

Frequently Asked Questions For Tenants



Pearl
PROPERTY Co.

This information pack has been put together specifically for anyone who is renting or new to being a Tenant. It is based on common queries we receive and we hope this assists you through your tenancy.

Rent

Rent is to be paid in advance throughout the term of your tenancy, rental payments can be made either weekly, fortnightly or calendar monthly (upon your request). If you wish to pay per calendar month, please contact your property manager to confirm the exact payment amount and to alter the payment frequency on our system.

It is your responsibility to ensure your rental payments can be identified, so if you do make a payment via electronic funds transfer (EFT) please ensure you enter your unique reference so that the funds can be identified correctly.

If you are unable to make a rental payment, please contact your property manager as soon as possible, prior to the payment due date so that we can work towards a positive outcome. In this circumstance, communication with your property manager is critical and failure to communicate may result in breach and then termination notices being issued in line with the Residential Tenancies Act and your Lease Agreement.

Please ensure you are setting up your own direct debit or are remembering to pay your rent before its due date. Failure to pay your rent will result in a reminder message (daily from day 1 to 3 and then a breach on day 4) Failing to pay your rent up to day 14 will result in a termination notice.

Please be aware that our office will not tolerate aggressive or rude behaviour in response to automatic rent payment reminder notices if your rent is late. Unless the rental funds are in our account by the morning of the due payment date, we cannot change nor stop the rental reminders. We are happy to work with you to find a solution and set up better payment date arrangements with you to tie in with your salary payment date etc

Please note that we do not nor are we able to withdraw funds from your bank account. At no point will be deduct or withdraw rental payment from your bank account.

Insurance

Please be aware that the Landlord(s) insurance does **not** cover your personal belongings and contents. Therefore we highly recommend you take out your own contents insurance to give you peace of mind knowing your belongings are insured from any unforeseen circumstances.

It is important to remember that should your belongings are not insured under a building or landlord policy and if there is flooding, fire or theft etc, your contents will not be covered by these policies.

Utilities

As a tenant, unless stipulated otherwise, you are responsible to pay for the consumption component of all utilities (water, gas & electricity) along with any other optional services you choose to connect. For example telephone/internet/cable TV.

Prior to moving into the property, you will need to contact both Synergy and Alinta Gas to notify them of your move in date and to open an account with them. We can organise this on your behalf through an independent service provider called My Connect with your permission to make your move in seamless.

Water consumption accounts are to remain in the Landlord(s) name, and you will be invoiced by our accounts department for water consumption and all payments are to be made into the Pearl Property Co Trust Account the same way that your rental payments are made. Upon vacating, please ensure to close all utilities accounts.

Routine Inspections

There will be up to four (4) routine inspections carried out per year. When you first move into the property your first inspection will take place around week 6. This is to give you enough time to settle in and to ensure the property is being maintained to an acceptable standard and answer any maintenance queries you may have.

You will be issued with a Form 19 advising you of the allocated inspection day and time. You will receive this notice via email (please check your junk box) 7-14 days prior to the inspection date. The majority of your inspections are carried out between 8.30am until 1.30pm.

Should you wish to be home or change the date of the inspection please contact your property manager via email (office@pearlpropertyco.com.au) Please be aware that it will depend on operational requirements and schedules as to whether a different date can be organised. As you can appreciate scheduling inspections for over 200 properties is a time consuming task and planned in advance to make sure it is completed as efficiently as possible by the team members.

Bond - how much is required and when

When it comes time to paying your bond at the start of your tenancy agreement, you are required to pay the amount advised (4 weeks of the agreed rent) within the first 24 hours of receiving written confirmation from our agency. Failure to pay the bond within 24 hours will mean that the property is no longer secured for you and will be offered to the next applicant.

Your Bond payment is equivalent to 4 weeks of rent. The only time the bond would ever be less the four weeks rent is if the weekly rent is above \$1200 per week, \$4800.00 is the maximum bond able to be held (pet bond excluded).

If approved in writing to have a pet at the premise, you are required to pay a pet bond. The pet bond is only needed to be paid once regardless of the number of pets approved. The pet bond is \$260.00

No Pet of any kinds is to be kept on the premise without written consent from the Landlord.

How much notice must I provide to vacate the property?

This depends on the type of lease you have in place at the time. If you wish to vacate the property whilst on a non-fixed term lease ('periodic lease'), you are required to give not less than twenty-one (21) days notice in writing.

If you are on a "fixed term tenancy" you are required to provide no less than thirty (30) days notice in writing to vacate the property upon the expiry date of the lease agreement.

If you wish to break your lease, you must first seek approval from the Landlord via the agent and sign a 'Request for Consent to Terminate Fixed Term Agreement'. Please keep in mind Landlords do not have to accept a break lease, please do not commit to another lease or sign a new lease with another agency until this is agreed upon by all parties.

You are responsible for paying the rent until a new Tenant moves in or until the end of the lease agreement (whichever occurs first). You must also pay any damages/costs incurred by the owner that relate directly to the lease agreement being terminated early.

If you are a current Tenant, please feel free to contact one of our team members if you have any queries or if you would like any further clarification. Alternatively you may contact the Department of Commerce advice line on 1300 304 054 or refer to their Department of Commerce website which has extensive information regarding residential tenancies.

Am I allowed to have house guest stay with me?

House guest are allowed to stay in the property with you for up to 6 weeks without needing to be an approved occupant/guest. After the six (6) week mark you are required to have your guest approved as a short term occupant by the Landlord.

To be an approved occupant they will need to fill in and complete an application, (application found on our website) attaching the correct documents and submit the application through to our office to be processed and considered by the owner/s. Keep in mind this is the same process you went through when you applied for the property. The owners do not have to agree or accept the house guest. If denied they will need to vacate the property.

If you are seeking a new house mate the same rules apply. They must be approved to reside in the property. Unless stated otherwise from the owner or agent all house mates must complete an application.

Am I allowed to hang things on the wall?

Your lease will outline that you are not allowed to make changes to any walls without permission.

If there are no existing hooks and you decide that you would like to hang things on the walls, you need to seek permission from the Landlord before doing so. This can be done by emailing your property manager your request including which rooms and how many hooks you are planning to put up.

The owner is not legally required to allow you to alter their property in this way and it can be viewed as damage to the property, which means that when your lease ends you will be required to re-instate the walls to the condition they were at the beginning of your lease to a professional standard.

If you go ahead and put up picture hooks without permission, prior to vacating you are required to remove the hook, patch the hole, sand and paint the whole wall to a professional standard. If the job is not completed to an acceptable standard, the Landlord has a right to organise this to be completed professionally at your expense.

PLEASE NOTE: Although temporary (adhesive) picture hooks are marketed as easy to remove, they can and often damage paint work when removed. If damage to the walls occurs, it will be your responsibility and cost to have them repaired.

Can I add new plants in the gardens of the property?

In line with your lease agreement, it is expected that you maintain the property so it is in the same condition as when you moved in. This includes regularly maintaining and watering the gardens including the trees and shrubs, mowing the lawn, removing weeds and removing all garden rubbish from the property. If any plants at the property die during your lease, it is expected that you replace them with the same or similar plant.

If you wish to plant additional plants in the gardens, please email your property manager detailing which plants and where you wish to plant them. This will need to be approved by the landlord prior to you making any changes.

What happens if I break or damage something at the property?

Please call or email your property manager immediately. We understand that mistakes and accidents happen and we expect some fair wear and tear, however it is better that you notify us instead of hoping we won't notice it at an inspection or when you vacate.

We are here to assist you with any repairs and it is important that repairs are completed by a licensed and insured tradesperson as this will save you time, money and heartache in the long run. We have a database of fantastic tradesmen who are not only reliable, but they give us great rates.

What happens if I lose my keys or lock them in the property?

If this happens during business hours, you can come to our office and borrow our master keys. Please call our office prior to coming to our office to confirm the master keys are in the office first. You are required to provide ID to sign the keys out and then return the keys within 24 hours of collecting them back to our office (even on weekends).

If you are to lock yourself out of the property on the weekend or out of office hours, you will need to contact a locksmith at your own cost. If the locksmith needs to change the locks, under legislation, you will need to provide the office with a copy of all entry and exit door keys that are changed.

Our recommended lock smiths can be found in the tenant hand book.

Why do I need to pay my last two weeks of rent when I paid 2 weeks at the start?

At the start of your tenancy you are required to pay the first two weeks of rent in advance. We always recommend to our tenants to use that first week when you move in and pay a few days to a week prior to the next due date. The two weeks you pay upfront cover your first two weeks in the property. If you do not make another payment within that first two week period you are no longer two weeks in advance.

What is a Property Condition Report and how does it relate to my tenancy?

The Landlord/Agency is required to complete a thorough inspection of the property prior to the beginning of your tenancy noting in detail the condition of the property including any damages and photos of the property and all items at the property. This Property Condition Report (PCR) will in turn be used for your final bond inspection to ensure you have returned the property back to the landlord in the same condition (minus fair wear and tear).

Our Property Condition Reports are outsourced through specialists to ensure everything is picked up when carrying out the entry inspection. We choose to do it this way so there is an unbiased set of eyes on the property conducting the report. You will receive this report via email within the first 7 days of collecting the keys and will have 7 days once received to make your comments and take the appropriate photos.

We recommend you go through the property before you move any personal belongings in if you are able to do so. If you agree with the comments you don't need to add any additional comments. If you notice something not mentioned or you disagree with the comments, add your comments in the column of the relevant area and category and this must be substantiated with a photo.

On day 7 this report will automatically be sent back to our office regardless of whether you have completed it or not. Failure to complete the report within the 7 day period will result in the original condition report being declared as true and correct.

Who should be contacted AFTER I've moved into a property?

Pearl Property Co has a specific leasing team and Property Management team. Once you have collected the keys for the property you will liaise with the property manager and their assistant. You will be advised of who your property manager is when you move in.

After you move in, your property manager is your main point of contact for anything to do with your tenancy. Unless the matter is urgent, the best form of contact is a direct email to your property manager.

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