

## Tenant Information

Whether you are a first-time renter or a seasoned tenant, we have information to help you settle into your perfect place.

### Key Handover

Key Handover will take effect on the Take Over date stated on the signed Tenancy Agreement. **Keys will not be handed over until the Bond and the First Weeks Rent have been paid.** If you would like to avoid Key Handover delays, please ensure the Bond and the First Weeks Rent are paid/ cleared in Yellow Brick's account **before the Take Over Date.**

### Paying Bond

The rental bond is required as financial security should there be a breach in the Tenancy Agreement. Your rental bond will be lodged with the RTA

The bond is held as security against any property damage, undue wear and tear or in the event there is rent outstanding. In the event there is no damage to the property over and above 'normal wear and tear' expected during the term of your tenancy and rent is paid as appropriate, the bond amount will be refunded promptly by the RTA after you vacate. The amount of the bond is specified in the Tenancy Agreement document.

### Paying Rent

It is your legal responsibility to pay your rent to the Landlord one week in advance. Please ensure that your payments reach us on or before the due date. Rent must be paid by the method stated on your tenancy agreement. **Please ensure an Automatic Payment is set up so rent is not forgotten/missed.**

If you have any problems with your rent payments, please notify your Property Manager at the earliest possible time. If you fall into arrears, we will be obligated to follow procedures to collect the rent on behalf of the Landlord.

## Entry Condition Report

An entry condition report is used to determine the condition of the property upon your occupation and ensures that it is returned to us in the same condition. It also ensures that you are not held responsible for damage at the expiry of your tenancy which may have been there prior to your occupation.

Yellow Brick conducts an Entry Report before the property is occupied this includes photos. If you wish to complete your own, please find a form on the Tenancy Services website. **You have 3 days to complete, sign and return the document to our office.** The document will be filed with your Tenancy Agreement and used as evidence of the property condition at the commencement of the tenancy compared to the condition upon vacating. To view the Property Managers Entry Report – you will find this on the Online Tenant Portal.

## Contact

Yellow Bricks hours:

**Monday – Friday 9 am to 4.30 pm**

Please respect Yellow Bricks staff by only making contact via Phone or Text within the above hours unless it is an emergency. i.e Plumbing, Electrical.

**If it's not an emergency the preferable avenue is email.**

### Weekends/Public holidays:

Please only contact staff via Phone or Text if it is an emergency. i.e Plumbing, Electrical.

**Emergency Number: 021 877 262**

## Online Tenant Portal

Yellow Brick offers an online platform where tenants can access and complete the following without having to pick the phone up.

- Maintenance requests
- View inspection reports
- Tracking rent/ rent history
- Notice to vacate

## Routine Inspections

Routine inspections will be scheduled at regular intervals during your tenancy. We are required under the guidelines of the Residential Tenancies Act to provide you at least 48 hours before the inspection, and not more than 14 days in advance written notice of the upcoming inspection.

This letter will specify the date and time block during which the inspection will be conducted.

**Unfortunately, due to time constraints, it is not possible to alter the inspection time.** You don't have to be present but are most welcome to be there so we can discuss any problems.

## Occupancy

Only the people (and the number of people) included in your tenancy agreement are permitted to reside at the property on a permanent basis.

Should a tenant wish to move out, please notify us in writing immediately.

## Repairs & Maintenance or Damage to the Premises

It is important when you notice a maintenance issue, that you inform our office as soon as possible in writing. **This can be done via the Online Tenant Portal, this can be found on our website under Tenant.**

Jobs requiring attention by tradespeople firstly require permission from the Landlord. Once the Landlord's approval has been obtained, a work order is forwarded directly to the specific tradesperson who will contact you to arrange a convenient time to address the approved maintenance.

**Please be aware that if damage is caused by negligence or work is carried out on the property by any person not approved under a work order from our office may result in your liability to pay the account.**

The Tenant shall ensure that all care is taken to avoid damage to the premises by the Tenants themselves or their guests.

You are required to give notice to the Landlord of any damage to the premises as soon as you become aware of it.

## Change of Contact Details

Please ensure you notify us immediately of any change to your contact details including home, mobile and business phone numbers and email addresses.

We may issue you with formal notices via email and therefore it's crucial you keep us updated should your details change.

## Terminating a Tenancy

If you want to end your tenancy you will need to give at least **28 days' written notice**.

This notice can be given at any time and does not have to line up with the rent payment cycle. You must pay the rent up to and including the day your notice ends and you vacate.

## Leaving the Property

Once the Property Manager has received/issued your 'Notice of Intention to Leave / Notice to Leave, they will email you and advise requirements for handing over vacant possession, including an invoice for rent owing based on the vacate date. **Please check these emails so you don't overpay rent.**

**You must vacate the property by 5pm on the exit date.** The property manager will conduct a Final Inspection of the property and obtain vacant possession.

The bond will only be returned once it has been established that all rent is paid as required, the property has been returned in its original condition as per the in-going condition report(excluding fair wear and tear) and all applicable invoices have been paid.

**Please leave all keys/remotes including original key tags in the kitchen cutlery drawer.**

## Your Bond Refund

Once any outstanding issues have been addressed the bond refund form will be emailed to you. The Tenants Portion needs to be completed, signed and emailed back to your Property Manager.

The document is then forwarded to the Bond Authority requesting the release of all/part bond monies held against the tenancy. **This process takes within 7 to 10 working days, Yellow Brick has no control over when funds will be released.**