



# TENANT HANDBOOK



*Rental Experts*

# *Welcome to Active Property Management*

At **Active Property Management** we've tried to make finding and moving into our rental homes as easy and as stress free as possible. We've prepared this easy step by step guide to help assist tenants with the renting process.

## STEP 1

### **INSPECTING THE PROPERTY**

Like most Real Estate Agencies, we like all of our prospective tenants to inspect our rental properties in person first before applying for them. Looking over the property enables you to see if the home is going to suit you and your family's needs. If you're not able to make the inspection, contact the Agent to make alternative arrangements or ask if they are able to offer a virtual inspection if you're interstate.

## STEP 2

### **APPLYING FOR THE PROPERTY**

When applying for the property it helps to put as much information on your application as possible. The more information that you can provide the more information the Property Manager can pass onto the Landlord when they're putting forward your application. Also check that the contact details for previous rental Real Estate Agencies and employment contacts are all up to date to make processing and checking your references a little easier.

Together with your application you'll need to provide the following documentation:

- **Proof of income** – at least 2-3 payslips or a Centrelink Income Statement
- **100 Points of ID with at least one Photo** ID with a value of 50 points
- **Passport** -50, Proof Age Card – 50, Student ID Card – 50, Copy of Mobile Phone Account – 20, Copy of Medicare Card – 20, Concession / Pension Card – 10, Copy of Gas / Water / Electricity account - 30 each

It's always a good idea if you can, to attach a **cover letter** to your application with a couple of paragraphs about you and your family and your current situation. Again, this will provide more information that the Property Manager can pass onto the Landlord who ultimately makes the decision of who they want to live in their rental property

If you have a **pet**, you'll also need to put your pet's details down on the application. The type of pet, age, and Council Registration if required. You can also include your pet's details and a photo on your covering letter which will give the Landlord even more information about your furry family member.



# STEP 3

## SUCCESSFUL APPLICATION

When your application is successful, you'll be contacted by the Agent to confirm a start date for your tenancy and confirmation of the details to be listed on the lease, payment of your 1<sup>st</sup> month's rent, and payment of the Bond. If your application isn't successful you should receive notification from the Agent via SMS, email or a phone call to advise you. Sometimes the agent will have other properties available that may suit your needs or another coming up for lease in the future that hasn't been advertised.

### Signing the Lease

The lease is a legal document that sets out the terms and conditions of your tenancy at the property. The lease is a legal document and should be carefully read and any if there are any inaccuracies your agent needs to be **notified before signing**. Leases can be signed in person or with your authorisation sent electronically.

### Paying the First Month's Rent

To secure the rental property the Agent will usually require the first month's calendar rent paid into their rental trust account within 24 hours. You'll be given the account and reference details to use to make payment. Most agencies will require your future rental payments to be paid calendar monthly and in advance.

### Paying the Bond

The Bond is usually equivalent to the first month's rent and is paid as security to the Agent when you collect the keys or paid a couple of days prior to allow for funds to be cleared. The Bond is forwarded onto the Residential Tenancy Bond Authority who hold it in trust until you vacate the property.

# STEP 4

## COLLECTING KEYS

When the time comes for you to collect the keys for your property, you'll receive a copy/s of the incoming/entry condition report. The report is a combination of photos and text which outlines the condition of the property prior to you, moving in.

It is a condition of paying a bond that you receive a **condition report** at the start of your tenancy. A tenant has three business days to go through the incoming condition report and add any comments that they feel may have been left off the report. The report must then be signed by the tenant and returned to the agent prior to the end of three business days. The agent's comments and the tenant's comments combined form part of the final condition report.

The agent will also talk through reporting any maintenance at the property and in the event of urgent maintenance what steps you will need to take to report any maintenance issues, and how it will be actioned and resolved.



# STEP 5

## DURING YOUR TENANCY

### Routine inspections

Throughout your tenancy the Agent and possibly the Landlord if they would like to attend will need to do periodic inspections of the property. The frequency of the inspections is set down by the Residential Tenancy Act 1997. The act allows for a routine inspection at the three-month mark of your tenancy and then **every six months** after that.

You will receive notification from the Agent prior to the inspection, advising the day and an estimate of the time together with a guide as to what's required for the routine inspection. The routine inspection allows the Agent and the Landlord to look over the property and assess if there are any immediate or future maintenance issues that need to be attended to, and how the property is being cared for.

### Maintenance

From time to time every property will require some sort of maintenance or an appliance will break down. Any signs of maintenance or repairs should be reported to your Agent immediately in writing. Urgent maintenance should be reported by phone and then followed up in writing as a record of the issue and what has occurred. With any maintenance it's always helpful to add photos if possible, to give the agent a better understanding of the maintenance that's being reported.

### Change of contact details

If during your tenancy you change your phone number or your postal address then you will need to make sure that you let your Property Manager know.



# STEP 6

## VACATING THE PROPERTY

Towards the end of your lease, and if you decide that you want to vacate the property you will still need to give your property manager **28 days' notice in writing** of your 'Notice of Intention to Vacate' the property. Your property manager will advise you of the next step if the property is to be re-advertised for lease or not.

On the day of vacating all keys to the property will need to be returned to the agent usually along with a copy of the carpet cleaning receipt if the property has carpet.

Your property manager will then need to conduct an **outgoing inspection** to make sure the property is returned in the condition that it was received in at the start of the tenancy, bearing in mind fair wear and tear.



# STEP 7

## **BOND REFUND**

Once the agent has completed the outgoing inspection and any outstanding issues and rents or payments have been made, they can then advise the Residential Tenancy Bond Authority to release the Bond to you. The Residential Tenancy Bond Authority can refund the Bond into your bank if they have your details.

# FAQ

## **FREQUENTLY ASKED QUESTIONS**

### Who connects & pays for the utilities?

Unless it is stated when the property is advertised that the utilities are included in the rental amount then the tenant will be responsible for connecting the utilities (water, electricity, gas, phone, pay TV) in their name. Some agents will have the services of a third party who are able to help you with the connection of your utilities at no charge.

### Who looks after the lawn and garden?

Unless garden maintenance is included in your rental amount than you will be responsible for the ongoing care and maintenance of the lawns and gardens.

### Do I need to have insurance?

The Landlord is responsible for insurance on the property and his contents, carpets, curtains etc. It's always advisable that the tenant takes out their own insurance to cover their contents.



## What if I want to get a pet?

If you decide during your tenancy that you would like to keep a pet at the property then you will still need to seek consent from the Landlord. The request must be made using the Pet Request Form from Consumer Affairs Victoria and sent to your Property Manager. The Landlord has 14 days to either consent to your request or make an application to the Victorian Civil and Administrative Tribunal for an order that a refusal is reasonable. The tenant is still responsible for any damages that the pet causes over and above fair wear and tear.

## I'd like a housemate to move in?

If you decide that during your tenancy you would like a housemate to move in with you then you will need to seek consent from the Landlord before they move in. The prospective housemate will have to complete a tenant application form and provide all the necessary documentation, including 100 points of ID together with their proof of income to support their application. The application is processed, checked and put forward to the Landlord for their consent.

## I need to vacate earlier?

You may decide that you would like to vacate the property earlier than the end date of your lease (break lease). You will need to notify your property manager in writing as soon as you decide that you would like to vacate earlier. Your property manager will advise you of the financial and legal obligations that come with breaking the lease. You will still be responsible for paying the rent until the property is re-leased but your property manager will work with you to try and mitigate the financial loss.

## Where can I find more information?

Start with your Property Manager first if you have any queries. Ongoing proactive and professional communication with your Property Manager will help to set the tone for a successful and harmonious tenancy for everyone. If you feel that you need further information or clarification there are several organisations that provide information and assistance to tenants when it comes to renting a property. Consumer Affairs Victoria have produced an easy to read informative booklet called Renting a Home a Guide for Tenants. A copy can be downloaded from our website or from the link below:

<https://www.consumer.vic.gov.au/rentingguide>

Tenants Victoria is another organisation with very useful information and guidance for tenants renting in Victoria.

<https://www.tenantsvic.org.au/>

*Disclaimer: The information contained in this guide is for general information purposes only. The information is provided by Active Property Management and while we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the information, products, services, or related graphics contained within the guide for any purpose. Any reliance you place on such information is therefore strictly at your own risk*

*In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this guide.*

*Through this guide you are able to link to other websites which are not under the control of Active Property Management. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.*

*Thank you for reading. Please get in touch if  
you have any further questions!*