

A wide-angle photograph of a vast field of bright yellow flowers, likely rapeseed, stretching to the horizon. The sky above is a gradient of soft pink and light blue, suggesting a sunrise or sunset. The overall mood is peaceful and natural.

*Managed by Kate*

# TENANT HANDBOOK

[WWW.MANAGEDBYKATE.COM.AU](http://WWW.MANAGEDBYKATE.COM.AU)

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# WELCOME

Welcome to the Managed by Kate Tenancy Handbook.

I am excited to have you join our MBK Family!

My tenants are incredibly important to me, i genuinely try to ensure that the renting process is as stress free as possible.

I have put together this Renting Handbook to answer any questions you may have throughout your tenancy.

If you have any further queries i can assist with please do not hesitate to contact me on 0413 358 521 or [kate@managedbykate.com.au](mailto:kate@managedbykate.com.au)

Kind regards,

Kate Johnson

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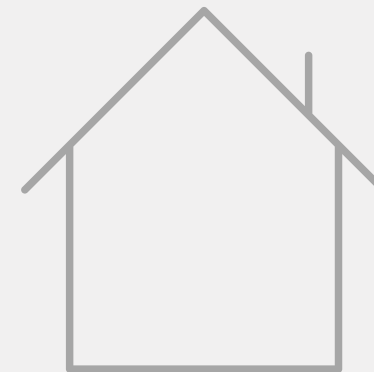
## CONTACT US



kate@  
managedbykate.com.  
au



0413 358 521



Office  
201-203  
Conadilly Street,  
Gunnedah



<https://www.facebook.com/ManagedbyKate2380>

**Electricity**

You will need to contact your provider and ensure that the electricity is connected in your name and taken over from the starting day of your lease. Any charges related to the electricity shall be at the tenants own cost.

**Gas**

Gunnedah is bottled gas, there is no town/ pipe supply. If you have gas cooking, heating or hot water you will need to arrange for an account with your gas provider. The tenant is responsible for the usage costs and ongoing gas bottle costs.

11.3 all charges for the supply of bottled gas to the tenant at the residential premises except for the costs and charges for the supply or hire of gas bottles at the start of the tenancy.

The owner is liable for the initial gas bottle hire costs only. The tenant is required to pay this cost and will be reimbursed by the Landlord. Please provide a receipt to your Property Manager promptly and we will arrange for the reimbursement for you.

**Mail**

Any mail received for the old occupants of the rented premises are to be returned to Australia Post only.

### **Rental Payments**

Rent is due weekly, therefore from the date of your lease signing rent will be due again in 7 days time. For example, if you sign your lease on a Friday then your rent will be due again each Friday.

Rent can be deposited directly at any Commonwealth branch or via electronic transfer to the below trust account.

Account name: Managed by Kate Trust Account

BSB: 062-551

Account number: 1029 2539

Please ensure that you list your surname/ street name as a reference.

### **Condition Report**

Condition reports are incredibly important, this is your chance to document the condition of the property. Condition reports need to be returned within 7 days of your lease signing. If you are having issues returning the condition report or need additional time you will need to contact your Property Manager to discuss further.

## Maintenance

All maintenance is to be reported in writing by the following methods

- Logging onto [www.managedbykate.com.au](http://www.managedbykate.com.au) and reporting your maintenance issue
- Emailing [kate@managedbykate.com.au](mailto:kate@managedbykate.com.au)

Our tradesman will contact you to arrange access to the premises.

Please note that our tradesman try to accomodate access times where possible. If you are unable to be present tradesman can use the office set of keys if you are unable to provide access.

Urgent maintenance is to be reported immediately by contacting 0413 358 521. If you are unable to reach me via phone please contact the appropriate tradesman directly.

### Plumbing/ Gas

Darren Laws Plumbing: 0474 744 910

Matt Korn Plumbing: 0431 454 442

### Electrical

Troy Dries Electrical: 0412 189 730

Ben McKinlay Electrical: 0417 559 789

### Locksmith

Gunnedah Locksmiths: Andy - 6742 5135

# Urgent Maintenance

*Urgent maintenance is to be reported immediately by contacting 0413 358 521.*

*If you are unable to reach me via phone please contact the appropriate tradesman directly. If you are unable to reach our tradesman you can contact a qualified tradesman if the situation is extremely urgent.*

## What is urgent maintenance?

Urgent maintenance that needs to be immediately addressed are any hazards or safety risks or health issues.

This includes:

- Gas leaks
- Sewerage leaks
- Water leaks (where possible water can be switched off at the main until a plumber arrives in business hours)
- No electricity
- No use of a toilet
- Unable to secure your house

These items are different from 'Priority Maintenance' items which can wait until the next business day such as oven/cooktop not working, no hot water, slow water leaks or no heating or cooling.

**\*\*Please note any callouts where there are no faults found are unable to be charged to the Landlord and will be passed onto the tenants for payment \*\***



# MAINTENANCE TROUBLESHOOTING

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## NO HOT WATER

Hot water system

Check to see if this is switched on in the meter box

- We will need to know if your HWS is an electric cylinder system or a gas wall system.
- Is the HWS (cylinder) leaking anywhere?
- Did the hot water slowly run out?

## NO ELECTRICITY

Firstly please check the meterbox to ensure that power is turned on.

If the power has tripped please remove appliances from powerpoints and plug in one by one. In most cases it is a tenants faulty appliance that has tripped the power.

If there is sparking of any sort please contact the electrician urgently

## OVEN / COOKTOP

Oven/ Cooktops mostly have safety switches which need to be turned on in order for the oven to work. This is usually located on the powerpoint closest on the wall or in a neighbouring cupboard.

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## MISSING KEYS

What happens if you lock your keys inside the property?

### **During business hours**

A Property Manager (schedule permitting) can attend with the office set of keys to let you into the property, however there will be a cost of \$50.00 per attendance.

If you are unable to attend to collect the keys personally we require a text message or email advising of who will be attending to collect the keys, please note they will need to provide identification before keys will be issued.

If the Property Manager is on prior appointments and is unable to attend you will need to arrange for a locksmith to let you back into the premises at your own cost.

### **Outside of business hours**

If a Property Manager is able to attend after hours you will need to meet them at the office to collect the keys. Keys will then need to be returned the following business day by close of business. There will be a call out fee cost of \$150.00 per attendance.

Alternatively you can contact Gunnedah Locksmiths at your own cost.

# LOST KEYS / CHANGE OF LOCKS

## 33. The tenant agrees:

33.1 not to alter, remove or add any lock or other security device without reasonable excuse (which includes an emergency, an order of the Civil and Administrative Tribunal, termination of a co-tenancy or an apprehended violence order prohibiting a tenant or occupant from having access) or unless the landlord agrees, and

33.2 to give the landlord a copy of the key or opening device or information to open any lock or security device that the tenant changes within 7 days of the change. A copy of a changed key or other opening device need not be given to the other party if the other party agrees not to be given a copy or the Civil and Administrative Tribunal authorises a copy not to be given or the other party is prohibited from access to the residential premises by an apprehended violence order.

## Lost Keys

If you lose an original key to a lock, the lock will need to be changed and the keys replaced at tenant expense. A copy of the key will need to be provided to your Property Manager within 7 days.

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# PET REQUESTS

**Pets are not to be kept on the premises without contacting your Property Manager and gaining approval.**

If you would like to apply to keep a pet on the premises:

1. Email your request in writing to [kate@managedbykate.com.au](mailto:kate@managedbykate.com.au)
2. Your Property Manager will send you a Pet Application Form to complete
3. Return the pet application form to [kate@managedbykate.com.au](mailto:kate@managedbykate.com.au), you will need to provide the details of your pet and whether they are to be kept internally or externally. You will need to be honest as keeping pets inside that are external pets can result in a breach notice being issued.
4. Once the owner has accepted your application you will be required to sign and return the pet agreement, Please note, pets are not be to kept on the premises until the pet agreement has been signed and returned.



# Routine Inspections

Routine inspections are scheduled every 3 -6 months, however if there are issues these may be conducted earlier. No more than 4 inspections will be conducted in any 12 month period.

Your first routine inspection will be scheduled between 4 - 8 weeks after your lease signing.






## **WHAT DO WE LOOK FOR AT AN INSPECTION?**

The aim of a routine inspection is to show the Landlord that you are caring for and maintaining their investment property.






Please note that photos are taken for the report on the day of the general condition of the home and also any maintenance issues therefore it is required that you present the home in a neat and tidy manner.

# Routine Inspection Checklist

## Internal

-  **Kitchen** - ensure that kitchen is clean and tidy, splash back tile grout, oven and cooktop are clean with no black built up marks.
-  **Bathroom** - Particular attention to grout, tiles and glass shower screens, any calcium stains are removed, toilet bowl is free from stains.
-  **Carpets** - Please ensure that carpets have been cleaned professionally if they have been marked.
-  **Smoke alarms** - Please test the smoke alarm by pressing the small button to see if the alarm test sounds. If not this needs to be reported as soon as possible to your Property Manager.
-  **Air conditioner** - Air conditioner filters need to be cleaned regularly. Remove the filters and clear of dust build up. Keep exterior of unit wiped over.

## External

-  **Lawns** - Lawns are to be mown and tidy. If there are weeds through lawns these need to be sprayed and to be kept on top of.  
In the warmer months increased watering maybe needed to ensure that the grass condition is maintained.
-  **Garden beds** - are tidy and free of weeds.
-  **Driveway** - Is free of oil stains.
-  **Rubbish** - the premises is free of rubbish.
-  **Pets** - Please ensure that pets are restrained for the period of the inspection.

# VACATING - NOTICE PERIODS

## FIXED TERM LEASE

When you initially sign your lease, this is called a "Fixed Term Agreement".

Whilst there will be a start and end date of the signed agreement, if you are needing to exit your property prior to the expiry, this is possible by giving your Property Manager notice in writing, advising of your intention to "Break your lease".

This means you can move out at anytime by returning the keys, however there will be a flat fee payable to the Landlord.

## BREAK LEASE FEES

- 4 weeks rent, If less than 25% of the lease has expired.
- 3 weeks rent, if 25% or more but less than 50% of the lease has expired
- 2 weeks rent if 50% or more but less than 75% of the lease has expired
- 1 weeks rent if 75% or more of the lease has expired

## CONTINUATION

If your lease has expired, your lease is now on a continuation and you will be required to give 21 days notice in writing to your agent.

# Vacating Legal Requirements

Once you have provided the required notice, you will now need to start preparing your home for handover.

According to the Residential Tenancies Act 2010

The tenant agrees, when this agreement ends and before giving vacant possession of the premises to the landlord:

18.1 to remove all the tenant's goods from the residential premises, and

18.2 to leave the residential premises as nearly as possible in the same condition, fair wear and tear excepted, as at the commencement of the tenancy, and

18.3 to leave the residential premises reasonably clean, having regard to their condition at the commencement of the tenancy, and

18.4 to remove or arrange for the removal of all rubbish from the residential premises in a way that is lawful and in accordance with council requirements, and


18.5 to make sure that all light fittings on the premises have working globes, and


18.6. to return to the landlord all keys and other opening devices or similar devices provided by the Landlord.





# Vacating Checklist

## Internal

 **Kitchen** - Ensure that kitchen is clean every surface and all cupboards and appliances have been wiped over, splash back tile grout, oven and cooktop are clean with no black built up marks.


 **Bathroom** - Particular attention to grout, tiles and glass shower screens, any calcium stains are removed, toilet bowl is free from stains. All surfaces have been wiped over, mirror streak free, vanity cleaned and wiped out, drain covers cleaned, bathroom free of calcium stains, all toilets have been wiped over and bowls are stain free.


 **Carpets** - Please ensure that carpets have been cleaned professionally if they have been marked.


 **Walls** - Please ensure that walls have been cleaned and are free from marks.

 **Light globes** -All light globes are working.


 **Light shades** - All light shades have been cleaned.

 **Flooring** - All flooring has been cleaned and grout is stain free.

 **Windows/ glass sliding doors** - All windows, window sills and tracks including sliding doors have been cleaned internally and externally.

 **Air conditioner** - Exterior has been wiped over, filters have been pulled out cleaned and put back in.

# Vacating Checklist


-  **Lawns** - Lawns are to be mown and tidy. If there are weeds through lawns these need to be sprayed and to be kept on top of.

If lawns are found to be in poorer condition than when you entered the premises, a compensation amount will be charged.

-  **Garden beds** - Are tidy and free of weeds.

-  **Driveway/ Garage** - Is free of oil stains.

-  **Rubbish** - The premises is free of rubbish.

-  **Pets** - If pets have been kept on the premises, you will need to provide a receipt for professional carpet cleaning and a professional pest spray.

# Vacating Assistance - Time Poor, Need Help?

## Property Damage

Accidents happen, rather than trying to repair damage yourself it is always best to contact your Property Manager for advice.

Over the past 11 years in the Property Management industry I have found that tenants who try to repair any damages to save money end up costing themselves more in the long run.

If repairs are found to be not conducted and finished professionally we will have no choice but to engage a tradesman to repair the damage professionally at your cost, you will also be charged rent until the repairs are completed the property is handed over and finalised correctly.

## Handyman

IM Handy/ Ian Mills - 0428 423 544

GW Group/ Michael/ Casey - 0429 807 714

## Cleaning

Dust Catchers Cleaning/ Melissa Lodge - 0437 125 143

## Carpet Cleaning

Go For Gold/ Gerard - 0429 019 264

## Lawns/ Gardens

GW Group/ Michael/ Casey - 0429 807 714

# TENANT PORTAL

**NEED A COPY OF YOUR LEDGER? NEED A COPY OF YOUR LEASE?  
WANTING TO KNOW YOUR PAID TO DATE?**

You can now access all of your tenancy information and documents via your online tenant portal login.

- Paid to dates
- Rent receipts
- Invoices
- Leasing documents such as leases, key sheets, condition reports.
- Rent increase notices

1. Log onto [www.managedbykate.com.au](http://www.managedbykate.com.au) and click on tenants > tenant portal
2. Then login with your email address

Alternatively you can go to

<https://my.propertyme.com/sign-in>

If you have issues with your login, contact your Property Manager who can assist you further.