets - other than any pet approved by the owner, do not keep any other animals of any kind on the rental premises, (even on a short-term or temporary basis), including dogs, cats, birds, fish, reptiles, or any other animals. You must remove any of the pet's offspring within 45 days of birth (should this occur).

8. Food and Water - do not leave food for the pet outside the premises where it may attract other animals and/or insects (i.e. European wasps)

9. Bi-Laws and Local Council- abide by all local, city or state laws, licensing and health requirements regarding pets, including vaccinations.

10. Disturbance and Noise - do not allow the pet to cause any sort of nuisance or disturbance to neighbours. Noise, day or night, must not disturb others. You must do whatever is necessary to keep the pet from making noise that would annoy others, and take steps to immediately rectify complaints made by neighbours or other tenants.

Failure to comply with these terms shall give the owner the right to revoke permission to keep the pet. This also grounds for further action and possible eviction action.

*Keeping a pet in a rental property in South Australia is at a landlord's discretion and a tenant must have expressed consent (which can be revoked) before bringing an animal onto the property for any period of time. If consent is granted pet lease will be issued clearly set-ting out the obligations to be met for consent to continue.

CONSUMER & BUSINESS SERVICES

FOR MORE DETAILED INFORMATION AND ADVICE ABOUT TENANCY MATTERS, CONTACT

CONSUMER AND BUSINESS SERVICES
Customer Service Centre
91 Grenfell Street91 Street
ADELAIDE SA 5000
(GPO Box 965, ADELAIDE SA S001)

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