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Welcome

To Your New Home



Congratulations on being approved for your new home! Thank you for choosing to rent with First National Utopia X Training.

This eBook contains documents relating to your tenancy along with useful information and fact sheets.

If you have any questions please contact our Property Management Team on 03 9418 9111
or customerservice@firstnational.com.au.

Signing the Lease

The lease is a legally binding document. We will take you through the lease step by step and explain each section to you before you sign. We will also provide you with a copy of a detailed inspection report that notes the condition of the property at the start of your tenancy. When you move on we will take the same report back to your property as a reference and check the home has been left in the same condition as it was at the beginning of your tenancy and that no damage has been done.

When you sign your lease **all tenants will need to be at the meeting** and you will need to have the following monies:

A bank cheque made out to the RTBA for 4 weeks rent

Your first months rent paid. Please see 'Paying the Rent'. Note we cannot accept cash.

Bond Payment & Lodgement

Bond

A rental bond is a security deposit paid by the tenant at the beginning of the tenancy. Its purpose is to cover any damage, cleaning, or unpaid rent at the end of the tenancy. The amount of bond is usually equivalent to four weeks' rent, but this can vary. It is important to note the following for each state and territory:

Victoria (VIC):

The bond is usually equivalent to four weeks' rent.

The bond must be lodged with the Residential Tenancies Bond Authority (RTBA) within 10 days of receiving it.

The RTBA will provide a receipt and lodgement number to the tenant.

Bond Refund

At the end of your tenancy, your bond will be refunded to you, provided there are no outstanding amounts owing for rent, damages, or cleaning. The refund process varies by state and territory, but generally involves submitting a refund form to the relevant authority.

For more information about bonds and the renting process in your state or territory, please visit the official government website or contact our property management team.

Receipt and Lodgment

After the bond is lodged, you will receive a receipt and lodgment number from the relevant authority. It is important to keep this receipt in a safe place, as you will need it when you move out and apply for your bond refund.

Paying the Rent

Bank Account Details

Bank account details:

BANK: EXAMPLE

ACCOUNT NAME: **EXAMPLE**

BSB: EXAMPLE

ACCOUNT NUMBER: EXAMPLE

Reference: The first four letters of the street name + Street No. + Unit No.

ie. if you lived at unit 3/15 Central Avenue, Ringwood the reference would be: "**CENT15U3**"

Please note your reference must be correct to ensure your rent is receipted correctly. If you put the reference in wrong or forget please contact our property management department ASAP via email with a copy of the transfer receipt at customerservice@firstnational.com.au.

Rental Arrears

It is your responsibility under the Residential Tenancy Agreement to pay your rent on time. Please choose a payment method that will assist you in meeting this obligation.

At customerservice@firstnational.com.au we understand that sometimes there are unforeseen circumstances that result in delayed rental payments. Although the situation may never apply to you as most Tenants pay rent on time, it is important we advise you of the process involved.

And although we will endeavor to accommodate any extraordinary situations resulting in late rental payments, there is a strict arrears management procedure that will be maintained, regardless of the reason. This is to ensure effective management of arrears, uphold the rental provider's insurance and to protect the rental provider's investment.

If you happen to fall into arrears or know that you will be unable to make a rental payment, please contact the office and discuss the situation with your property manager.

These actions form our rent arrears management procedure and occur at the time specified:

2 - 13 days in arrears	Reminder SMS message or email (these are system automated)
14 days in arrears	Breach & Termination notice will be issued with 14 days to remedy with full payment of rent

If after vacating the premises there are monies owed in excess of the Bond, the Tenants named on the Tenancy Agreement may be listed with a Tenancy Database ie TICA – Tenancy Information Centre of Australia and NTD – National Tenancy Database.

Tenants will be advised in writing and have the opportunity to pay any monies owed before their details are listed.

Connecting Utilities

Making the Move Easy



At First National Utopia X Training we are here to help and can assist you connect and disconnect your utilities when you move in and out of a property. You will be contacted by one of our [add in your connection service provider] to discuss the connection of services such as electricity, gas, water and broadband. We can also source obligation free quotes for removalist, storage, cleaning, maintenance services and much more.

This service is offered to make your move as smooth and easy as possible.

Entry Condition Report

The Entry condition report records the condition of the property, and any inclusions (e.g. furniture), at the start of the tenancy.

Filling out this report properly will avoid future problems, especially with the bond refund process.

We will provide you with a copy of this report at the start of the tenancy.

Please note: you must return the completed, signed report to us within 3 days. If you do not complete and return the report it means that you agree with the property manager's description of the property.

See the Residential Tenancies Authority video on the importance of filling out and submitting an Entry Condition Report at the start of a tenancy.

Maintenance Requests

In accordance with your tenancy agreement, any damage, malfunction or problem should be reported immediately to our office. We will always try to respond as quickly as possible. Sometimes, however, it can take time to locate landlords and to obtain their authorisation to carry out repairs.

Please email customerservice@firstnational.com.au to request for maintenance and repairs.

[View Repairs Guide](#)

Urgent Repairs

Some maintenance may require urgent attention, however before taking on any repairs **ALWAYS** contact our office on 0413624311. If your request is after hours please leave a message quoting 'urgent repairs' and we will call you as soon as possible.

But what constitutes an urgent repair? Please see below for a complete list.

[URGENT REPAIRS](#)



Rubbish Collection

Keeping your property tidy will help you not only enjoy your new home, but also assist in getting a good rental reference at the end of your tenancy. We have collated all the information that is useful to you in relation to bin collection and hard waste collection below.

Maroondah Council

Each week your garbage is collected from the naturestrip, with recyclables or garden organics collected on alternate weeks.



You have a bin for **garbage (green lid)** and a bin for **recyclables (blue lid)**

To find out which **days your bins are collected** please click [HERE](#)

Hard Rubbish collections can be booked twice per financial year [HERE](#) (please note that at the commencement of a new tenancy both collections may have already been used)

For a guide as to what you can and cant put in each bin, and how to use the hard rubbish services please see the council website.

Inspections

The information provided is a guide to the regular inspections which occur at the property. As part of our management responsibilities our agency conducts regular property maintenance inspections.

When we Inspect

Between 60 - 90 days after the commencement of the tenancy then usually every 5 - 6 months after that.

A day and approximate entry time within a two-hour timeframe is provided to you electronically via the email provided on your lease.

Due to time restraints allocated for property inspections, it is difficult to rearrange times, however, in extreme circumstances, contact our office, to request a change of entry.

Your presence at the inspection is welcome, but not necessary, as the staff member conducting the inspection will use our agency keys.

Pets are to be outside and secure during inspections.

Note: Our property managers are not qualified tradespeople. A visual inspect is conducted only during routine inspections. They rely on tenants reporting issues in between their inspections.

What we inspect

The key purpose of our inspection is to *visually inspect* the property and identify repairs and maintenance needed.

A report is prepared and forwarded to the lessor for instructions if repairs or maintenance work is required or recommended.

We ask that the periodic inspection you:

Ensure that our office has your current phone numbers and email address

All the keys to new locks are provided to this office as well as ant security device codes and the location of device

Any damage to the property is repaired or rectified

All terms of your Tenancy Agreement are being met (refer to your current agreement)

The property is very clean and tidy throughout with any stains removed from the carpets

Walls and doors are cleaned of all marks

Stove, griller, oven and exhaust fans are cleaned

Bathrooms are thoroughly cleaned, with all mold and soap scum removed from tiles and grouting. Ceiling mold must also be removed. Toilets to be cleaned inside and out, and the bathroom floors to be mopped

Lawns and edged are trimmed and gardens weeded

Tenant Inspection Feedback

Before we arrive for the routine inspection we ask you to complete a Tenant Routine Inspection Report. It helps us to look after the property for both the landlord and for you as the tenant/s.

Quiet Enjoyment

Home owners and tenants are equally entitled to enjoy peace and quiet in their homes. Section 48A of the Environment Protection Act 1970 clearly states that it is an offence to cause unreasonable noise from any residential premises. There are specific types of equipment that cause noise and specific times for their prohibited use.

According to the Environment Protection Authority, equipment such as an air conditioner cannot be used Monday to Friday before 7am and after 10pm as it would be considered too noisy for neighbours. For a full list of equipment and prohibited times, click on the link [HERE](#).

Quick Tips

PREFERRED METHOD OF CONTACT - EMAIL: This is the most effective means of contact. Your property manager's direct email address appears on the business card provided or office email above.

APPOINTMENT: To see your property manager in person, always contact the office to make an appointment that suits you both.

TELEPHONE: If you don't have email or for emergencies contact our office by phone. Messages left will be returned as soon as it is possible to do so.

INSURANCE: We advise ALL TENANTS to insure their own contents as they are NOT covered under the lessor's policies.

KEYS, LOCKED OUT?

Office Hours – you can collect our management set and return them to our office within the hour. Identification will be required.

After Hours – your property manager *may* be able to assist at a cost or contact a locksmith at your own expense.

CHANGING THE LOCKS

If you plan to change any locks during the tenancy you must first get permission from your property manager and then provide us with a copy of all new key/s. All keys must be returned when you vacate. You will be liable to pay the cost to re-key any lock where the key has not been returned.

PETS

In accordance with your tenancy agreement, pets are not allowed unless it is stipulated on your agreement. If you are considering getting a pet after commencing a tenancy, please contact our office first.

PICTURE HANGING, AIR-CONDITIONERS, PAY TV

Do not make any alterations to the property without our written approval. This includes hooks into walls, air conditioners installed or pay TV installed. We will contact the lessor to seek approval. Blutac and cellotape must not under any circumstances be put on walls, doors or ceilings.

PARKING OF CARS: All cars, motorbikes, trailers, campervans, caravans, boats and trucks are to be parked in designated parking areas ONLY.

Do not park on front lawn areas, or on Body Corporate designated common areas (where applicable).

It is the tenant's responsibility to repair any damage done when parking cars etc in such areas.

Oil stains on driveways or damaged/dead lawn is the tenant's responsibility to make good before vacating the property. To avoid such damage, we recommend the purchase of a drip tray.

SUBLETTING: The property cannot be sublet to another person. If you would like another person to move into the property then please contact your property manager as soon as possible.

MOVING OUT: Two weeks' notice in writing is required if you intend to vacate on the lease expiry date or after that date. Further details below.

Ending a Tenancy

How a tenancy agreement ends will depend on the type of tenancy that is currently in place.

Vacate/exit information packs are available from our agency – simply contact your Property Manager.

Fixed term tenancy termination

For a fixed term tenancy, the tenant is required to give the landlord/property manager a **minimum of 28 days' notice** and this is done by completing a RTA Form 13 – Notice of Intention to Leave. This minimum 28 days' notice cannot end at any time prior to the fixed term tenancy expiring. A landlord/property manager is required to give notice to the tenant should they wish to end the tenancy. This notice is given by issuing a RTA Form 12 – Notice to Leave.

Vacating before your fixed term agreement is up?

If a tenant wishes to vacate a property prior to the expiry of a fixed term agreement, this is commonly referred to as a 'break lease' situation. The tenant is liable for rent up to the expiry date of the agreement or when a suitable tenant is found and takes occupancy of the property, whichever is the earliest. A tenant may also be liable for additional costs in this type of situation, commonly a break lease fee or one week's rent + GST

Periodic tenancy

For a periodic tenancy, the tenant is required to give the landlord/property manager a **minimum of 28 days' notice** and this is also done by completing a RTA Form 13 – Notice of Intention to Leave. This notice can be given to the property manager at any time as there is no end date to a periodic tenancy.

Getting Your Bond Back

To ensure a full refund of your security deposit, please leave the property clean and tidy and ensure that the power, gas, and water are left connected for **3 business days** after you vacate the premises, so that your property manager can check all the appliances and items.

It is recommended that you pay close attention to the list of items in vacating checklist when vacating the property, and refer to your copy of the condition report:

Please note that rent is payable up until all keys and remote control units are returned to our office.

To avoid unnecessary locksmith charges, please ensure **ALL** keys etc. are returned to our office.

**Vacating
Checklist**

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1. Have your mailed-redirecated. This is very important as we will only return your mail to sender
2. Finalize your accounts – **Electricity, Water, Phone, Internet, Pay TV and Gas etc...**
3. Please make sure the main power switch is in the off position when you vacate.