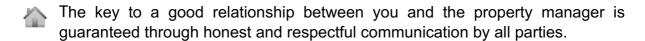


## **Tenant Information**

## **During your Tenancy**



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.