






During your Tenancy

-  The key to a good relationship between you and the property manager is guaranteed through honest and respectful communication by all parties.
-  All maintenance and other matters of importance **MUST** be reported to the agency in writing (as per item 44 of the Form 18a General tenancy agreement).
-  Urgent matters may be reported by phone and then followed up in writing. The Maintenance request form can be accessed below.
-  Routine inspections are conducted 4 times per year as per current legislation. A form 9 entry notice will be issued with 7 days' notice.
-  Water charging The lessor can charge water usage only if the property is water compliant (Form 18A of the General Tenancy Agreement- Item 12.2 must be ticked)

Ending a Tenancy

All good things must come to an end, well so they say but It is nice to also leave on a good note that's why it's important that you are aware of your responsibilities that may or may not apply to you such as:

- You are required to issue the agency with a form 12 advising of your vacate date giving the agent a minimum of 14 days' notice.
- As per current legislation we are allowed to show the property to prospective tenants providing 24 hours' notice.
- Sometimes it's a better option to have an open home this will get more lookers through at the same time.

Tips for moving out

- It is a legal requirement that you provide the agency with a forwarding address.
- Sort all the keys well before vacate date. Refer to your photocopy for confirmation of keys received at the beginning of the tenancy.
- Remove all possessions from property.
- Complete your exit report, sign and return to the agency with your keys.
- If there are any repairs required refer to the agency for our preferred trades people. By being proactive it will ensure a smooth return of your bond.
- A bond cleaner is also a great idea. No one is really keen on cleaning after an exhausting time of moving.
- Make a time with the agency for a pre-vacate inspection, we will be happy to point out any items that need attention.