



## TENANT INFORMATION SHEET

**Real Estate Masters** would like to welcome you as a tenant and we trust you will find your new premises both comfortable and enjoyable.

### **ELECTRICITY, GAS & TELEPHONE**

It is your responsibility to have the electricity, gas and telephone connected in your name at the commencement of your tenancy and to have the account finalised when you vacate.

*WESTERN POWER 13 13 53  
ALINTA GAS 13 13 58  
TELSTRA 13 22 00*

### **PROPERTY CONDITION REPORT**

One copy of the Property Condition Report is supplied. It should be checked thoroughly, and alterations or additions noted in writing, signed and returned to our office within **SEVEN** days. You will then be given a photocopy of this report for your records. The bond inspection will be carried out against this report. If you do not receive the report when signing, 2 copies will be posted to you. You then have seven (7) days to complete and return to our office from the date you received the property condition report.

### **RENTAL PAYMENTS**

It is the tenant's responsibility to pay rent to the Landlord's agent. Rent may be paid at our office between the following times:

Mon – Fri	9:00am – 5:00pm
Sat	9:00am – 12 noon

When paying by money order or cheque it should reach our office **ON OR BEFORE THE DUE DATE**, and please **WRITE YOUR NAME & ADDRESS** on the back of the cheque or money order. Receipts will be mailed out on the last working day of every month.

Payments can also be made via the Internet or direct to our bank with a deposit book. If you are interested in these methods, please ask.

Rent is payable **IN ADVANCE AS PER THE TERMS OF YOUR LEASE**. If you are having difficulty in paying your rent, always contact the office to discuss the matter. Failure to keep rental payments in advance will result in the necessary action being taken.

## OCCUPANCY

Only the people originally included in your approved application are allowed to reside at the property. Any additional people wishing to reside at the premises must submit an application and have it approved before moving in. **BONDS ARE NOT TRANSFERABLE.**

## CHANGE OF EMPLOYMENT

Please notify Real Estate Masters of any change in employment and of any change in your business telephone number.

## MAINTENANCE

Your co-operation would be appreciated in reporting any repairs or necessary maintenance, which may need attention. Please contact the office stating your name, the address of the property and the nature of the maintenance problem. Tenants **MAY NOT** arrange maintenance themselves without prior permission. If this is not done, the tenant will be liable for the account.

## PROPERTY INSPECTIONS

Tenants will be advised by mail, seven days prior to a routine inspection being conducted. No changes can be made to dates or times. Routine Inspections can and will be charge to the tenant if a breach notice is issued, which calls for a re-inspection of the premises.

## INSURANCE

Please note that the Landlord's insurance policy **DOES NOT** cover tenants personal effects or furniture. You would be advised to arrange cover for these items.

## GARDENS & LAWNS

Tenants are expected to regularly water, weed and mow these areas on a regular basis throughout the tenancy

## CAR PARKING

Vehicles must only be parked in designated areas. Lawns and verges are not to be used for car parking.

## LOCKS

Written consent must be obtained before tenants may change any locks or alarm codes. New keys and alarm codes must be supplied to our office.

## KEYS

Tenancy does not terminate until **ALL KEYS are RETURNED** to our office. You will be responsible for rent until all keys are returned. Please note that if keys are returned after 12 noon, then you will be charged an additional days rent.

## **SECURITY BONDS**

Security bonds are only refunded after all keys to the property have been returned and the bond inspection carried out to ensure the property has been left in a satisfactory condition. A Bond Dispersal Form must be signed at our office before the Security Bond can be released. Please notify our office of your forwarding address before vacating to facilitate dispersal of your Security Bond.

## **BREAKING A LEASE**

Real Estate Masters will assist tenants who find it necessary to break their lease agreement. The tenant will be responsible for:

- a) All rent and other outgoings to the owner on the property until the property re-let or the lease expires, whichever is the sooner;
- b) Reimbursement to the owner of the un-expired portion of the letting fee and costs for the Inspection/Inventory fee;
- c) The costs of the upkeep of the property, eg watering etc;
- d) Advertising costs – which are payable to our office in advance. Any moneys not used will be reimbursed back to you.

Please do not hesitate to contact our office if you have any queries concerning your tenancy.



## **REAL ESTATE MASTERS PROPERTY MANAGEMENT DIVISION**

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