

## 10 COMMANDMENTS OF YOUR RESIDENTIAL TENANCY

We have put together a list of **THE TOP 10** items you will need to know to help you throughout your tenancy. Please ensure you familiarise yourself with your Lease Agreement for all items.

**1. The property must be maintained at a minimum: Reasonably Clean!**

This means at a standard as per your condition report when you moved in or preferably a higher level.

**2. Maintenance on the property must be reported in WRITING only.**

This can be done via email or submitting the form under the **Tenant tab** and clicking on the **Maintenance Request Form** on our website [www.collieandtierney.com.au](http://www.collieandtierney.com.au). Urgent repairs can be made via telephone to our reception, please see your handbook for items that are deemed urgent or the back of this page.

**3. Your two (2) weeks rent paid in advance before your tenancy commenced is used to pay for that period.**

i.e. From the commencement date for a two (2) week (fourteen day) period, being first two (2) weeks rent.

**4. Rental payments must be paid ON or BEFORE the due date.**

Failure to make payments via methods advised eft, bpay etc using your correct reference code by the due date may result in tenancy not be renewed, affecting your future rental reference and in severe cases **eviction from the property**.

**5. Routine Inspections will be scheduled throughout the tenancy, these days and times are UNABLE to be altered.**

This is due to demographic scheduling of staff and safety.

**6. Unless arranged prior and included in your lease ANIMALS are not permitted at the property.**

**7. Noise, parties and alike, we ask that you and your guests respect neighbouring properties.**

Please note, excessive noise can lead to Breach of your Lease Agreement and/or subsequent fines as there are specific rules and fines imposed by the Environment Protection Authority (EPA) and Local Council.

**8. In the case of Subletting, Lease breaks and alike they require a specific process and have associated costs for each which you will be liable for.**

We ask you put all requests in writing on the appropriate forms provided online or at our office.

**9. Blow up swimming pools and portable spas are NOT permitted on the property.**

These items require prior approval and written consent from the owner/agent and **STRICT ADDHERENCE** to swimming pool regulations per local council and state laws if approved.

**10. Upon vacating the bond is unable to be used for the final period of rent and we require the appropriate notice period as per the lease and this notice MUST be in writing on the approved form.**

The property is to be left in same condition as per the commencement of the tenancy. (Fair wear and tear maybe be applicable.) Please consult the Bond back booklet on tips to successfully finalising your tenancy.

## WHAT IS AN URGENT REPAIR IN A RENTAL PROPERTY?

Under the *Residential Tenancies Act 1997*, urgent repairs in a rental property are:

- burst water service.
- blocked or broken toilet system (unless there is another working toilet at the property).
- serious roof leak.
- gas leak.
- dangerous electrical fault.
- flooding or serious flood damage.
- serious storm or fire damage.
- failure or breakdown of the gas, electricity or water supply.
- any fault or damage in the premises that makes the premises unsafe or insecure.
- an appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted.
- a serious fault in a lift or staircase.
- failure or breakdown of any essential service\appliance provided by a landlord for hot water, water, cooking, heating, or laundering (This EXCLUDES tenant's appliances).