

Your Introduction and Guide to Renting
with Crown Property Agency



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Welcome to renting with Crown Property Agency

Congratulations on your tenancy approval and welcome!

You have been approved because we are confident you will be able to pay the rent on time and maintain the property on behalf of our landlord.

We have created this guide to assist you with being prepared for your tenancy induction. It will also help you with understanding the expectations during your tenancy with us. We believe that a smooth relationship occurs when the expectations are clear, and we work diligently to ensure that we all fulfil our tenancy obligations.

Our Office Details

Crown Property Agency

Address

Shop 27/301 Botany Road,
Zetland NSW 2017

Opening Hours

Monday – Friday 9.00am to 5.00pm
Saturday – By Appointment
Sunday – Closed

Office Number

02 8610 8880

As part of your tenancy, you will have a dedicated property manager who will be your point of contact for the duration of your lease term. At the commencement of your lease, you will be provided with a formalised letter with their contact details.

Getting started - What you must do first

Please note: If you are moving into a brand new property or are the first occupant to set up phone/internet connections there may be a connection fee.



Getting started - What you must do first



No cash policy

We have a no cash policy, therefore all rent and invoices for your tenancy must be paid via Deft Payment System.

Tenant contents insurance

It is crucial that you affect your own tenant contents insurance.

It is important to note that should your goods be damaged or destroyed by circumstances affecting the owner's property, e.g. fire, storm damage, power outages etc., then your goods and possessions are not insured by the owner. Take a look at the following scenarios as possible examples:

1. An electrical fault in the building starts a fire and the property with all your belongings is destroyed. Your possessions will not be covered by the owner's insurance.
2. You are away on holidays and the power cuts out due to an electrical fault in the building. You return home to find your refrigerated and frozen goods are spoilt. The owner's insurance will not cover your spoilt goods.

In all cases above, quality tenant contents insurance should cover your goods for these given examples. However, check with your insurer for the details of cover they can provide you.

You need to ensure that all your goods are adequately insured as the owner/agent will not be liable for damaged or destroyed tenant possessions.

Landlord mail and contact

Should you receive any mail addressed to the landlord please forward this mail to us as soon as possible. Under no circumstances can the landlord be contacted directly. As the duly appointed agent the landlord can only be contacted through us.

Starting your tenancy

Tenancy Lease Agreement & Induction

To ensure you have accurate expectations regarding the start of your tenancy, your leasing team and your property manager will guide you through a streamlined process for commencing your lease hassle free and the key collection to your new home! Your tenancy induction is an opportunity meet your property manager and to go over all the details of your tenancy agreement. A mutual time will be arranged between yourself and your property manager to go over the following

- A review of your digital Tenancy agreement to ensure you received an executed copy of the agreement.
- A review of your digital Ingoing Property Condition Report - We will explain what you need to do with your property condition report, and when it will need to be checked and returned.
- Ensuring you are aware of the specific DEFT code reference in your lease, how to pay the rental and our zero tolerance policy for rent payments.
- Confirmation of Bond lodgement of your bond with the Rental Bond Board.
- Ensure all monies owed are paid in full.
- Discuss and familiarise you with our procedure for repairs and maintenance.
- Ensure you have correctly booked in any move in procedures with the building managers and fill out all relevant forms.
- Arrange for login to your tenant portal.

At the completion of the induction, you will be provided the property keys with immediate access available.

Important notice about keys issued early

We are unable to issue keys early, or grant access to the property any earlier than the allocated tenancy start date. This is for legal and security reasons. We appreciate your understanding that under no circumstances will early access be granted.

Online Tenant Portal.

Online Communication is no longer a convenience, it's a necessity. Backed by MRI Property Tree, Tenant connect is arranged by your property manager at the time of your tenancy induction. In today's connected age, Crown Property Agency will provide you a personalised 24/7 real-time access to the information on your rental property.

This easy to use online portal is a great property management tool that provides a convenient and self-servicing way to access your information on inspections, maintenance, important documents and financial details such as your tenancy ledgers and receipts to your rental payment. It also provides an easier way to communicate with property managers and securely keep records of conversations in one place.

Moving into your rental property

Keys

All apartment keys including swipe tags and remotes are security coded specific to your apartment. You will only be provided with the amount of keys based on the approved number of tenants on the lease agreement. Any replacement of keys will need to be requested to your property manager who can guide you through the process. Additional costs may apply.

Payment and lodgement of your bond

Your Property Manager would have initiated an online bond application with the Rental Bond Board. As the tenant, you will be required to pay your bond directly to the Rental Bond Board. Once payment has been made, you and your property manager will receive a confirmation email from the Rental Bond Board indicating your bond was received with a lodgement number. Your property manager will then finalise the bond and attach it to the property.

Property Condition Report - Ingoing Inspection Report

At the time of the lease sign up, you will receive a digital copy of your Ingoing Inspection Report prepared by our leasing team. Please ensure that you return the signed/amended copy of your property condition report to us within **7 days of the tenancy start date**. If this is not returned please be aware that the original inspection will be used for end of tenancy comparison, regardless of whether you agree to the original report or not. Your condition report can either be returned in person to our office or emailed to your property manager.



The Grand Residences, Eastlakes

During Your Tenancy

During your tenancy

General repairs

We insist that all repairs are lodged in writing. You can lodge written repair requests by email to your property manager or via your tenant online portal.

Emergency repairs

Emergency items are generally those that could cause injury or extreme inconvenience to the tenant or damage to the property, and may include:

- Broken or burst water pipes.
- Blocked or broken toilet (if a second toilet is not available).
- Serious roof leak or gas leak.
- Dangerous electrical fault, dangerous power point, loose live wire, etc.
- Flooding, rainwater inundation inside the property, or serious flood damage.
- Serious storm, fire.
- Failure or breakdown of the gas, electricity, or water supply to the property.
- Failure or breakdown of an essential service or appliance on the property for water or cooking.
- Hot water service failure on a weekend, or long weekend (please note that this is not considered an afterhours emergency if this occurs after 5pm on a weeknight).
- Fault or damage that makes the property unsafe.
- Fault likely to injure a person, cause damage.

After hours emergency repairs*

Should an emergency repair be required after hours then you need to contact the necessary tradespeople listed in your lease agreement and send an email through to your property manager to update us.

***Please note if the repair is not considered an emergency and you have had someone attend you may be responsible for some or all of the repair costs. Please make sure the afterhours repair is listed above as an emergency before taking the matter into your own hands.**

Routine inspections and photos

Scheduling routine inspections will be automated via our Property Management software and a tentative time and date will be emailed to you 21 days prior to the inspection.

The main purpose is to provide a report to the owner that you are maintaining the property, and also to check for any repairs and make any recommendations to the owner.

We will conduct your first routine inspection at the property within approximately 3 months. Your routine inspections will then be conducted approximately every 6 months unless requested by the owner.

During your tenancy

Photos - The Inspecting agent will be required to take photo and/ or video footage of the property to show the owner that the property is being maintained, they will also need to document any repair items or issues identified at the property. This will be completed via our digital platform software Inspection Manager.

Routine inspection guide - What we look out for at inspections

Inside the property

- Walls, light switches, doorways, and doors are clean from marks.
- The floors are clean and stain free.
- The windows, window tracks, and screens are clean.
- The kitchen area clean and oven/ stove top is free of burnt on food and carbon staining.
- Shower, bathroom, toilet, laundry, and all tiling are clean.
- All areas and rooms are fully accessible (not locked or access hindered).

If you have an approved pet

- Any pet damage is repaired or rubbish scattered is cleaned up.
- Ensure any pets properly restrained for the inspection or removed from the property for the day.

Rent reviews

Rent reviews occur at lease renewal time and are adjusted in accordance with market conditions, but only in line with legislation. Rent reviews may also be conducted at any time while you are on a periodic lease agreement (in accordance with legislation).

Lease renewals

Provided that your rent has been paid on time; the property has been kept clean and undamaged; the grounds well maintained; and the landlord is happy to continue your tenancy, you can expect to receive an invitation of lease renewal. Once your invitation is received, it is important that you let us know whether you accept the renewal invitation. If you wish to remain on a month to month agreement we will need to receive confirmation from you also to advise the owner in.

Your rent payments

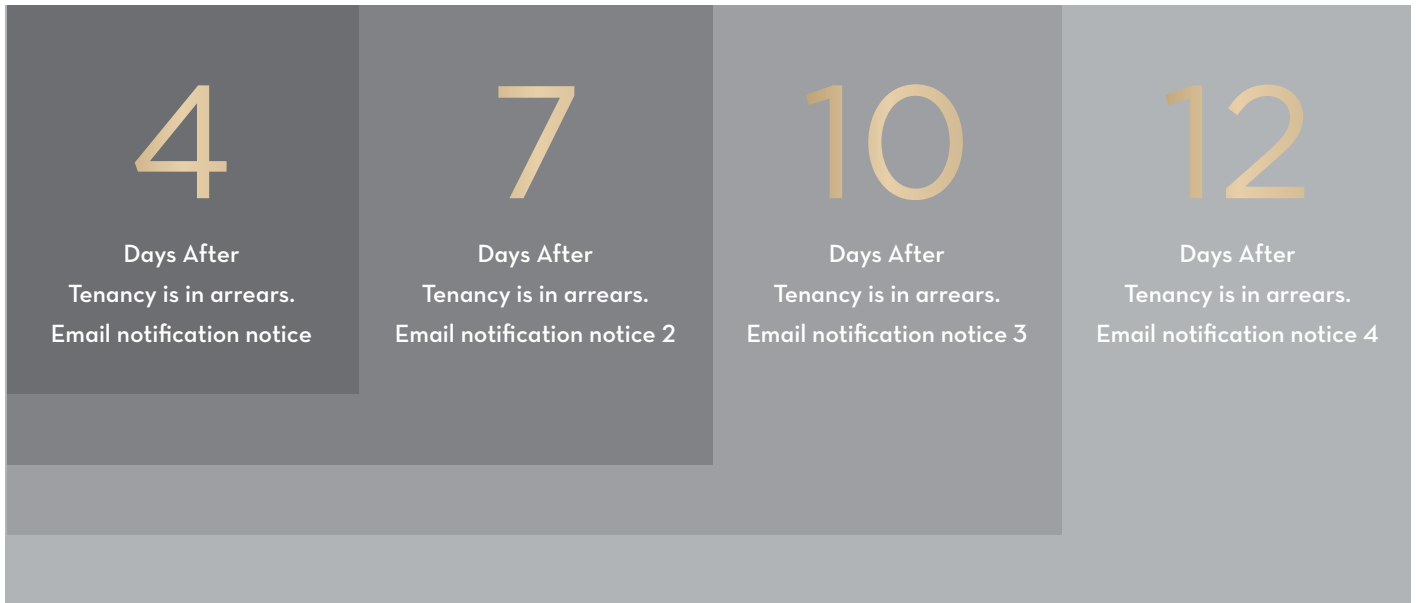
WE HAVE A ZERO TOLERANCE FOR LATE RENT PAYMENTS!

We pride ourselves on our careful tenant qualification and screening processes. Applications are approved ONLY on the grounds that we are confident that the rent will be paid on time, every time. Please note that regular late rent payments may result in the termination of your lease early or not being given the option to renew your lease. Follow-up of late rent payments involves phone calls, text messages, emails, and persistent personal contact. This has caused some people upset, embarrassment and also resentment. However, we cannot apologise for such action as **we believe that the rent must be paid on time...all the time!**

If you believe you may be late with a rent payment, **you must notify us at least 3 working days beforehand** so we can inform the landlord to prepare and make other arrangements with their mortgage payments, should this be required.

During your tenancy

However, should we not be contacted our policy will then be:



In addition to email notifications you will receive Phone call followed with SMS notification by your property manager.



EVICTION may follow if the problem is not fully remedied!

During your tenancy

Sometimes, some tenants are continually late with payments. If we have a tenant that is consistently behind despite all of our best efforts, we will recommend to the landlord for this lease not to be renewed. The tenant will then be required to vacate the property at the end of their lease and also be furnished with a poor performance reference should a new landlord or agent require one.

Calendar monthly payments

Should you choose to pay by calendar month, it is important to understand that the term 'calendar month' does not refer to 4 weeks or 28 days. As each month has typically 28, 30 or 31 days, therefore a calendar monthly amount is more than exactly 4 weeks rent. To calculate this properly and evenly, we use this simple calculation:

- Weekly rent divided by 7 days = Daily rent
- Daily rent x 365 days = Yearly rent
- Yearly rent divided by 12 months = Calendar monthly rent

For example:

- Rent = \$700/week
- $-\$700/7 = \100 (Daily Rent)
- $\$100 \times 365 = \$36,500$ (Yearly Rent)
- $-\$36,500 / 12 = \$3,041.66$

Therefore, in this example, if the rent is \$700 per week, the calendar month rent will be \$3041.66 per calendar month.

This calculates 12 equal calendar monthly payments, which will be due on the same date each month (e.g. the 1st of each month); instead of the same day (e.g. every second Friday) as is the case with fortnightly payments. Please note that a calendar month payment is approximately 4.33 x a week's rent.

Understanding 'Rent in advance'

Please ensure your rent is always paid in advance. Regrettably, some tenants mistakenly believe that the first 2 weeks rent paid is held in trust for use at the end of tenancy, like a bond. It is important to note the first 2 weeks rent paid for your first 2 weeks of tenancy. And after 14 days, you're due to pay again. You pay for the time you will use, BEFORE you use it.

The Trading Reference Australia tenancy database - Rent default

In extreme cases, details of the tenancy can possibly be lodged on Trading Reference tenancy database.

This will affect further tenancy arrangements with other real estate agents not only in your local area, but across Australia.

We follow legislation that regulates this action very closely. Please be aware of the severity of being added to this database.

A default lodgement will make your future renting prospects very difficult.

It is important to note that most real estate agents check this tenancy database when they receive an application for tenancy.

If your details are lodged indicating a poor previous rental history with monies owed, you'll find your application may automatically be rejected for tenancy.

Taking Care Of The Property

Taking care of the property - Internal

Misplaced keys

If you have misplaced your keys during business hours you may contact your property manager to confirm if they hold an additional set, if so, a \$50 deposit will be required. If you have misplaced your keys after hours, you may call a locksmith to assist you back into the property. This is at your own cost.

Property damage

You are obliged to inform us in writing immediately (or next business day if on weekend/ public holiday) of any property damage that occurs. If you, your family, your pets, or your guests have caused the damage it must be rectified (at your expense) as soon as possible. Please advise in writing when this is complete.

Noise / disruption

It is important to note that the utmost care must be taken to ensure that you do not disrupt your neighbours with noise. Loud music, parties, or general noisy activities can disrupt a neighbour's right to peace and the quiet enjoyment of their own residence. In the case of apartments, particular care must be taken with respect to noise due to the close proximity of other properties, usually located on the other side of the wall. This also includes your obligation to ensure that you or your visitors are not disrupting neighbours.

Air conditioners

Filters and intake vents need to be cleaned regularly to ensure there is no build-up of dirt and dust. This ensures the unit is able to draw in air effectively and avoids hindering performance. Please maintain the vents regularly to avoid the unit's malfunction.

No smoking / No vaping policy

All properties have a strict no smoking/no vaping inside policy. If tenants still choose to smoke/vape inside the property, they will be responsible for specialised cleaning and deodorising of the inside of the property to eliminate the smoke odours.

This process is very costly for tenants. If you live in a complex, please refer to the by-laws regarding permitted areas for smoking outside.

Pot plants

Please keep pot plants outside the property at all times. Pot plants placed inside on hard surfaces, tiles, and lino floors may leave indents, stains, rust marks, and damage. Pot plants placed on carpet areas run the risk of carpet rot underneath as there may be moisture or water overflow from the trays and containers placed underneath.

Fixtures and fittings

If you wish to install or remove any fixtures or fittings, you must request this beforehand in writing.

Smoke alarms

Should you believe for any reason the smoke alarm(s) installed are not working or the batteries are not functioning, please let us know immediately. Protect your safety by being vigilant and report any issues to us.

Taking care of the property - Internal

Picture hooks

If you wish to install any new picture hooks, let us know in writing what type of hooks you wish to use. We will let you know in writing before you are permitted to install appropriate picture hooks.

General cleaning

It is expected that the property be kept reasonably clean, and this is also a tenancy agreement requirement.

Pay particular attention to:

- **Walls, switches, power points, skirtings, doors, and doorways** - Please keep these free from marks and dirty finger marks.
- **Cobwebs/dusting** - Remove cobwebs to windows, walls, and ceilings. Keep vents, light fittings, and ceiling fans dusted regularly.
- **Curtains/blinds** - Keep these cleaned, dusted and also (if suitable) machine wash or dry clean curtains and netting on an annual basis.
- **Windows/sills/window tracks** - Keep regularly cleaned and dusted. Please note most modern windows are easily removed from their tracks by lifting the sliding window up at the bottom and pulling this out for easy cleaning.
- **Floors** - Keep hard floor surfaces regularly swept and mopped. Floors in the kitchen and wet areas may need to be scrubbed to keep surfaces, tiles and grouting looking clean. Regularly vacuum carpets.
- **Ventilation** - Ensure that all rooms are kept adequately ventilated to avoid problems associated with condensation, causing mould and possible health problems.
- **Wet areas, bathroom, toilet, and laundry grouting/tiles** - Ensure all tiles are kept free from grime, soap scum, and mould.

Carpet cleaning

It's recommended that carpets be cleaned on a six to twelve-month basis, simply because of general living use. The best time is after winter or at the end of a wet period and otherwise as necessary.

In the kitchen

- **Chopping boards** - Ensure chopping boards are used on bench tops, so that bench tops are preserved from unnecessary cut marks and associated damage.
- **Grouting/tiling/taps** - If you notice grout or silicone sealing coming off or loose around any tiles near or around the taps and/or taps dripping/leaking then let us know by repair request. If moisture should get in between tiles, this can damage the wall behind, and even seep into chipboard that is usually present in bench tops causing swelling and irreversible damage to the wood.
- **Oven and stove tops** - Ensure that stove tops, grills, and ovens are kept free of burnt on food. Food, crumbs, and spills when left long enough become burnt on, blackened and carbonised, making them very difficult to remove. Please use care when using a scouring pad as these may scratch and damage enamel surfaces. When cleaning stoves/ ovens use a spray-on oven cleaner. Be sure to read and follow the product instructions carefully. While these types of products are very effective, they tend to contain harmful caustic fumes and require rubber gloves to be worn at all times when using the product. Also check that the product is suitable to the type of surface you are applying this to, as some surfaces like stainless steel may become permanently marred/ stained using an oven cleaner.

Taking care of the property - Internal

- **Exhaust fans/vents and rangehoods** - Please ensure any vents and rangehood filters are kept clean. Make sure the exhaust fan cover is clean and kept free of grime build up. From time to time these should be removed to be soaked in hot soapy water, and then scrubbed clean. Please use extreme caution when removing these.
- **Cupboards/drawers** - Ensure that cupboards and drawers are regularly cleaned from any substances spilled, e.g. sauces, will prove difficult to remove and may leave permanent stains if not cleaned immediately. Cupboard shelving, doors, door frames, and inside drawers/cutlery tidies should be cleaned on an annual basis at least. Also keep food in sealable containers to avoid insects.
- **Dishwashers** - Dishwashers provided as part of your tenancy need to be cleaned on a regular basis with any build-up of calcium and food remains removed.

In the wet areas- Bathroom, toilet, and laundry

- **Shower screens** - If you notice cracking to glass in shower screens or shower doors please report this to us immediately. In most cases all shower screens have toughened glass and usually only cracks if impacted (hit by something). If the shower screen is cracked due to impact damage, this will in most cases need to be paid by the tenant.
- **Blocked sinks/drains** - Should a sink or basin become blocked, first try a drain cleaning product like 'Drain-o'. Be sure to follow the product instructions carefully. If the sink or basin is still blocked after treatment, please let us know so we can arrange for a plumber to attend to the problem.
- **Foreign objects down drains** - Take care to avoid children placing toys or other items down drains. If a plumber is employed by us to clear pipes, drains, basins or sinks and it is determined that the blockage was caused by something considered foreign, this expense will be billed to the tenant for payment.
- **Loose tiles** - Should you notice loose tiles to the walls, the shower recess or to tiles over the laundry trough etc., be sure to let us know.
- **Wall water damage** - Should you notice water damage to a wall adjacent to a shower recess, bathroom basin, etc. please let us know immediately. This can be identified by bubbling or peeling paint, or even water or mould marks to the flooring/carpet. This usually identifies either loose tiles or a broken/leaking pipe in the wall and will need attending to immediately to prevent further damage from occurring.
- **Leaking** - Please report any leaking either from a tap head or tap handles. This includes washing machine taps. Sometimes washing machine taps will leak only when connected to automatic washing machine hoses as the tap water pressure exposes leakage in the taps.
- **Toilets leaking** - Water trickling or leaking into the bowl from the cistern usually indicates a worn cistern washer and needs to be fixed by a plumber. Water left to trickle into the bowl continuously may inflate your water bill and therefore needs to be reported to us when noticed. Also, leaking may occur to the tap behind the toilet.

Taking care of the property - Internal

Dealing with mould

Mould can be bad for your health as well as the property. Once mould starts to develop it doesn't take long for it to spread and become a major issue. A well-aired, ventilated property is critical for preventing mould. Activities like cooking, bathing, or drying clothes inside tend to create moisture. To help remove the moisture from these activities ensure that you open windows during warm/sunny days and use any extractor fans within the house.

We have put together our top tips to help to keep a healthy mould free home and things that you can do to decrease the chance of mould or condensation building up in your rental. Things that you can do to prevent the mould and damp are:

- Open windows and doors whenever you can to let natural light in.
- Keep lids on pots while you cook.
- Keep exhaust fans running for extra time to remove any additional condensation in areas like the bathroom and laundry.
- Avoid too many plants inside.
- It's best to keep mattresses up off the floor. If you have guests staying, avoid leaving the mattresses down on the floor where it can often get damp.

If you try to adopt as many of these tips as possible you will hopefully reduce the chance of mould and damp occurring in your rental, keeping your property manager and landlord happier while living in a healthier home too.

Condensation issues

Condensation within a building can form as visible surface condensation or can form on surfaces within the building fabric.

The main cause of high indoor moisture levels is the generation of warm moist air by domestic activities. Heaviest loads are produced by cooking, bathing/showering clothes drying, high occupancy, high indoor plant concentrations and uncontrolled moisture ingress. All of these factors contribute to raising the indoor relative humidity which increases the risk of condensation.

Generally, condensation problems are relatively easy to diagnose and detect. If you notice any of these signs, then as a 'rule of thumb' you likely have a problem with condensation:

- Water droplets on windows or walls.
- Decaying window frames, particularly stained and wet corners.
- Damp walls causing peeling wallpaper.
- Musty/damp smells around the property.
- Black mould on walls, curtains, carpets, bathroom tiles, and window sills.

Rubbish

Please ensure any rubbish is regularly removed from the property and placed in the appropriate bin rooms.

Household rubbish cannot be allowed to accumulate.

Swimming pools and outdoor spas

If the property you are renting has a swimming pool and/or spa, please ensure you follow all rules and guidelines imposed by the Owner's Corporation.



Infinity by Crown Group, Green Square

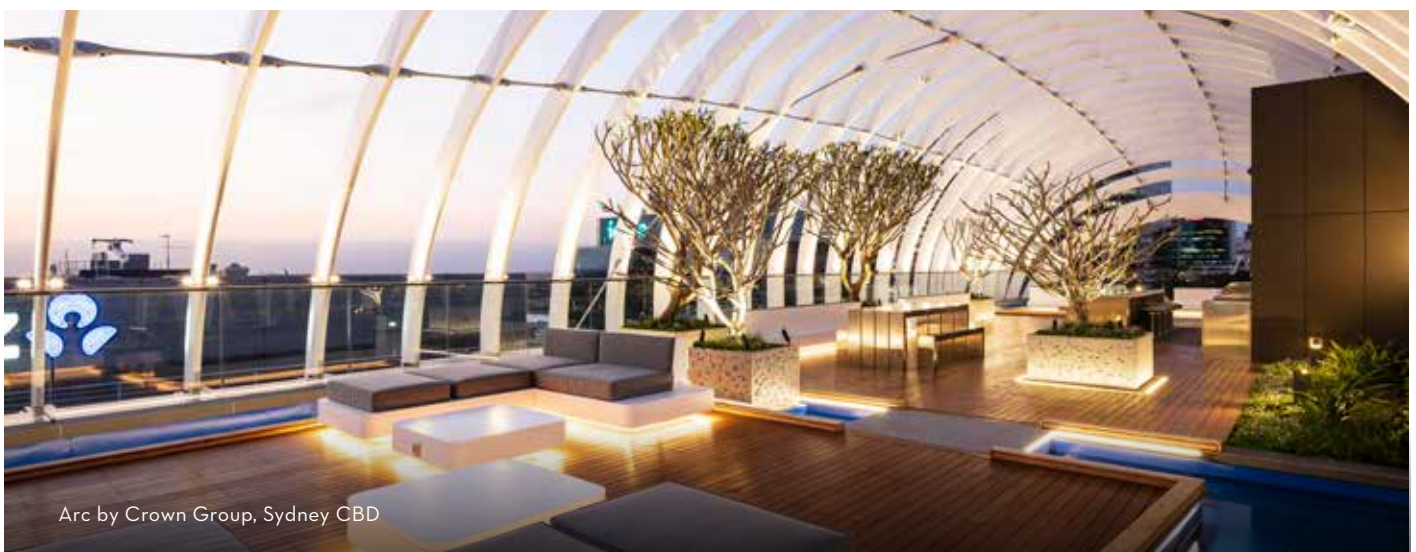
Pets at the property – Understanding our expectations

Pending on your building bylaws generally only 1 pet is allowed an apartment under a certain weight limit.

As each unit is owned individually, the final approval will be with the landlord to approve any request. Should the landlord have granted permission to keep a pet as per your tenancy agreement then it will need to be formalised with the landlord, property manager and building manager. The following conditions apply for the duration of this tenancy, and any renewal or extension:

- **Rubbish cleared** - Clean up any rubbish/items scattered by the pet.
- **Flea infestation** - In the event of any fleas or flea eggs being present as a result of the animal, you will need to arrange for flea fumigation of the property prior to and upon/after vacating the premises. This is at tenant cost.
- **Damage rectification** - You are required to repair any damage to the premises caused by the animal and protect and immediately rectify any damage caused to garden irrigation systems and fittings.
- **Temporary pets** - The tenant will not harbour, substitute or “pet-sit” any other pet and will remove any of the pet’s offspring within 45 days of birth (should this occur).
- **Food and water** - You are not to leave excess food or water for the pet outside on the balconies, where it may attract other animals, vermin, or insects, e.g. European wasps.
- **By-laws and local council** - Abide by all local, city or state laws, licensing, and health requirements regarding pets, including vaccinations.
- **Disturbance and noise** - The pet shall not cause any sort of nuisance or disturbance to neighbours. Noise, whether it be day or night, must not disturb others. You must do whatever is necessary to keep the pet from making noise that would annoy others and take steps to immediately rectify complaints made by neighbours or other tenants.

Failure to comply with these terms shall give the owner the right to revoke permission to keep the pet and is also grounds for further action and possible eviction action.



Arc by Crown Group, Sydney CBD

Tenancy changes



Infinity by Crown Group, Green Square

Bond changing tenants

Should permission be granted for tenants to change/transfer during a tenancy agreement, then the outgoing tenant must liaise and arrange with the incoming tenant to be paid their share of the bond lodged. Please ensure that you then liaise with us for any transfer of names required on the original bond lodged with the bond authority.

Subletting

Subletting is not permitted without written approval from us. This includes assigning the tenancy over to a third party or allowing other occupants to move in without our express permission. Permission usually involves a formal application being completed and submitted by the prospective tenant/occupant.

Short Stay / Air BnB

Short Stay and Air BnB accommodation are not permitted within any of our developments and are against building bylaws.

Property for residential use only

The property is for residential use and can only be used as a place of dwelling unless otherwise agreed in writing by us.

The property cannot be used for commercial, industrial, or illegal purposes. The use of the property cannot breach local council zoning regulations and also cannot be in breach of the law.

Strata titles/Body corporate

Living in a Strata complex there are some extra things that you need to be aware of. These include the by-laws of the complex and areas of common property or exclusive use. **Please refer to the copy of the by-laws we have provided for more property specific information.**

Common property

Within the strata/body corporate complex there will be areas assigned as common property. There are several standard by-laws that relate to common property that we would like to bring to your attention:

- Should you wish to transport furniture or park a vehicle for the purpose of carrying/transporting furniture, you will need permission from the strata/ body corporate. In some cases, this will not be permitted.
- You cannot use any part of the common area to plant/maintain your own garden or vegetable patch.
- You must not obstruct any person's legitimate and lawful use of the common property.
- No child under your control can be permitted to play in common areas, or in areas that could be dangerous to children (around rubbish bin areas, etc.).

Parking

Only parking bays assigned to you can be used by you and your visitors. In some cases, visitors are not permitted to park on the property. You are unable to use parking bays assigned to other residents.

Noise and disturbance

Excessive noise and inappropriate/offensive behaviour that causes a nuisance or disturbance to other occupants is not permitted under the by-laws of the complex. All occupants are not permitted to dispose of rubbish, dirt, or other material in an area of common property and must also remain properly clothed when on common property.

Taking responsibility for your visitors

It is your responsibility to ensure that your visitors obey by-laws, including parking and their behaviour within common property areas. This also includes ensuring they do not disrupt other residents with noise when walking to and from the car park.



Vacating the property

Notice in writing

When you intend to vacate the property, in all instances, we require your notice in writing. Please either complete the vacate notice form provided or email us with the date you will be vacating the property, ensuring you have given the minimum notice required.

Ending of a fixed term

If you are leaving at the end of your current fixed term lease, we require at least **14 days' notice** in writing. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted. We must receive this written notice before the last day of your lease term.

Ending a non-fixed (periodic) term

If you are leaving on a non-fixed term (periodic) lease, we require at least **30 days' notice** in writing. Please note that this amount of notice needs to commence when we have received your notice, not when it was posted to us.

Breaking a fixed term

Should you wish to leave during a fixed term lease, we require your notice in writing. We are unable to accept your intention verbally. In the case of breaking a fixed term lease, the following costs will be incurred:

4	3	2	1
Weeks rent if less than 25% of the agreement has expired	Weeks rent if less than 25% or more but less than 50% of the agreement has expired	Weeks rent if 50% or more but less than 75% of the agreement has expired	Week rent if 75% or more of the agreement has expired

How to get your BOND back quickly...

At the end of your tenancy you will no doubt want your bond refunded quickly after you vacate. For your full bond to be paid quickly, you will need to ensure the following:

- **Outstanding rent and invoices** - Any outstanding rent is paid promptly, please note that it is against the tenancy legislation to withhold rent at the end of your tenancy with the intention for this to be deducted from the bond. Any outstanding invoices like water, vacate invoices, break lease fees, etc. are due and payable at the time you vacate. Your rent and invoices must be paid in full, leaving the bond intact.
- **Property ready** - The property is cleaned, carpets cleaned and property returned to its ingoing start condition. Please follow the final vacating guide at the end of this handbook. The property must also pass the final inspection conducted by Crown Property Agency. It is important to understand that cleaning thoroughness can be hampered by tiredness after moving into another property. We encourage you to employ a cleaner, so this process is not compromised. Should the cleaning process not be completed thoroughly, this can result in extra costs associated in rectifying any cleaning issues and will also delay the return of the bond.
- **Keys** - Ensure that all keys and remotes have been returned in working order.
- **Pets** - If you've had a pet at the property as per your tenancy agreement and pet lease agreement you will need to have the carpets professionally cleaned and a professional flea spray inside. Receipts for these must be handed in with the keys for the property.
- **The final inspection** - Only once the property has been fully vacated with keys returned can we commence our final inspection. If a final inspection time has been made and you are aware that you will not be fully ready for the inspection, please call us as soon as possible to rearrange another time.
- **Outstanding monies/damages** - If you vacate with outstanding monies and damages, your property manager will advise you on the action that they will be taking on behalf of the landlord.
- **Final water invoice (If applicable)** - At the time of your final inspection the agent will read your water meter. Your property manager will then calculate your final water invoice and send this to you. This amount is due and payable immediately.
- **Eviction** - Should an eviction occur your details may be lodged on the Trading Reference Australia tenancy database.

Trading Reference Australia tenancy database

The Trading Reference Australia Tenancy database is a collection of tenancy information on an internet website lodged by real estate agents, mostly regarding tenant default action like property damage, outstanding monies, and eviction. All agents use this database to lodge tenant details. However, when agents are processing application forms, this database is also cross-checked.

We are confident that should an agent checking an application find tenant default details lodged, the application will be promptly declined. So, we urge all of our tenants to ensure they pay their rent on time; keep the property clean; maintain the grounds; and ensure the tenancy is finalised satisfactorily with no monies left owing, to avoid an unfortunate lodgement of their details. For specific details regarding the database we use, see <https://tradingreference.com>

Getting The Property Ready For Vacating

Getting the property ready for vacating – Checklist

General items

Mail redirection - Ensure that all mail is re-directed to your new address. You can complete a form with Australia Post to assist with this.

Utilities - Electricity, gas, phone, etc. All accounts are advised and cancelled accordingly.

Keys - Return all keys as handed to you at the start of tenancy. Also hand over any extra keys you have arranged to have cut.

Address - Supply us with your forwarding address.

Inside the property

Walls - Clean off any dirty marks, removable scuff marks, finger, or food marks etc.

Ceilings - Remove any cobwebs.

Ceiling mould - Clean off, particularly in wet areas and sometimes in bedrooms.

Light fittings - Clean off dust and remove any dead insects inside.

Ceiling fans - Wipe fan blades and tops of fittings to remove dust build up.

Skirting boards - Wipe down with a damp cloth.

Doorways, doors - Wipe off finger marks and any other removable marks.

Getting the property ready for vacating – Checklist

Inside the property

Windows - Clean inside and out. Please note - nearly all modern sliding aluminium windows can be lifted and pulled out for easy cleaning. Also, wipe out dust build up and any dead insects from sills and runners. A vacuum cleaner and paint brush can really help here.

Screen doors - Front and back of frames wiped clean and screens wire brushed.

Stoves - Clean stove top, control display, knobs, panels around knobs, any pull out or in-built drip trays, griller racks, trays and any inserts, oven racks, oven bottom, walls and oven roof. A good oven cleaner will clean most ovens. However, it is of importance that you read the instructions on the product carefully. Some cleaners can actually damage oven surfaces (like stainless steel), and some products have dangerous caustic fumes. Therefore, use with extreme caution!

Kitchen range hood - Clean the pull out filters and framework.

Bathroom - Clean sink, mirror, cabinet, vanity unit and drawers, shower recess, glass screen and screen doors, bath, and wall tiles. Please ensure both the sink and bath has a plug available.

Toilet - Clean cistern, seat, inside and outside the bowl, around the base and the S-Bend. Don't forget the skirting tiles around the toilet.

Laundry - Clean both the inside and outside of the trough, and underneath. Please ensure a plug is present.

Tiling - Make sure all tiling and grouting to the kitchen, toilet, bathroom, and laundry areas are clean.

Exhaust - Vents and fan covers are to be clean of any dust and dirt.

Air-conditioners - Front vents and filters cleaned of built up dirt. Modern systems (wall type) filters easily pull out and can be brushed down with a hand brush. If there is a ducted reverse cycle air-conditioner unit, the air intake filter should be cleaned. This is usually on the ceiling in the passage area.

Air-conditioning ceiling duct vents - Please clean if dusty or dirty. The filter can be removed from the intake vent inside your property and cleaned.

Cupboards/drawers - Clean/wash inside and out. Also, doors and door frames, front and back of doors need to be cleaned.

Curtains - Wash any washable curtains and netting. If other curtains are visibly dusty or dirty, consider dry cleaning.

Blinds - If you have venetian blinds, clean off the blind slats. Any other type of blinds should be wiped down.

Floors - Hard surface floors to be mopped/washed if needed. Please ensure corners and hard to get areas are also cleaned.

Getting the property ready for vacatin – Checklist

If you have a pet

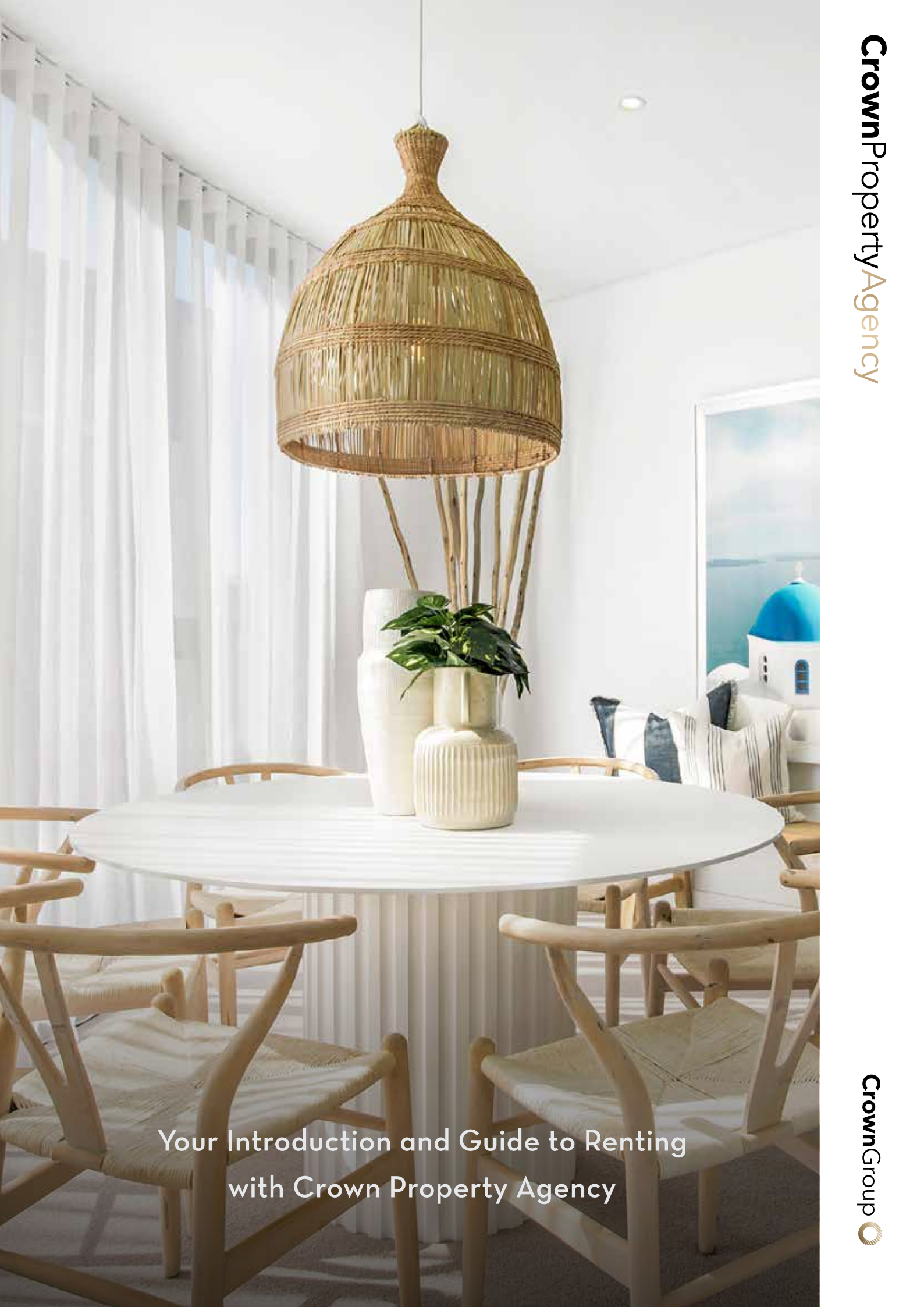
Pet droppings - Remove from gardens, lawns and any out of the way areas. Dispose of in the bin - please do not bury them.

Dog/cat urine - Remove and clean where your pet may habitually urinate, e.g. Base of walls, veranda, posts etc.

Pet stains - Remove from outside walls. Check where your dog regularly lies down, there might be 'tell-tale signs' on walls etc.

Pet hair - Any visible pet hair inside is removed.

Fumigation - If your lease stipulates fumigation, please ensure this is arranged inside and outside of the property.



Your Introduction and Guide to Renting
with Crown Property Agency