



MARSHALLWHITE  
ONE

Tenant Guide

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# Welcome to Marshall White One

We hope you enjoy your new home and that your transition is a smooth one.

This Tenant Guide is to provide you with some general information regarding your tenancy and advice on how to handle problems should they occur.

Your Property Manager is your personal contact at Marshall White for all matters concerning your tenancy. Please make contact directly either by phone or email, alternatively you can make contact via our website: [www.mwone.com.au](http://www.mwone.com.au)



## Rental Payments

Unless other arrangements are made, rent under your Residential Tenancy Agreement will be payable in advance on the due date each month. If at any time you are unable to make a rental payment, on or before the due date, please make immediate contact with our office.

Paying your rent with Marshall White is easy by nominating your bank account for Direct Debit and the rent will be deducted on the due date each month. At the time of confirmation of the rental agreement you will have been supplied with a Direct Debit Form for completion. This form must be submitted to our office prior to commencement of the Lease. This form is also available on our website under Tenant Forms.

## Rental Bond

Your rental Bond is held as security against any damage or undue wear and tear during the term of your tenancy. It is refunded promptly after you vacate, provided the property is left in the same condition as when the Residential Tenancy Agreement commenced (allowing for wear and tear) and there are no other monies owing. Once the Bond is received it is sent to the Residential Tenancies Bond Authority. You will receive a link directly from the RTBA to electronically sign the Bond Lodgement Form which provides confirmation of the Bond amount and tenancy details.

## Inspections

Throughout the period of your tenancy, Marshall White will inspect your premises after you have been provided with up to 7 days notice. These inspections are beneficial to both you and the landlord as we are able to assess any maintenance required. The first inspection will be made three months after you have moved in. Our office will contact you in advance to make arrangements for a mutually convenient time. Following the first inspection at three months, all other inspections for routine purposes will be conducted on a six monthly basis.

## Keys

Marshall White retains a duplicate key to your premises for emergency access. It is advisable that you make private arrangements regarding the location of a spare key in the event you lock yourself out of your premises. Should you require the services of a locksmith if you lose your keys or for a lockout, the cost of this service call is your responsibility and payment must be made directly to the locksmith at the time of the call out. No lock can be changed without the permission of Marshall White or the landlord, and then on the strict understanding that we are supplied with a spare set of keys.

## Condition Report

At the start of your tenancy you will be given a detailed Condition Report with supporting photos prepared by our office prior to the commencement date of your Lease. This report will be sent to you via email with an electronic link. Please check the Condition Report thoroughly. You will be able to add any additional comments and photos by following the prompts. All the signatories to the Lease must sign the Condition Report electronically where indicated at the end of the process. This process must be completed within 3 business days from the start of your tenancy, as per the specified completion date.

The Condition Report is not a request for any maintenance work to be carried out. It is merely a report on the condition of the premises at the time you take possession, to protect your bond monies. The refund of bond monies may depend on the accuracy of the condition report. You will receive a copy of the signed report electronically once you have completed the process. Should you fail to complete the Condition Report in the designated time frame; the Condition Report link will expire. The original Condition Report will be deemed to be a true report as to the condition of the premises upon taking possession of the property and will be used at the time of the outgoing inspection.

## Utility Services

It is your responsibility to connect the gas, electricity, phone and water in your name for the duration of the lease. Likewise you are responsible for advising the relevant authorities when you vacate. Failure to advise may result in you bearing additional costs. Please allow a couple of days notice for final readings to be done before your vacate date. Should you not choose to use the services of YourPorter (this is a free service that connects all your utilities), you may call the utility companies directly.

The following numbers are provided for your convenience:

Telstra	1800 670 017	AGL	131 245
South East Water	131 851	City West Water	131 691
Origin Energy	1800 331 337	TRUenergy	136 102
Yarra Valley Water	1300 304 688	Direct Connect	1300 664 715



## Repairs and Maintenance

All repairs and maintenance requests are to be advised in writing, unless urgent, a phone request will be accepted.

We endeavour to respond to all requests promptly, however, certain repairs require the landlord's approval and/or quotes before any work can commence, so unfortunately a delay may be experienced on occasion. In some instances the landlord may not approve the request, particularly if it's considered an improvement not a repair so please do not assume your request will be automatically approved.

Your Landlord will not pay or reimburse any maintenance accounts not previously authorised by this office. In the case of an after hours urgent repair Marshall White & Co has the Landlord's permission to authorise urgent repairs to a maximum of \$1,800.00 as detailed in the Residential Tenancies Act 1997.

Our office hours for reporting maintenance are Monday to Friday 8.30am to 5.30pm and Saturday 9.00am to 4.00pm. These times may vary on public holidays. Please note our after hours office number for urgent repairs is 9822 8711.

For a list of our preferred tradespeople, please refer to our website.

## Gardens

Tenants are responsible for maintaining gardens and disposal of garden rubbish unless otherwise stated in the lease agreement. All tenants are responsible for watering gardens. If a gardener is provided to assist with regular maintenance of the garden, remember you still must ensure it is regularly watered and kept tidy between visits.

## Light Globes & Smoke Detectors

Tenants are responsible for changing light globes and smoke detector batteries during the tenancy and renewing them before the termination of your tenancy.

## Pilot Lights

Tenants are responsible for relighting pilot lights on hot water service/heating units. The Tenant will reimburse the Landlord for unnecessary cost incurred in having plumbers/gas fitters attend to relighting unless equipment is found to be faulty.

## Carpets

Carpets must be professionally steam/dry cleaned before vacating at the tenant's expense. A receipt must be presented at the time of vacating. Please contact the office for recommendations.

## Pools

Tenants are responsible for the pool, including emptying skimmer boxes and ensuring the water level is maintained between visits from the pool company. If pool servicing is included, the pool company is responsible for maintaining the equipment.

## Alterations

No alterations to the property are to take place without approval from the landlord. This includes placing nails, screws etc on the walls.

## Insurance

Marshall White strongly suggests that you insure your personal belongings against any loss, theft or damage from fire, water, weather etc. The landlord has no obligation to insure your personal belongings and the landlord's building insurance will not cover your household contents.

## Going Away?

Are you going away on holidays? If so, it is always a good idea to let us know when you are going and when you will be back and any emergency contact numbers. If someone is house-sitting please provide details to your property manager.

## Change of Tenant

The landlord has approved the tenancy in the names stated on the lease agreement. If a new tenant wishes to occupy the property, their application must be similarly approved before moving in.

Any change in occupant will affect the bond refund process when you vacate. As your Landlord/Property Manager no longer controls this process, it is imperative that the procedures as set out in the Residential Tenancies Act 1997 are strictly adhered to. Contact your property manager to confirm this process. A fee of \$110 applies.

## Changes in Employment

It is very important that you notify us immediately of any change of employment and business phone number so we may update our records accordingly. Please also advise this office of your new home phone number.

## Giving Notice to Vacate

If you intend to vacate a minimum of 28 days written notice must be given to our Property Management Department. This notice cannot be for a date earlier than the lease expiry date.

The notice is taken from the date the office receives the letter or email. Following receipt of your Notice to Vacate, we will require access to show potential tenants through the property prior to you vacating. Please note that rent is always payable up until the date the keys are returned to this office.

Should you need to vacate prior to the expiration of your lease you will incur additional charges-lease break fees. These are as follows:

1. The rent until another suitable tenant is found and commences paying rent
2. Pro rata Letting fee
3. Residential Tenancy Agreement preparation and tenant check fees
4. All advertising costs
5. The difference in rent, should the rent of the new tenant be lower than your rent, until the end of your lease

## Bond Refunds

As your security deposit is refunded by the Residential Tenancies Bond Authority, it is imperative that you make yourself available to sign the Bond Claim Form after vacating. By leaving the premises very clean, well maintained and in line with the original Condition Report; returning all keys and receipt for steam cleaning to our office will enable a prompt refund of your security deposit.

If the Agreement is in joint or multiple names, all parties are individually and jointly responsible. In other words, if the Agreement is in multiple names and one party does not have the funds to meet their commitment, some or all of the other parties are responsible to meet that commitment.

We endeavour to process your refund in a timely manner, however this may sometimes take up to 10 days if we are waiting on quotes and or invoices.



MARSHALLWHITE  
ONE

Bayside  
225 Bay Street  
Brighton 3186

Boroondara  
801 Glenferrie Road  
Hawthorn 3122

Port Phillip  
101 Dundas Place  
Albert Park 3206

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1111 High Street  
Armadale 3143